



CANCELLED SAILINGS FAQ'S

PROGRAM OVERVIEW

1. Why has Royal Caribbean Cruises Ltd suspended all operations through June 11, 2020?

In accordance with guidance provided from the Center for Disease Control & Prevention (CDC), Royal Caribbean Cruises Ltd will suspend all cruise operations through June 11, 2020, as we work together to contain the further spreading of the Coronavirus (COVID-19) illness. Health and safety remain our utmost priorities during this unprecedented time.

2. While the ships pause from normal cruise operations, where will they be located?

Each ship has activated their own, unique plan to withstand the time out-of-service and to prepare for the day when we are able to welcome you and your clients back onboard.

FUTURE CRUISE CERTIFICATES (FCC's)

3. How is my FCC amount calculated?

- The FCC is based on the amount of money that was paid to us which includes NCCFs (less taxes/fees/prepaid gratuities/Flights by Celebrity) and divided by the number of guests in the stateroom.
- Taxes, fees, any Pre-Cruise Purchases, Hotels, Transfers, Refundable Air with Flights By Celebrity, prepaid gratuities, and CruiseCare will be refunded back to the original form of payment.
- If booking is not paid in full, then FCC will be based on funds paid.
- For Galapagos and CruiseTour packages, the FCC is based on the value of the full package.
- For Non-Refundable Deposit rates for all sailings on or before 9/1/2020 the \$100pp change or cancellation fee will be waived, and the value included in the FCC.
- **Sample Calculation at 125% FCC Value, double occupancy:**
 - Guest 1 & 2: Total Cruise fare (incl. NCCF's) is \$1,000
 - Total 125% FCC Value is \$1,250
 - FCC is \$625/pp

4. What is the FCC not applicable to?

- FCC's do not cover taxes, fees, gratuities, transfers, and other booking components.
- If guest receives another form of compensation such as through travel protection.
- Not valid on same sailing FCC was originated from.
- Not valid on complimentary cruises, incentive bookings, and charter sailings.

5. What items are refundable on the canceled or suspended sailings?

Refunds will be provided for refundable air, prepaid gratuities, CruiseCare®, pre- and post-cruise hotels booked through Celebrity Cruises, and transfers booked through Celebrity Cruises. This may take up to 30 days.

6. If I canceled prior to the US/Global suspension effective on March 14, can I now get the 125% FCC or the 100% refund?

Unfortunately, no. We understand and appreciate your decision to take advantage of our Cruise with Confidence program to receive compensation valued at 100% Future Cruise Credit. Guests who continued sailing now have no choice, since their sailings have been canceled as a result of our recent voluntary suspension of sailings, and therefore, those guests are receiving a different compensation offer.

7. If my client prefers a refund over a Future Cruise Credit, is this an option?

April 24, 2020 — If a full refund is preferred, we're happy to process this request for your client. Should your client wish to decline the higher value 125% Future Cruise Credit and receive a lower value 100% refund of their cruise fare, please access the new "Cancellation Form" on CruisingPower.com under "Brand Programs & News". Upon processing the refund and reimbursing the original form of payment, the Future Cruise Credit will be deactivated. No need to decide now – refund requests are available as follows:

- Suspended Sailings departing on-or-before May 11, 2020: Refunds must be requested on-or-before December 31, 2021 and will be processed approximately 30 days after the request is submitted.
- Suspended Sailings departing between May 12 – June 11, 2020: Refunds must be requested this year on-or-before December 31, 2020 and will be processed at least 30 days after the request is submitted.

8. When will I receive a refund?

April 24, 2020 — You will receive a refund for the taxes and port fees within 30 days. The cruise fare is processed separately and could also take up to 30 days.

9. If my client wishes to cancel, are all guests booked in their stateroom required to select the same form of compensation?

Yes, all guests sharing a stateroom must agree to the same compensation offer.

