

# CRUISE WITH CONFIDENCE

## **Q. #1: What does the current Cruise with Confidence program offer?**

A: Our current Cruise With Confidence program offers guests the ability to cancel their sailing for any reason, within 48 hours of their sailing date, in exchange for a 100% Future Cruise Credit for amounts paid toward their cruise fare; The program also offers our Best Price Guarantee allowing guests to change their price or promotion up to 48 hours before sailing. These benefits are currently available on reservations made by May 31, 2021 on sailings departing on or before May 4, 2022. The ability to reschedule or Lift & Shift a booking to the following cruise year at existing rates expired on January 31, 2021 and is no longer available within the Cruise With Confidence program. Guests who would like to reschedule their sailing for another date must do so at prevailing rates.

## **Q. #2: Which bookings are eligible for the Best Price Guarantee?**

A: Existing bookings and new bookings made May 6, 2020 through May 31, 2021, with departure dates through May 4, 2022, are eligible for the Best Price Guarantee.

## **Q. #3: How can I change the price or promotion on my booking under the Best Price Guarantee?**

A: You may request a change in the cruise price and offer up to 48 hours prior to the departure date. You must contact your travel advisor or call Celebrity Cruises at 1-800-437-3111 in North America or (316) 554-5961 worldwide at least 48 hours prior to sailing. You may change the price and offer as many times as desired up to 48 hours before the scheduled departure of the sailing. If Celebrity Cruises' "best price guarantee" results in a decrease in the guest's cruise fare after the Final Payment due date, then the difference will be provided to guests in the form of a non-refundable onboard credit for use on the guest's cruise. If our "best price guarantee" results in a decrease in the guest's cruise fare before the Final Payment due date, the difference will be provided in a rate adjustment. Certain promotions will be excluded from the policy. A list of exclusions will be provided.

## **Q. #4: Where does Celebrity's original Best Price Guarantee apply?**

A: Prior to March of 2020, Celebrity Cruises offered a Best Price Guarantee policy allowing guests to change the cruise fare price or promotion on their booking, at prevailing rates, before final payment was due. Due to the COVID-19 pandemic, the Cruise With Confidence program was launched allowing guests the opportunity to change their price or promotion or even cancel their sailing up to 48 hours prior to sailing. Currently, Cruise With Confidence is available through 5/31/21 on sailings departing on or before 5/4/22. All sailings departing on 5/5/22 or after would be covered by the original Best Price Guarantee program.

## **Q. #5: What sailings qualify for Cruise with Confidence?**

A: All sailings (excluding chartered) through May 4, 2022, are included in the Cruise with Confidence program. For contracted groups, the compensation available under Cruise with Confidence would be offered to the travel partner or direct purchaser who entered into the contract and guests would need to deal with that party directly. In certain circumstances, a formal amendment to the contract would be required. The terms of the FCC offered to a contracted group may not be the same. Chartered sailings are excluded.

## **Q. #6: How long will I have to redeem my Future Cruise Credit (FCC)?**

A: FCCs issued under the new Cruise with Confidence program must be redeemed by April 30, 2022, and can be used on sailings departing on or before September 30, 2022.

## **Q. #7: How can I cancel and receive a Cruise with Confidence FCC?**

A: If your sailing falls within the qualifying timeframe, you can submit your request to cancel your reservation and receive the Cruise with Confidence future cruise credit (FCC). To be eligible for a Cruise with Confidence FCC, your request must be submitted no later than 48 hours prior to the scheduled departure time of your sailing. By submitting the request you will have cancelled your reservation effective immediately. The future cruise certificate will be issued to you within 30 days. By requesting a Cruise with Confidence FCC, you are cancelling your reservation and waiving any right you may have had to receive any refund of the cruise fare paid, even if the sailing is later canceled by Celebrity Cruises. The Cruise with Confidence FCC will be equal to 100% of the cruise fare you paid to Celebrity Cruises for your booking.

Your travel agent can also submit the request for you online by accessing the request form for travel agencies on [www.Cruisingpower.com/](http://www.Cruisingpower.com/) Brand Programs and News/ Cruise With Confidence.

