

SAILINGS CANCELED BY CELEBRITY CRUISES DUE TO GLOBAL SUSPENSION OF OPERATIONS*

Q. #1: Which sailings have been suspended by Celebrity Cruises due to the global suspension of operations?

A: All sailings suspended globally by Celebrity Cruises are March 12, 2020 through June 30, 2021. In addition, the below regions have additional sailings suspended:

| CANCELLED SAIL DATES | |
|----------------------|---|
| GLOBAL: | ALL SAILINGS MARCH 12, 2020 – JUNE 30, 2021* <i>*Excluding newly deployed sailings on Apex 6/19/21 and 6/26/21, Millennium 6/5/21 – 6/26/21</i> |
| ALASKA: | MILLENNIUM 6/4/21 – 9/26/21 |
| ASIA: | 2020/21 WINTER SEASON (MILLENNIUM) MILLENNIUM 1/27/22 (Dry Dock) |
| AUSTRALIA / NZ: | 2020/21 WINTER SEASON (SOLSTICE & ECLIPSE) |
| CARIBBEAN: | EDGE 11/12/21 – 4/8/22, SUMMIT 10/16/21 – 4/30/22 INFINITY 1/3/22 – 4/2/22 EQUINOX 5/2/21, 5/14/21, 5/29/21, 6/12/21, 6/26/21, 7/10/21 |
| EUROPE: | EDGE 5/3/21 – 10/29/21 CONSTELLATION 5/4/21 – 10/23/21 REFLECTION 4/16/22 & 4/23/22 (Dry Dock) ORIGINAL APEX 6/5/21 – 10/9/21 <i>*Select sail dates will be used again for new sailings</i> ORIGINAL SILHOUETTE 6/12/21 – 8/26/21 |
| GALAPAGOS: | XPEDITION 7/3/2021, 7/10/2021, 7/17/2021 XPLOATION 7/3/2021 – 9/11/2021 |
| SOUTH AMERICA: | 2020/21 WINTER SEASON (SILHOUETTE) 2021/22 WINTER SEASON (SILHOUETTE) |
| TRANS: | APEX 5/1/21, INFINITY 10/19/21, SILHOUETTE 11/19/21 |

Q. #2: If I canceled prior to the US/Global suspension, can I now get the 125% FCC or the 100% refund?

A: Unfortunately, no. If you cancelled your reservation, you are not entitled to the compensation being offered to guests who were still booked on a sailing when Celebrity Cruises cancelled it, due to the COVID-19 related global suspension of cruising. For guests who opted to cancel their reservation and receive a Future Cruise Credit equal to 100% of the cruise fare they paid to Celebrity Cruises under our "Cruise with Confidence" program, the same is true. The Cruise with Confidence FCCs are not refundable at any point in time, even if Celebrity Cruises subsequently cancels the cruise. Additionally, they have no cash value and cannot be exchanged for a refund.

Q. #3: If my cruise was canceled by Celebrity Cruises due to the COVID-19 related suspension of sailings, and our flights were booked with Flights by Celebrity, will they be refunded?

A: March 15, 2020 to April 10, 2020 sailings canceled by Celebrity Cruises: Refundable flights booked through Flights by Celebrity will be refunded automatically and the \$200 cancellation charge will be waived. Guests with nonrefundable flights booked through Flights by Celebrity will automatically receive a refund. There is no need to call to initiate the process. Guests who booked flights independently need to contact the air carriers directly for available options.

April 11, 2020 to June 30, 2021 sailings (with the exception of any previously canceled sailings), and any additional sailings cancelled by Celebrity Cruises: Refundable flights booked through Flights by Celebrity will be refunded automatically and the \$200 cancellation charge will be waived. There is no need to call to initiate the process. Residents of North America with nonrefundable flights booked through Flights by Celebrity will need to contact the air carrier to check for available options. Guests residing outside of North America with nonrefundable flights booked through Flights by Celebrity will need to have the terms of the ticket reviewed by the Flights by Celebrity booking office to determine if they are eligible for a refund. Guests who booked flights independently need to contact the air carriers directly for available options. Refer to FAQ#1 above for full list of sailings cancelled by Celebrity.

UK & Ireland Residents booked on March 15, 2020 to June 30, 2021 sailings (with the exception of any previously canceled sailings), and any additional sailings, cancelled by Celebrity Cruises: Refundable and nonrefundable flights booked for UK and Ireland residents through Celebrity Cruises will automatically be refunded. Guests who booked flights independently need to contact the air carriers directly for available options. Refer to FAQ#1 above for full list of sailings cancelled by Celebrity.

Q. #4: I converted MyCruise® Reward Points from my Celebrity Cruises Visa Signature® card for my cruise that was canceled or rescheduled. Who can I contact about this?

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

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Q. #5: Is my sailing that has been suspended by Celebrity eligible to "Lift and Shift" from 2021 to 2022?

A: Impacted guests on eligible sailings may choose to "Lift & Shift" their booking within the guidelines provided before their respective deadline. Reservations that "Lift & Shift" after final payment date are subject to cancellation charges based on the original booking's cancellation policy.