10. How quickly will my client receive the Future Cruise Credit in order to secure their next cruise vacation?

Future Cruise Credits are being created as quickly as possible; however, due to the influx in volume, we are experiencing delays in the normal production timeline. The delivery of FCC can be expected as follows:

- Sailings on-or-before April 10, 2020: FCCs can be expected via email no later than April 13, 2020
- Sailings between April 11 - May 11, 2020: FCCs can be expected via email no later than April 30, 2020
- Sailings between May 12 – June 11, 2020: FCCs can be expected via email no later than May 22, 2020

11. Will my client's Future Cruise Credit be sent directly to Guest? If so, how will travel partners be notified?

Yes. All Future Cruise Credits will be emailed directly to the impacted guest, with the associated travel partner in copy. Guest can use their FCC with any registered Travel Advisor of their choice to rebook.

12. What if my client used a Future Cruise Credit to pay for their cancelled cruise?

If a Future Cruise Credit was leveraged to pay for a reservation now impacted by the global sailing suspension, we are making it easy for your client by combining all funds into one voucher. The value of the original FCC will now be added to the new FCC at 100% of its original value, plus 125% of any amount paid by the guest on the cancelled sailing. Regardless of the original FCC's expiration date, the new FCC is valid through December 31, 2021, at which time all unused funds will expire.

13. Are Future Cruise Credits associated with the global sailing suspension, applicable to existing bookings?

Yes. Future Cruise Credits can be applied to reservations created on-or-after March 6th, 2020 – at which time Celebrity Cruises "Cruise with Confidence" policy was announced. We do understand that your clients may have an existing booking with a balance where they wish to use the FCC and, in such instances, the FCC can be applied to pay for the amount owed on the reservation. Should the value of the FCC be greater than the balance owed, the variance will be reissued in the form of a Future Cruise Credit. A refund will not be administered. You may also choose to use the remaining balance of the FCC on another guest within your stateroom.

14. As my clients await the delivery of their Future Cruise Credit, how do I ensure that their new reservations are secure and don't cancel?

FIT & GROUPS - Deposit is not required until May 31, or until final payment – whichever comes first.

Groups – Due to system limitations, taxes and fees are required at time of booking

15. When will my client's Future Cruise Credit expire?

To ensure your client has plenty of time to plan his/her next cruise vacation, FCC's will expire on December 31, 2021. However, they can choose a sailing up to April 30, 2022.

16. Can I use more than one Future Cruise Credit on the same guest within the same booking?

Unfortunately you will not be able to use more than one FCC on the same guest within the same booking. Future Cruise Credits are not stackable.

17. If my client has a unique scenario, specifically related to the redemption of their Future Cruise Credit, is there a process that I should follow to assist in servicing such requests?

Yes. We understand that there may be one-off scenarios that need special attention or unique consideration. For such situations, please contact our support team at 1-800-437-3111.

18. A Travel Advisor applies a deposit (for their client) to secure a new booking because the FCC has not yet been issued. Once the FCC is applied to the booking, can the Travel Advisor contact our Reservations Department to have the initial deposit reimbursed to the original form of payment as long as the amount of the FCC covers the payment due on the booking?

Once the request is received, we will apply the FCC to your client's booking. Your client's deposit can be used for any taxes/fees and travel protection. If the FCC has any additional value after application, it will be reissued in an FCC. You may also choose to use the remaining balance of the FCC on another guest within your stateroom.

19. I booked a cruise on board that has now been voluntarily suspended. If I choose to receive the Future Cruise Credit and book at a later date, will I also be entitled to the onboard promotion?

If you take advantage of the Future Cruise Credit, yes, you will be entitled to the onboard promotion. Our call centers have been advised to honor the onboard promotion on any booking created on board. If you choose to take the 100% refund, the onboard promotion will not be honored if you choose to rebook.

20. Can I use the Future Cruise Credit (FCC) on a holiday sailing?

Yes! These FCCs can be used for any holiday sailing (Easter, Christmas, New Year's), through December 31, 2021.

21. Are Future Cruise Credits interchangeable between brands?

No. Future Cruise Credits acquired through this policy is brand-specific and can only be redeemed on the brand where the cancellation occurred.

22. Are Future Cruise Credits transferrable?

We are allowing a 1 time transfer to another guest for 2020 sailings only. The request deadline to make the transfer is September 1, 2020.