## **Q. #8: What will happen to my Celebrity Passages onboard credit if I take advantage of the Cruise with Confidence program?**

A: Should you choose to cancel and receive a Cruise with Confidence FCC, your Celebrity Passages onboard credits will be applied to the new sailing when you rebook. Additionally, if you received an onboard credit as a result of a redeployment, charter, or other goodwill gesture, it will also follow you to your new booking. If you choose to cancel without opting for a Cruise with Confidence FCC, the Celebrity Passages onboard credit will be forfeited. Any promotional onboard credits will be forfeited.

## **Q. #9: If I don't want a Future Cruise Credit and simply wish to cancel for a refund, what are my options?**

A: If you do not opt-in to receive a Cruise with Confidence FCC, the cancellation policy tied to your reservation at the time of booking will continue to apply. This means that, if you cancel prior to the final payment due date, we will refund any payments we received toward the cruise fare except for any non-refundable deposits. If you cancel after the final payment due date, you will be subject to cancellation charges as determined by the cancellation schedule for your booking.

## **Q. #10: What happens if there is a difference in cruise fare between the Future Cruise Credit (FCC) issued for my cancellation and what I want to book next?**

A: If the cruise fare on your new booking exceeds the value of your FCC, you will be responsible for the difference. Alternatively, if the new cruise fare is lower than the value of the FCC, the remaining funds will continue to be available on the initial FCC until the FCC expires or the balance is zero, whichever occurs first.

## **Q. #11: Are Future Cruise Credits interchangeable between Royal Caribbean Group's cruise brands?**

A: No. Future Cruise Credits acquired through the Cruise with Confidence program can only be redeemed on the cruise brand with which you made the booking you cancelled.



**Q. #12: What about hotel and transfers? Will I receive a refund for those?**

A: If pre- or post-cruise hotel stays or transfers were purchased through Celebrity Cruises and we cancelled the cruise, the hotels and transfers will be refunded. Anything purchased outside of Celebrity Cruises will need to be addressed directly with the property/operator.

**Q. #13: Do standard Final Payment timelines still apply?**

A: Yes, full payment is still required at 75 days to departure for sailings of one to four nights in length and 90 days to departure for sailings of five night or more. For guests residing in the UK and Ireland, full payment is required at 57 days prior to departure.

**Q. #14: How are Non-Refundable Deposit bookings impacted by this policy update?**

A: Non-Refundable Deposit bookings sailing on or before May 4, 2022, are eligible for the Cruise with Confidence program. Prior to the final payment due date, if you wish to change a Non-Refundable Deposit booking to an alternate ship you can do so without incurring a change fee; the change fee will be waived.

**Q. #15: If I cancel, will I be credited for my pre-cruise purchases, such as beverage packages, shore excursions, and specialty dining?**

A: Yes, pre-cruise purchases will be refunded to the original form of payment.

**Q. #16: Who will receive notification once a Future Cruise Credit is issued?**

A: All Future Cruise Credits will be sent directly to the affected guest, with the associated travel advisor in copy, if the guest booked through one.

**Q. #17: What if a Future Cruise Credit (FCC) was used to pay for my existing cruise, and now I want to cancel it and receive an FCC under Cruise with Confidence?**

A: If a Future Cruise Credit was used to pay for either all or a portion of your existing reservation, we are making it easy for you by combining all funds into one FCC. The value of the original FCC will now be added to the new FCC at 100% of its original value, plus the addition of any amount paid. Regardless of the original FCC's expiration date, the new FCC must be applied by April 30, 2022, at which time all unused funds will expire, for sailings departing on or before September 30, 2022.

**Q. #18: To qualify for the new Cruise with Confidence policy, what is the last day to cancel?**

A: The Cruise with Confidence program is available to guests who submit a Cruise with Confidence cancellation request 48 hours or more prior to the date of departure. Please reference the chart below.

SAILING DEPARTURE DAY	LAST DAY TO CANCEL is the prior
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	Monday
Friday	Tuesday
Saturday	Wednesday

**Q. #19: Are there any ships or sailings upon which the Cruise with Confidence Future Cruise Credit (FCC) cannot be used?**

A: FCCs issued by Celebrity Cruises under Cruise with Confidence can be redeemed on any future Celebrity Cruises sailing departing on or before September 30, 2022. The FCC cannot be used toward a booking in a contracted group or chartered sailing.

