



SAIL BEYOND BORDERS®

Frequently Asked Questions Updated 5.6.2019

- 1. Our new Pricing Strategy is called Sail Your Way. Does it replace Go Big/Go Better / Go Best?**
This will replace our Go Big/ Go Better/Go Best pricing strategy.
- 2. Is Sail Your Way a long term change in pricing strategy or just for April 2019?**
This will be our pricing strategy moving forward.
- 3. Why the change from Go Big/Better/Best?**
Although Go Big, Better, Best had equity in the market, feedback from our Trade Partners is that we need to have a price only fare (no amenities included) always visible in the market.
- 4. Will the Lowest Available Cruise Fare (LAF) also be a Non-Refundable fare with no perks?**
Yes, the feedback has been that Non-Refundable Fares are a great option for our guests who are price conscious. We call this the "**Sail**" option.
- 5. Will there be a Non-Refundable Fare ("**Sail**") option for 2 and 4 perks?**
No there will not.
- 6. Do Inside category staterooms now have the option to choose 2 or 4 perks with Sail Your Way?**
*Yes, effective April 4, 2019, inside stateroom fares will include options for both. Travel Advisors must call Individual Reservations at # 800-437-3111, to add the 4 perks ("**Sail All Included**"), if they have an existing reservation. Otherwise the booking may be subject to a rate increase.
An additional charge of \$35USD/ \$49 CAD per person, per day will be added if guests would like to go from 2 perks (**Sail Plus**) to 4 perks (**Sail All Included**).*
- 7. Does the Non-Refundable Fare "**Sail**" option apply to new bookings made inside final payment?**
Yes, the Non-Refundable Fares will be available to book within final payment, however the names and full payment will be due at the time of booking.
- 8. What if guest wants to purchase one (1) perk or more?**
Additional "Perks" can be purchased via our Pre-Cruise Purchase portal called PCP found on www.celebritycruises.com.
- 9. Are Transatlantic and Transpacific sailings now included in Sail Your Way?**
Yes, these itineraries are now included in Sail Your Way. The Sail Your Way pricing strategy is NOT applicable to our Galapagos ships/sailings.
- 10. Will Suite Class staterooms be available at Non-Refundable deposits? REVISED**
Suites will NOT be eligible for Non-Refundable deposit ("**Sail**") option. Suites will receive "**Sail all Included**" 4 perks at a refundable price.



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11. If I chose “Sail Plus” (2 perks) at time of booking, but decide to go to “Sail All Included” later, what will I be charged?

For existing bookings with 2 perks, “Sail Plus”, the Travel Advisor must call Individual Reservations at # 800-437-3111, to add the “Sail All Included” 4 perk option. An additional charge of \$35USD/ \$49 CAD pp per day will be added for “Sail All Included”, 4 perks.

Promo Codes

Promo Name	Promo Description	New Option Codes for Grps	Description
Non Refundable Rates:			
Price Rate NRD	Savings NRD	N/A	N/A
HALFT4 NRD	50% of 3/4th rate NRD	N/A	N/A
2 Free Perks:			
2PERKS BEVOBC	Classic Beverage & OBC	BVOC	2PKS BEV OBC
2PERKS BEVGRT	Classic Beverage & Gratuities	BVGR	2PK BEV GRAT
2PERKS BEVWIF	Classic Beverage & Internet (WIFI)	BVWF	2PK BEV WIFI
2PERKS OBCWIF	OBC & Internet (WIFI)	OCWI	2PK OBC WIFI
2PERKS OBCGRT	OBC & Gratuities	OCGR	2PK OBC GRAT
2PERKS GRTWIF	Gratuities & Internet (WIFI)	WIGR	2PK GRAT WIF
4 Perks:			
4PERKS	All 4 amenities	4PKS	4PERKS
50% off 3/4th rate Refundable			
HALFOFF3rd4th	50% of 3/4th rate	N/A	N/A

GROUP FAQ’s “Sail Your Way”

1. I have an existing group booked with a few unsold staterooms, can I offer “Sail Your Way” (2 perks or 4 perks) if the staterooms are named and booked after April 4, 2019? REVISED

Yes, any staterooms booked after April 4, 2019, at your current group rate, will get 2 perks (“Sail Plus”). An additional charge of \$35USD/ \$49 CAD pp, per day will be added if guests would like 4 perks (“Sail All Included”). Travel Advisors must call the Group Department to make the change from 2 perks to 4 perks, if you have an existing booking. Group department # 800- 963-0311.

2. I have an existing group, named and deposited. Are all my named and deposited client’s perks protected? REVISED

Yes, if your group allocation is already named/deposited, your clients are protected at your current group rate and at the promotion that was applicable when they booked.



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3. I want to book a new group after April 4, 2019, can I book the group using Non-Refundable fares, "Sail"?

If you choose a Non-Refundable fares, the booking must always be made at prevailing rates and named at time of booking.

4. I have an existing group and I have a stateroom booked prior to April 4, 2019, in Individual Reservations (FIT), that I want to move into my group. Can I keep the same rates and perks after April 4, 2019?

Yes, you can move your FIT booking into the group and your original rate and perks will be protected, if the sailing is not on *code yellow or code red*. Please refer to the Celebrity Group Policy link below.

Groups Continued

5. Will the "Sail Plus" (2 perks) or "Sail All Included" (4 perks) apply to unnamed group bookings for inside staterooms? REVISED

Yes, inside staterooms held within your group can now choose "**Sail Plus**", 2 perks at your current group rate. If they choose "**Sail All-included**", an additional charge of \$35USD/ \$49 CAD pp per day will be added. You must call the group department to add the additional perk options to an existing booking. Group department # 800- 963-0311.

6. Will the "Sail Plus" (2 perks) or "Sail All Included" (4 perks) apply to unnamed group bookings on transatlantic, transpacific and repositioning sailings? REVISED

Yes, these itineraries held within a group can now choose "**Sail Plus**", 2 perks at your current Group rate. If they choose 4 perks, "**Sail All-included**", an additional charge of \$35USD/ \$49 CAD pp per day will be added. Travel Advisors must call the group department to add "**Sail All-included**", if there is an existing booking.

7. I have an existing group on a Repositioning, Transatlantic and/or Transpacific and all my clients are named and deposited. They were NOT offered "Perks" included in their fare when they booked. Can I now offer them the "Sail Your Way" options if I am not within Final Payment?

Yes, you can offer them "**Sail Plus**" (2 perks) or "**Sail All Included**" (4 perks) option but they must be re-fared at prevailing rates, as long as the sailing is not on *code yellow or code red*. Please refer to the Celebrity Group Policy.

8. Has the Celebrity Group Policy changed?

No, it has not. Please refer to Celebrity's Group Policy.

<http://thecelebritycommitment.com/Groups.html>

9. Will the new "Sail Your Way" pricing strategy impact the "Move Up" program?

No, it will not.