

NEW SUITE PERCENT DEPOSIT FREQUENTLY ASKED QUESTIONS

UPDATED MAY 15, 2023

1. WHAT IS MY DEPOSIT AMOUNT?

Effective June 1st, 2023, deposits for suites, The Retreat, bookings will be calculated as 10% of cruise fare of the stateroom. If the 10% value is less than the current standard deposit amount, the standard amount will be applied. All other deposits for Aqua Class, Concierge Class, Veranda, ocean view and inside staterooms are unchanged.

2. WHEN WILL THIS CHANGE TAKE EFFECT?

This change will take effect for suite bookings created on or after June 1st, 2023.

3. IS THIS A BRAND-WIDE CHANGE? ARE ALL SUITE CATEGORIES INCLUDED?

Yes, this change is brand-wide change and includes all suite categories including suite guarantees.

4. HOW WILL THE 10% DEPOSIT AMOUNT BE CALCULATED? WHAT HAPPENS IF MY BOOKING HAS A DISCOUNT APPLIED TO IT?

The 10% deposit is calculated based on cruise fare after all applicable discounts and promotions have been applied.

5. HOW DOES THIS IMPACT BOOKINGS THAT WERE MADE PRIOR TO JUNE 1ST, 2023? IF I MAKE A CHANGE TO MY EXISTING BOOKING ONCE THIS UPDATE TAKES EFFECT, WILL I BE RESPONSIBLE FOR THE NEW DEPOSIT AMOUNT?

Bookings made prior to June 1st, 2023 will not be impacted, even if there is a change to the booking to another ship or sail date.

6. WILL THIS CHANGE BE REFLECTED ON GUEST INVOICES AND BOOKING CONFIRMATIONS?

Yes. The new deposit rules will be reflected on guest invoices and booking confirmations.

7. IS THIS CHANGE APPLICABLE TO BOTH INDIVIDUAL AND GROUP RESERVATIONS?

This change is currently only applicable to Individual bookings. Percent-based deposits are expected to be extended to groups later this year.

8. IF A SUITE RESERVATION IS TRANSFERRED INTO A GROUP, WHAT IMPACT WILL THIS CHANGE HAVE ON THE RESERVATION?

For suite bookings transferred into a group, the deposit will remain unchanged. Deposits will be based on the original booking type.

9. DOES 10% DEPOSIT ALSO APPLY TO GALAPAGOS AND CRUISETOURS?

Yes, the 10% new deposit policy applies to suites on all Galapagos and Cruisetour bookings.

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10. WILL CELEBRITY STILL REQUIRE DOUBLE THE DEPOSIT FOR SUITES?

No, double deposits will no longer be required for suites. The deposit for suites will now be the greater of 10% or standard deposit amount. For example, if a Retreat Suite cruise fare is \$6000.00 per person on a 7-night cruise, the Suite deposit amount will not be \$250.00 per person, instead it will equal 10% of the cruise fare (\$600.00 per person.)

Deposits are the **greater** of 10% of total cruise fare for a suite stateroom less promotional discounts or the following standard amounts:

- 1-5 nights \$100 pp
- 6-9 nights \$250 pp
- 10 nights+ \$450 pp
- Galapagos sailings \$900 pp

11. HOW DO THESE CHANGES APPLY TO FUTURE CRUISE BOOKINGS?

Future Cruise bookings will follow the new program of 10% deposit per suite. For Book Later bookings, guests will need to pay the additional deposit requirements if converted into The Retreat.

12. ARE SUITE DEPOSITS REFUNDABLE? WILL THE FULL 10% DEPOSIT BE WITHHELD UPON CANCELLATION OF A SUITE RESERVATION?

If a suite is booked with a non-refundable promotion, the full 10% deposit per person will be withheld upon cancellation. Refundable promotions follow the normal cancellation policy.

13. WHICH MARKETS WILL THE CHANGES APPLY TO?

This change will apply to all markets.

14. HOW WILL THE CHANGE AFFECT DOUBLE DEPOSITS FOR CELEBRITY RETREAT CATEGORIES?

Celebrity Retreat categories will no longer require double standard deposits. Deposits for suites will be 10% of the cruise fare or the standard deposit amount, whichever is higher.

15. IF A GUEST ORIGINALLY BOOKED A NON-SUITE AND PAID A DEPOSIT, THEN LATER CHANGED THEIR BOOKING TO UPGRADE TO A SUITE, ARE THEY STILL REQUIRED TO PAY THE 10% AND WHEN IS IT DUE IF THEY HAVE PASSED THE OPTION DATE?

Yes, if a booking was created on or after June 1st and is later upgraded to a suite, the remaining deposit of 10% will be due at the time of the change. If the booking create date was prior to June 1st and the guest later upgraded to a suite the deposit will not be recalculated and no additional deposit amount will be due.

16. HOW WILL THIS CHANGE AFFECT WAIT-LIST BOOKINGS?

Guests who opt to place a deposit on wait-list suite bookings will be entering into the non-refundable deposit contract and the 10% deposit will be based off pre-promotional cruise fare. If a suite opens and the guest is booked in a cabin, the non-refundable portion of the deposit will be recalculated as 10% of the cruise fare less any promotions and discounts. The difference between the pre-promotional deposit and recalculated deposit will go towards the cruise payment and will no longer be held in non-refundable penalty but will follow the standard cancellation penalty schedule. If the guest is not placed in a cabin, the full deposit will be returned to them.