**Q. #20: Are Cruise with Confidence Future Cruise Credits applicable to existing bookings?**

A: Yes. These FCCs may be used to satisfy any remaining balance due for the cruise fare on an existing booking. However, FCCs cannot be used to obtain a refund. A recent enhancement now allows multiple FCCs to be applied per guest within the same reservation.

**Q. #21: If I'm ready to rebook my Celebrity Cruises vacation, do I need to make my deposit today, or can I wait for my Future Cruise Credit?**

A: DEPOSIT DUE DATE EXTENSION If you canceled your booking and opted to receive a 100% FCC under the Cruise with Confidence program, and you book a new cruise with Celebrity Cruises by calling us or contacting your travel advisor between:

- April 8, 2021 – May 13, 2021 – you will not be required to make a deposit payment until June 7, 2021, or the final payment due date, whichever comes first, while waiting for your FCC.
- March 9, 2021 – April 7, 2021 – you will not be required to make a deposit payment until April 30, 2021, or the final payment due date, whichever comes first, while waiting for your FCC.

Please note that your deposit payment due date may be extended for this purpose only once.

**Q. #22: Can I use the Future Cruise Credit across multiple itineraries, or does it have to be used for a single booking?**

A: Yes, your Future Cruise Credit may be used across multiple itineraries if there is a remaining balance after initial use. Any remaining funds on the FCC will continue to be available until the FCC expires or the balance is zero, whichever occurs first. A recent enhancement now allows multiple FCCs to be applied per guest within the same reservation.



**Q. #23: If I cancel a cruise using the Cruise with Confidence program, and I'm issued a Future Cruise Credit, can I apply it to a holiday sailing?**

A: Yes. Future Cruise Credits can be applied to 2020 and 2021 Christmas and New Year's holiday sailings.

**Q. #24: Does Cruise with Confidence protect airfare?**

A: If you booked air through Flights by Celebrity with a refundable air option, Celebrity will handle changing your arrangements, and we'll cover any change fees. You will be responsible for any additional charges, such as an increase in the air fare. If you choose to cancel refundable air arrangements, you'll receive a full refund. Refunds will be processed to the original form of payment. The refund will typically appear on your credit card statement in the next billing cycle.

UK and Ireland guests who booked a non-refundable ticket through Celebrity will not receive a refund. If you booked flights independently with an airline or travel partner, you'll need to contact them directly to inquire about a refund or contact your travel insurance provider.

If you booked air independently or purchased nonrefundable air through Flights by Celebrity, you should reach out to your air carrier for assistance with canceling or changing your flight. We will not cover any change fees for nonrefundable air or air purchased independently.

If you choose to cancel, the carrier should allow you the use of the ticket within 12 months of the ticket issue date. If the airline does not accommodate the use of the ticket value within 12 months of ticket issue date, you should contact Flights by Celebrity via email at [choiceairsupervisors@rccl.com](mailto:choiceairsupervisors@rccl.com).

In your email, be sure to include the following:

- Booking Number
- Sail Date
- Guest Names
- Reason for the email/what was advised by the airline

Emails will be answered in the order received. Responses may take 7 to 10 business days.

**Q. #25: When does my Global Suspension or Cruise With Confidence FCC expire?**

A: Celebrity has extended the expiration date of previously issued FCCs issued as compensation from a suspended sailing or participation in the Cruise With Confidence program. This means that these FCCs may be used on or before 4/30/2022 to make a new booking on any Celebrity Cruise departing on or before 9/30/2022. A recent enhancement now allows multiple FCCs to be applied per guest within the same reservation.

**Q. #26: If I book a future sailing (such as for 2021 or 2022) that is eligible for CWC, and I then decide to cancel 48 hours or more prior to departure and receive a CWC FCC – what will be the expiration date of the FCC?**

A: All FCCs issued under the new Cruise with Confidence program must be redeemed by April 30, 2022 and can be used on sailings departing on or before September 30, 2022.

**Q. #27: May I transfer my FCC to another guest?**

A: Yes, we will allow a one-time transfer of a Cruise With Confidence FCC to be used for a 2021 sailing. Deadline to request a transfer is May 31, 2021. FCC may be transferred to another guest in an Individual or non-contracted Group booking.

