



## GIVE THE GIFT OF TRAVEL

Take your clients' vacation to the next level with a Celebrity Cruises® Gift Card. Easy to purchase, send and redeem, our gift cards let family and friends choose the adventure that's right for them.

Celebrity Cruises Gift Cards never expire, so they can use them now or later—it's up to them.

### HOW TO PURCHASE

- From Celebrity Cruises Gift Card, click [here](#) to send!
- Gift cards are digital, there is no physical card at this time

### CUSTOMIZATION

- Can be purchased in customized amounts ranging from \$50 - \$2,000
- Purchaser can customize message and select a digital card design

### WHERE TO REDEEM

- Espresso
- Celebrity Cruises website & App (booking only, PCP coming soon)
- Call Center (booking only, PCP coming soon)
- Onboard Expense Account
- PLUS redeemable on sister brand, Royal Caribbean

# FREQUENTLY ASKED QUESTIONS

**Q. Are there any fees associated with the purchase of an eGift Card?**

**A.** No. You will only be charged the face value of the eGift Card, and we will not impose shipping or any other fees at any time.

**Q. Can I change the value of an eGift Card after I've paid for it?**

**A.** Not at this time.

**Q. How do I cancel the purchase of an eGift Card?**

**A.** If your eGift Card has not been delivered, you can cancel your purchase by contacting Customer Support. If the delivery date is today or in the past, your purchase cannot be cancelled.

**Q. What payment methods do you accept?**

**A.** Visa, MasterCard, American Express, Discover.

**Q. What is a card Security Code and why is it required?**

**A.** In order to protect you from unauthorized transactions, we require your card's Security Code.

MasterCard, VISA, and Discover: The Security Code is the 3-digit number printed on the signature panel on the back of your card.

American Express: The card Security Code (also referred to as the CID number) is printed above the imprinted card number on the front of the card (on either the left or right).\*

*\*Please note, there are a small percentage of "plastic-less" card accounts for American Express - Corporate and Purchasing Card accounts. If you have one of these accounts with no AMEX card, please enter 5555 as your card security code.*

**Q. When is my card charged for my purchase?**

**A.** Your card is charged at the time of purchase. This purchase will appear on your credit/debit card statement as CS \*CELCRUISES GC.

**Q. When will my recipient receive their eGift Card?**

**A.** Your eGift Card will be sent via email on the delivery date you choose, with rare exceptions for processing delays. For same-day delivery, most eGift Cards are sent within an hour of the purchase transaction. For future delivery, eGift Cards are sent on the morning of the scheduled delivery date.

**Q. I want a printed eGift Card to present to someone as a gift. How do I do this?**

**A.** Simply personalize the eGift Card for your recipient, have it sent to yourself and then print it. Go to the "For Me" tab underneath "Who is the gift card for". Your eGift Card will be sent to the email address entered on the Payment Page. Enter your recipient's name and your personal message on the eGift Card messages page and complete the transaction normally. You will receive an eGift Card alert via email. Follow the instructions in this message to retrieve your eGift Card and then choose "Click to print this page." The resulting printout may be presented as a gift to the recipient.

# FREQUENTLY ASKED QUESTIONS

## **Q. Can I buy an eGift Card for myself?**

**A.** Yes. To do so, go to the “For Me” tab underneath “Who is the eGift card for”. Your eGift Card will be sent to the email address entered on the Payment Page. When you receive your eGift Card alert via email, follow the instructions in this message to retrieve and redeem your eGift Card.

## **Q. Can I send two (or more) eGift Cards to two (or more) different people who share an email address?**

**A.** Yes. If you send separate eGift Cards to Aunt Mary and Uncle Jim at their shared email address, they will receive two messages with the subject “[Sender] sent you an eGift Card from Celebrity Cruises” with your name in place of [Sender]. Within the text of the emails, each message will be addressed to the respective recipient, using the name you entered in the purchase process, for example: “Mary Smith, John Jones sent you a \$XX eGift Card from Celebrity Cruises.”