Process to Transfer FCC

1. A letter is required from the guests who have/own the FCCs stating they are giving them to (must include FCC #, name of the new guests, their booking #, ship, and sail date).
2. TP/guest must email notarized letter to celebrityrrs@celebrity.com. If the RRS team assisted them. Otherwise, please email the letter to Celebrityengagement@celebrity.com
3. Upon receipt, we will then be able to apply to the new guests booking.

Keep in mind the standard processing time once the FCC is redeemed is minimum 2 weeks so taxes and fees must be paid to secure the new booking.

23. Is the Future Cruise Credit for Galapagos and Cruisetours bookings in the amount of the package price?

Yes, the amount will be the value of the full package.

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

Yes, if the cruise fare on the new booking exceeds the Future Cruise Credit value, you will be responsible for the difference. Alternatively, if the new cruise fare is lower than the Future Cruise Credit value, a new Future Cruise Credit will be issued for the balance, which can be applied toward an additional cruise with us. You may also choose to use the remaining amount of the FCC on another guest within the same stateroom.

25. If my booking is not paid in full, will I receive a FCC for 125%?

Yes. The FCC will be issued for any cruise fare payment received on booking at 125%.

26. After I receive my 125% Future Cruise Credit (FCC), can I choose to change to the 100% refund?

Yes, refunds can be requested as follows:

- Suspended Sailings departing on-or-before May 11, 2020: Refunds must be requested on-or-before December 31, 2021 and will be processed approximately 30 days after the request is submitted.
- Suspended Sailings departing between May 12 – June 11, 2020: Refunds must be requested on-or-before December 31, 2020 and will be processed at least 45 days after the request is submitted.

Upon processing the refund and reimbursing the original form of payment, the Future Cruise Credit will be deactivated.

27. If I choose to be refunded, but then change my mind and decide I want a Future Cruise Credit instead, can I do this?

Yes, as long as the refund hasn't been processed, we can change the compensation offer back to a Future Cruise Credit.

28. Why do I have to make a deposit, if my FCC covers the total amount of the future cruise I want to book?

If you had a cruise canceled as part of the global suspension or you canceled through our Cruise with Confidence policy, and you rebook your cruise after March 24, 2020, you will not be required to make a deposit payment while waiting for your FCC, until 5/31/2020 or until your final payment date, whichever comes first. At deposit payment date, you will be required to make a payment, minimum of taxes and fees for the booking, and it will remain active until your FCC is applied. After the FCC is applied, payment may be required at final payment, based on the balance of the booking. If FCC is a greater amount of what is due for the cruise fare portion only, the balance will be issued for the remaining portion of the FCC. Reminder, FCC payments can only be used toward the cruise fare portion of the booking and additional funds may be required for such things as air, transfers, hotel, Pre Cruise purchases, etc.

29. Does Celebrity require a deposit on booking regardless if FCC covers total?

Not a full deposit, but a payment to cover taxes and fees.

30. Does Celebrity require a payment for taxes/fees on booking regardless if FCC covers total?

Yes, a payment needs to be on the booking for it to be in BK status

31. Will deposits be refunded once FCC is applied?

No, any amount already paid on the reservation will not be refunded once FCCs are applied but any leftover amount on the FCC will be issued for future booking use.

Example:

Assuming the deposit is a total of \$500.00 for double occupancy with the booking totals below, no extra components and assuming the full deposit of \$500.00 has been placed on the booking.

Scenario : FIT and Groups

Cruise fare = \$2000.00

Taxes/Fees = \$200.00

Gross Due = \$2200.00

FCC Value is \$2000.00

Caller has placed \$500.00 deposit on booking, they would only be able to use \$1700.00 of their FCC and the remaining \$300.00 FCC would be issued for future booking use.

32. If a corona virus FCC has already been applied to a booking, can guests decide to have the FCC removed and have a refund issued ?

No. Once an FCC has been applied, it cannot be removed and refund issued.

33. Will I still get the same perks when I rebook a new cruise?

Unfortunately, at the time of cancelation, 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.

34. Can I rebook a future sailing right now?

Yes. You can book any future sailings you desire now. If you had a cruise canceled as part of the global suspension or you canceled through our Cruise with Confidence policy, and you rebook your cruise after March 24, 2020, you will not be required to make a deposit payment while waiting for your FCC. Your booking will remain active without any payment until your FCC is applied or up to final payment date. After the FCC is applied, a payment still needs to be placed on the booking. Payment needs to be for the minimum deposit or balance due, whichever is less. The payment towards the balance due is inclusive of the taxes, fees, and prepaid gratuities.