**Q. #28: How is the value of my client's Future Cruise Credit determined?**

A: Your client's Future Cruise Credit will be reflective of the total cruise fare (commissionable plus non-commissionable cruise fare) amount paid to Celebrity Cruises. It will not include any less taxes & fees, as those will be refunded to the original form of payment. Refundable Air booked through Flights by Celebrity, Pre/Post Hotels, transfers, etc. will also be refunded to the original form of payment.

**Q. #29: Do the same parameters apply to both Group and Individual reservations?**

A: At this time, Individual and named non-contracted Group reservations qualify for the same "Cruise with Confidence" guidelines. Contracted group eligibility may vary. Chartered sailings are excluded.

**Q. #30: Will Travel Partner commissions be protected for guests who choose to cancel their existing reservation?**

A: Yes, travel partner base commission will be protected on the cancelled booking and travel partners will have the opportunity to earn commission on the future reservation where the Cruise with Confidence Future Cruise Credit is applied. Please note that commission will be paid on cancelled reservations only if: (i) it is paid in full; (ii) it is subject to 100% cancellation charges; and (iii) the guest has opted to cancel and take the Cruise with Confidence FCC. If the booking is paid in full and the guest misses the cancellation deadline of 48-hours prior to the sail date and requests cancellation, full penalties will be assessed and commission will be protected. Please note that FCC commission earnings are payable only on sailed reservations.

*\*Additionally, conditions may vary if booked through a Tour Operator. It's recommended that you reach out to the individual Tour Operator for applicable terms.*

**Q. #31: Will earned Tour Conductors be protected?**

A: Under the Cruise with Confidence program, group TCs will be protected, however, the minimum number of staterooms required to qualify still apply.

**Q. #32: What price programs are excluded from Best Offer Guarantee?**

A:

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| <ul style="list-style-type: none"> <li>• Travel agency reduced rates</li> <li>• TAFF</li> <li>• EMP / EMP family fares</li> <li>• Family / Friend rates</li> </ul> | <ul style="list-style-type: none"> <li>• Charters, group contracted rates, rates quoted via Siebel</li> <li>• Net Rates (deep discount, tactical nets and Net Rate)</li> <li>• Perishable/Strategic Certificate (offer)</li> <li>• Seminar at Sea</li> </ul> |
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**Q. #33: Is there a change for the Group milestones schedule?**

A: For January 2021 through September 2021 Group business, we are waiving the checkpoint to allow Travel Partners time to hold onto their Group space. Please note, no action is needed from you or your travel agents. However, the Final Payment due date will remain intact for such groups.

**Q. #34. What happens to my points if my customer chooses to cancel their sailing under the Cruise with Confidence policy, applicable to sailings departing before September 1, 2020?**

A: We are protecting points for any bookings that fall under our March 6, 2020 Cruise with Confidence policy, for sailings through September 1, 2020. Please note, when your customer rebooks using their Future Cruise Certificate, the new booking will not be eligible to earn points.

Points claimed for rebooks using Future Cruise Certificates or any cancelled bookings that fall outside of the above policies will be removed from your account, as per our standard terms and conditions.

**BOOKING A FUTURE CRUISE****Q. #1: Will I still get the same perks when I rebook a new cruise?**

A: Unfortunately, at the time of cancellation, all promotional offers, amenities, and value adds are removed and will not carry-over to future reservations. Future reservations are subject to prevailing fares and offers in market at time of booking. If you have booked any shore excursions, beverage packages, or other pre-cruise purchases, you will receive a refund to the original form of payment.

**Q. #2: If I had a cruise canceled as part of the global suspension, can I rebook a future sailing now?**

A: Yes. You can use your FCC on any Celebrity Cruises sailing departing on or before September 30, 2022.

**DEPOSIT DUE DATE EXTENSION** If your cruise was canceled as part of the global suspension or you canceled through our Cruise with Confidence program, and you rebook your cruise via [www.celebrity.com](http://www.celebrity.com) or by calling Celebrity or contacting your travel advisor between:

- April 8, 2021 – May 13, 2021 – you will not be required to make a deposit payment until June 7, 2021, or the final payment due date, whichever comes first, while waiting for your FCC.
- March 9, 2021 – April 7, 2021 – you will not be required to make a deposit payment until April 30, 2021, or the final payment due date, whichever comes first, while waiting for your FCC.