## **Q. Where can I use my eGift Card?**

**A.** Celebrity Cruises Gift Cards are redeemable for Celebrity Cruises or Royal Caribbean International cruise bookings. The Gift Card can be redeemed by booking online at [Celebritycruises.com](https://celebritycruises.com); by calling us at 888-751-7804; or by visiting your Travel Advisor. Gift cards can also be used onboard as payment toward your onboard expense account.

## **Q. When does the eGift Card expire?**

**A.** There is an expiry date on each Celebrity Cruises eGift Card; this is when the card expires. However, funds on your eGift Card never expire. If funds remain on the card after the expiration date, please call 866-294-6806 to have a replacement card issued and sent to you at no cost. The balance on the replacement card will be equal to the balance on the expired card.

## **Q. Can I reload my eGift Card after I’ve spent the full value?**

**A.** Not at this time.

## **Q. What exactly does the recipient receive when I send an eGift Card?**

**A.** On the delivery date you choose, a message is sent to the recipient informing them of your eGift, with a link to retrieve it online. The link in the email goes to a page showing the eGift Card you created (the design you selected, with your recipient’s name and your personalized message), its value and card number. This page also gives simple instructions for redeeming the eGift Card. Sometimes, special offers and promotions are listed on the page.

## **Q. How do you prevent the email from getting lost as spam?**

**A.** We adhere to all industry best practices to ensure successful delivery of the eGift Card via email. Still, there is a chance that the email will be treated as spam or the recipient didn’t notice it in their email inbox. You will receive an email message confirming delivery of the eGift Card alert email, and a message notifying you that the eGift Card has been viewed. If the eGift Card goes un-viewed for 15 days after delivery, you will receive a message with options for resolving the issue.



# FREQUENTLY ASKED QUESTIONS

## **Q. How do I know the recipient actually received the eGift Card I sent them?**

**A.** You will receive an email message confirming delivery, and a message notifying you that the eGift Card has been viewed. If the eGift Card goes unviewed for 15 days after delivery, you will receive a message with options for resolving the issue. You may also contact Customer Support with the order number from the email you received confirming your purchase, and we can tell you if the recipient has viewed their eGift Card.

## **Q. Do I need a special printer? Do I need to print color?**

**A.** No and no. Most standard office and household printers are equipped to print eGift Cards, and you do not need to print in color. Some printers produce great results, and older printers sometimes don't print certain images well, but the most important thing is that the Card Number, expiration date, and CVV are clear. If it is not, you may need to install a new ink cartridge.

## **Q. Is my order secure?**

**A.** All personal and financial information is transmitted using the https protocol over a Secure Sockets Layer (SSL), utilizing state of the art technology for consumer protection. Behind the scenes, your web browser is sending all personal and financial information over SSL. The eGift Card purchase process is fully PCI compliant. If you have any questions or concerns, please contact Customer Support.

## **Q. What if I lose my eGift Card?**

**A.** Your eGift Card has cash value and should be safeguarded as such. If you lose your printed eGift Card, contact Customer Support immediately. If your eGift Card has not been redeemed or has some remaining value, we can cancel the original and issue you a new eGift Card for that value. The card number and proof of purchase are required to facilitate a replacement.

## **Q. What if someone makes a copy of my printed eGift Card?**

**A.** Our state of the art technology inhibits fraud, but you must safeguard your eGift Card for your own protection. If someone makes a copy of your eGift Card and redeems it for the full amount, your copy will have no value. No matter how many copies are made, the value of the eGift Card is tied to the eGift Card number. When that number is used, the value of the purchase is deducted from the eGift Card. If you suspect that someone has copied or stolen your eGift Card, contact Customer Support immediately. Any value that has not been used can be reissued to you in a new eGift Card.

## **Q. Who is CashStar?**

**A.** CashStar is a Blackhawk Network business specializing in Digital Gifting that allows consumers and businesses to securely order and send Gift Cards over the internet. CashStar's focus is on developing a secure payment technology platform and service dedicated to bridging the digital and physical divide. CashStar is fully PCI compliant.