35. Future Cruise Credits are valid through 2021, but do they have to be used on a sailing in 2021?

No. Bookings made using an FCC received from either our Cruise with Confidence policy or from a suspended sailing must be used on a sailing that departs anytime on or before December 31, 2021.

36. During the latest announcement of suspended sailings, the applicable sailing window for Future Cruise Credit usage was stretched to April 30, 2022. Does this apply to earlier sailings that were suspended?

Yes, all FCCs generated as a result of the pause in operation are applicable on sailings departing on-or-before April 30, 2022, regardless of when the sailing suspension occurred.

DEPOSITS/FINAL PAYMENT**37. The final payment date for my client's cruise is during the period when Celebrity Cruises has suspended operations. Will the payment dates be adjusted?**

No. Shoreside operations will continue and, therefore, payment deadlines will not change.

38. How are Non-Refundable Deposit bookings impacted by this policy update?

- Non-Refundable Deposit bookings for Celebrity Cruises sailing on-or-before September 1st, 2020 are eligible for this temporary policy change and follow the same guidelines.
- Prior to the Final Payment deadline, Non-Refundable Deposit bookings wishing to change to an alternate ship or sailing can do so with no change fee assessed.
- If client chooses to cancel the booking, the deposited amount will be issued as an FCC with no change fee assessed.

39. What happens to bookings made within Final Payment?

- New bookings created more than 4 weeks to sailing and in OF /BK status, will be extended to 7 days past creation date to allow additional time for receipt/application of the FCC
- New sailing within 4 weeks to sailing, normal option date applies

40. What happens if the booking was made prior to final payment date?

Individual bookings (FIT) only made after 3/24/2020 qualify. We will extend the payment due date to either 5/31/2020 OR the final payment date, whichever date comes first. Booking must be made with the same guests and birthdates. If final payment is within one week of creation the option date will be extended 7 days past final payment date.

FLIGHTS/HOTELS/TRANSFERS/TRAVEL PROTECTION**41. If my cruise was canceled due to the voluntary suspension of sailings, and our flights were booked with Flights by Celebrity, will they be refunded?****Sailings canceled between March 15 – April 10, 2020**

- Guests with refundable air travel booked through Flights by Celebrity will be refunded automatically and the \$200 penalty will be waived.
- Guests with nonrefundable flights booked through Flights by Celebrity will receive a refund.
- Guests who made independent air arrangements need to contact their air carriers directly for available options.

Sailings canceled between April 11 – May 11, 2020

- All guests with refundable air travel booked through Flights by Celebrity will be refunded automatically and the \$200 penalty will be waived.
- Guests from North America with nonrefundable flights booked through Flights by Celebrity will need to contact the air carrier to check for available options. Guests outside North America with nonrefundable flights booked through Flights by Celebrity will need to have the terms of the ticket reviewed by the booking office.
- Guests who made independent air arrangements need to contact their air carriers directly for available options.

42. My client purchased hotels/transfers with Celebrity Cruises. Will the cost of it be refunded?

Yes, the full cost will be refunded back to the original form of payment.

43. My client purchased Celebrity Cruises Travel Protection. Will the cost of it be refunded?

Yes, the full cost of the Celebrity Cruises Travel Protection on suspended sailings will be refunded back to the original form of payment.

44. 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?

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

45. My guests had to go to the airline if the rates were non-refundable, they got the credit from the airline. How does the rebooking procedure work?

If they want to use their credit, they will have to book directly with the airline. The ticket belongs to the customer and they are entitled to their credit if applicable. This is an airline policy/process.

46. Guests still want air through us because of Assured Arrival yet they are holding a credit with the airline. How is this being handled?

If they choose to use their credit it is no longer our booking and assured arrival would not be applicable. As the credit can be used for any travel they can book new flights through our program and use their credit for something else not cruise line related.

47. How does the agent get the ticket number, locator numbers, etc. that the airlines are saying they need?

This is all available in the AS400 and on the confirmations they originally received.