Your booking will remain active without any payment until your FCC is applied or up to the final payment due date. After the FCC is applied, you will still need to make payment on the booking either for the balance due or the minimum deposit, whichever is less. The balance due includes the taxes, fees, and prepaid gratuities due on the booking.

**CRUISECARE®****Q. #1: Is CruiseCare® plan cost refundable?**

A: If guests choose to cancel under our Cruise with Confidence program, the CruiseCare plan cost will not be refunded. However, if a guest paid for CruiseCare and their sailing has now been canceled by Celebrity Cruises due to our suspension of operations, their CruiseCare plan cost will be refunded. (Applicable to US guests only.) - CEL\_09082020

**Q. #2: My clients are uncertain about confirming the booking. What if they want to cancel over fear of the coronavirus (COVID-19) spreading?**

A: Guests can purchase CruiseCare®, which offers a Cancel for Any Reason feature providing you 90% of the pre-paid non-refundable cancellation fees in the form of a Future Cruise Credit (FCC) to use on a future cruise. - CEL\_09082020

**Q. #3: Why is it suggested to add CruiseCare® at the time of booking?**

A: CruiseCare® provides its Penalty Waiver and Cancel For Any Reason protection (non-insurance features) from the moment the plan cost is paid in full (in addition to any required cruise deposit). This helps protect your airfare if booked via Flights by Celebrity—even if the airfare is non-refundable. Purchasing the plan early can help to protect against unforeseen or previously stable medical conditions that might prevent guests from traveling, as well as covering other events which may arise between booking and final payment. Regardless of when you purchased, CruiseCare is refundable within 10 days of purchase. - CEL\_09082020

**Q. #4: How can CruiseCare® help with regard to coronavirus (COVID-19)?**

A: If a guest is denied boarding due to a failed medical screening at the port (e.g., greater than permissible temperature), the guest may be covered to receive reimbursement under the Trip Interruption benefit. The guest must provide certification of the illness from a treating physician at the time the trip was interrupted.

It provides reimbursement if guests are quarantined for coronavirus (COVID-19) while on the trip and unable to return home on the originally scheduled date. Guests may make arrangements to return home after their quarantine has ended through CareFree Travel Assistance™.

Guests who are diagnosed with coronavirus (COVID-19) while on the trip and seek care on board that results in medical expenses will have medical expense coverage available.

Guests who cancel due to being diagnosed with coronavirus (COVID-19) after having purchased CruiseCare would be eligible for reimbursement under the plan. - CEL\_09082020



## TRAVEL RESTRICTIONS

**Q. #1: Is there a requirement for anyone over a certain age to have a physician form certifying they are fit to travel?**

A: No.

We are concentrating all efforts on developing a cohesive return to service plan which will include enhanced health and safety protocols for all travelers. We are collaborating with CLIA, the Centers for Disease Control (CDC), and other government and health officials to assemble new processes and standards for the cruise experience, including boarding at terminals. These new processes and protocols are in the final stages of development, and once finalized, will be shared with guests and travel advisers.

These health and safety measures will mitigate the risk of exposure but cannot eliminate it entirely. Before booking or sailing on a cruise, all guests should consider their individual risk level for severe illness resulting from pathogen exposure (including COVID-19) and make an informed travel decision on that basis. Guests with a higher risk of severe illness may wish to consult with their doctor prior to booking or sailing with us.

**Q. #2: What about passengers who did not cancel their reservation but were notified that government restrictions or travel bans meant they would be denied boarding? What kind of compensation will they receive?**

A: Any guest who was advised by Celebrity Cruises in advance of travelling that they would not be permitted to sail because of travel restriction will receive a Future Cruise Credit for 100% of the amounts paid to us toward their cruise fare.

## ITINERARY MODIFICATIONS

**Q. #1: If Celebrity should change the embarkation/disembarkation ports, will guests who have booked their air travel through Flights by Celebrity be rerouted at no additional cost?**

A: Yes, our Emergency Travel Team will automatically change the flights at no cost.

*\*See full terms & conditions of these offers for additional details.*