PRE-CRUISE PURCHASES**48. If I purchased a product or service in My Cruise Planner before my sailing was canceled, what do I need to do for a refund?**

- For sailings departing on-or-before April 10, 2020, once the reservation is cancelled, refunds can be expected within 30 days.
- For sailings departing April 11 – May 11, 2020, guests had the option to select a 125% onboard credit to be used on a future sailing, in lieu of a refund. This option was available, if desired, through April 8, 2020, and has since expired. The fulfillment of both options is currently underway and can be expected within 30 days of request date.
- For sailings departing May 12 – June 11, 2020, guests can elect to convert their purchases into an onboard credit (OBC) valued at 125% of the amount paid via the Cruise Planner tool. Guests and/or travel partners must opt-in to take advantage of this option on-or-before Monday, May 4, 2020 – at which time the offer will expire. Thereafter, all guests who did not opt-in for the elevated OBC will automatically receive a refund to the original form of payment. Please allow at least 45 days for processing. This offer is applicable to individual reservations, as well as individuals within a Group.

49. Who can take advantage of the CP 125% credit ?

Offer is only valid for guests impacted by the cancelled sailing's due to the global suspension.

- For suspended sailing's April 10 - May 11 and through July 1 for Alaska. Credit can be utilized on or before Dec 31, 2021 sailing's.
- For suspended sailing's May 12 - June 11. Guests have until May 4, 2020 to opt-in for the Onboard Credit. Once it is issued, the credit will be valid for use on sailings on or before April 30, 2022.

50. If a guest chooses the 125% onboard credit for pre-cruise purchases, are they required to use the onboard credit on the same sailing they used their Future Cruise Credit on?

No. You are not required to use an onboard credit received for canceled pre-cruise purchases on a specific sailing. Your onboard credit will stand alone as a unique credit and may be applied as onboard credit to any sailing you choose.

51. What if my client used an Onboard Credit to pay for Pre-Cruise purchases and wants to opt-in for the 125% OBC offer?

Your clients will receive the offer only for the amount they paid, not for the portion paid via an onboard credit.

52. Once the 125% Onboard Credit offer is applied to a new booking, is it refundable?

Once the onboard credit is applied to a new booking, it has no cash value and is not refundable. Once onboard, any amount unused during the voyage will not be refunded at the end of the voyage.

53. Once the 125% Onboard Credit offer is applied to a new booking, will it be available for use prior to sailing, or only once onboard?

The onboard credit will be available for both pre-cruise purchases and onboard purchases.

54. Can my client change his/her mind later and opt-in for the 125% OBC Offer?

This offer is available only through April 8, 2020; therefore, your client must opt-in by this date or an automatic refund of pre-cruise purchases will be issued.

55. If my client selects the 125% onboard credit to be used on their future cruise, can they leverage it for purchases made pre-cruise?

Yes, this onboard credit can be used to pay for pre-cruise purchases.

56. Will the new (125%) OBC amount include items purchased via promotional OBCs?

No. The 125% OBC will only be from the purchases made by the guest with their credit card.

Example:

Beverage	\$500	
ShoreEx	\$300	

PCP Purchase Total	\$800	
OBC Applied	-\$100	

Actual Paid by Guest	\$700	THUS, THE 125% PCP OBC TO GUEST IS \$875

TRADE COMMISSION**57. Will travel partner commission be protected?**

We know how hard you work for your clients and we want to make sure you are appropriately compensated; therefore, we will be protecting your base commission not only on the cancelled sailing, but also on the future reservation where the Future Cruise Credit is applied. If the impacted reservation is not yet paid-in-full, commission will be based off of the amount paid.

58. How will commission be paid for any suspended sailings when an FCC is used?

Base commissions will be protected on cancelled reservations paid-in-full, as well as the future reservation where the correlating FCC is redeemed.

Please note that FCC commission earnings are payable only on sailed reservations regardless of sailed suspension phase. This will be processed as a workflow and will not show in the booking.

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.

59. When will I receive commission on a booking if an FCC has been applied?

FCC's are being applied to the new bookings as a discount not as a payment. Once FCC is applied, a BOT processes to add commission to the booking. Commission will be viewed on booking. Process will launch week of April 27th (those booked will be corrected). Commission as part of FCC, will be paid after sailing. Commission as part of additional funds, will be paid on normal commission schedule.

Example:

Future Booking

FCC \$1000

Commission 10%

Booking cruise fare is \$2000

FCC \$1000 - \$100 Commission paid after sailing

Paid \$1000 - \$100 commission paid at final payment

GROUPS**60. Will commission be protected on Alaska Groups that were cancelled through the end of June with a few dates outside of final payment?**

We will protect commission based on the amount paid on the group.

61. Will tour conductors be protected on suspended sailings?

Yes, we are protecting tour conductors on our suspended sailings. TC's outside of final payment (Alaska) for only the space that has been named will also be protected.

MISC.**62. How will Move Up payments be refunded?**

Move Up Payments will be refunded back to the form of payment used. However, commission is not protected with the MoveUp program and is not part of the 125% FCC offer.

63. Are guests able to make additional payments for suspended sailing bookings?

No, we will not accept additional payments on suspended sailing bookings.

64. Canada has stated that their travel ban is effective until July 1. How will this impact your Alaska and Canada & New England cruises?

We are suspending Alaska sailings scheduled to call on any Canadian port through July 1. Additionally, Canada & New England sailings departing May 19, May 28, and June 16 will be modified. All guests on affected Alaska or Canada & New England sailings will be contacted directly.

65. I converted MyCruise® Reward Points from my Celebrity Cruises Visa Signature® card for my upcoming cruise that has been canceled or rescheduled. Who can I contact about this?

Please call our Customer Engagement Center at 1-800-760-0654 and choose option 3.

The Celebrity Cruises credit card program is issued and administered by Bank of America, N.A. Visa and Visa Signature are registered trademarks of Visa International Service Association and are used by the issuer pursuant to license from Visa U.S.A. Inc

Example Global Suspension Travel Partner Version

Dear Travel Partner,

Below, please find your clients' Future Cruise Credit (FCC) to plan another cruise vacation with us! Please know, their credit is based on the penalty amount held on their cancelled reservation.

Booking ID	Guest Name	Certificate Number	Certificate Amount	Currency	Expiration Date
523156	Ernesto Prieto Lopez	FC-25214	1200	USD	12-MAR-20

Please contact your client and share this FCC with them. Please save this email for reference when it's time to rebook your clients' new sailing, no certificates will be sent for this offer.

Once they're ready to book a new ship and sail date, please visit www.cruisingpower.com or contact us by using the below information:

- United States and Canada: 1 844 418 6824 or email us at celebrityengagementcenter@celebrity.com
- United Kingdom: FCC@celebritycruises.com or 0844 493 2092
- Australia: 1800 754 500 or email us at fccau@rcclapac.com
- New Zealand: 0800 102 123 or email us at fccau@rcclapac.com
- Singapore: +65 6305 0033 or email us at fcc.sg@rcclapac.com
- Mexico: 55 9178 0400
- If you live elsewhere, please [click here](#) to obtain the phone number for your local office.

We would like to make you aware of some important information regarding your client's FCCs:

- Valid on bookings created on or after March 6, 2020 and existing bookings not yet paid to full.
- Any booking made using this FCC must be used for a sailing that commences on or before December 31, 2021.
- If the FCC is not redeemed and sailed on or before December 31, 2021, the certificate will automatically expire and have no value.
- Future Cruise Credits are per person, per booking, and valid only for the person noted above. FCCs are redeemable towards cruise fare only and are not valid on Complimentary cruises, Incentive bookings, and Charter sailings.
- All guests are responsible for taxes and fees where applicable.
- Celebrity Cruises reserves the right to void the FCC Savings amount if the guest named above receives other reimbursement which includes claims through our travel protection or requesting a refund.
- If there is a remaining balance once you redeem your FCC, you'll receive the balance in a new FCC after you complete the sailing it is used to sail on.
- FCCs are only valid for the cruises on Celebrity Cruises ships, are not transferable, and may not be redeemed for cash.
- Additional terms and conditions apply.

Thank you for your continued support during these uncharted events. We look forward to welcoming your clients onboard in the near future.

Sincerely,
Celebrity Cruises