To "Lift & Shift" the eligible booking, contact Celebrity Cruises at 1-844-418-6824 in North America or (316) 554-5961 worldwide.

| ELIGIBLE SAILINGS TO "LIFT & SHIFT" | GUIDELINES TO "LIFT & SHIFT" | DEADLINE TO REQUEST A "LIFT & SHIFT" |
|--|---|--------------------------------------|
| XPEDITION 7/3/2021, 7/10/2021, 7/17/2021 XPLOATION 7/3/2021 - 9/11/2021 | The original cruise fare price and promotion will be protected when selecting an alternative sailing to the same destination, same ship, itinerary type and stateroom category within 4 weeks of the original sailing date. | MAY 19, 2021 |
| JUNE 1, 2021 - JUNE 30, 2021 <i>*Excluding any previously suspended sailings on these dates</i> | Move their 2021 sailing to 2022 to retain their current rate and promotions. The original cruise fare price and promotion will be protected when selecting an alternative sailing to the same destination, itinerary type and stateroom category within 4 weeks of the original sailing date. Guests booked on Solstice or Millennium series ships may choose another ship in either series, guest booked on Edge series may choose any Edge, Solstice or Millennium series ship. | APRIL 22, 2021 |

Q. #6: After receiving my 125% Future Cruise Credit (FCC), can I choose to change to a 100% refund?

A: Yes, so long as you request it on or before the relevant deadline. If you request a refund, your 125% FCC will be deactivated.

| CANCELLED SAIL DATES | DEADLINE FOR REFUND REQUEST |
|--|-----------------------------|
| XPEDITION 7/3/2021, 7/10/2021, 7/17/2021 XPLOATION 7/3/2021 - 9/11/2021 | June 30, 2021 |
| JUNE 1, 2021 - JUNE 30, 2021 <i>*Excluding newly deployed sailings on Apex 6/19/21 and 6/26/21, Millennium 6/5/21 - 6/26/21</i> | June 30, 2021 |
| CELEBRITY SILHOUETTE 6/12/21 - 8/26/21 | June 30, 2021 |
| CELEBRITY APEX 6/5/21 - 10/9/21 <i>*Select sail dates will be used again for new sailings</i> | June 30, 2021 |
| CELEBRITY MILLENNIUM 6/4/21 - 9/26/21 | June 30, 2021 |
| MAY 1 - MAY 31, 2021 (Alaska, Caribbean, Europe, Galapagos) | June 30, 2021 |
| MARCH 1, 2021 - APRIL 30, 2021 Celebrity Apex Transatlantic 5/1/21, Celebrity Edge 5/3/21 - 10/29/21, Celebrity Constellation 5/4/2021 - 10/23/21 | March 31, 2021 |
| CELEBRITY SOLSTICE 5/14/2021, 5/21/2021 CELEBRITY ECLIPSE 5/2/2021, 5/7/2021, 5/16/2021, 5/23/2021, 5/30/2021, 6/6/2021 | March 31, 2021 |
| JANUARY 1 - FEBRUARY 28, 2021 AND SOUTH AMERICA (1/3/2021 - 4/7/2021) (excluding any previously announced suspended sailings) | March 31, 2021 |
| CELEBRITY SUMMIT 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 CELEBRITY EQUINOX 5/2/2021 and 5/14/2021 | December 31, 2020 |
| MAY 12 - DECEMBER 31, 2020 (including Winter 20/21 Asia, Australia/New Zealand) | December 31, 2020 |
| MARCH 14 - MAY 11, 2020 | December 31, 2021 |

Q. #7: If I choose to be refunded, but then change my mind and decide I want a Future Cruise Credit instead, can I do this?

A: Yes, as long as the refund hasn't been processed, you can change your mind and keep the Future Cruise Credit equal to 125% of the cruise fare paid to Celebrity Cruises for your cruise.

Q. #8: Is CruiseCare® refundable?

A: For sailings cancelled by Celebrity Cruises due to the COVID-19 related global suspension of cruising, CruiseCare premium payments made to Celebrity Cruises will be refunded.

Q. #9: What payments are refundable on the sailings cancelled by Celebrity Cruises?

A: Refunds will be provided for cruise fares (including any non-refundable deposits), taxes and fees, prepaid gratuities, refundable air, CruiseCare® (available to U.S. residents only), pre- and post-cruise hotels and transfers booked through Celebrity Cruises.

For information regarding pre-cruise purchases made through My Cruise Planner on cancelled sailings, please refer to the FAQs under the heading "PCP REFUND OPTIONS FOR SAILINGS CANCELLED UNDER GLOBAL SUSPENSION."



Q. #10: If I had a Future Cruise Credit (FCC) that I applied to a sailing Celebrity Cruises canceled, what terms apply when I book my new cruise?

A: The value of the original FCC you used toward your cruise fare on the cancelled cruise will be reflected in your new FCC, but at 100% of its original unused value. If you made payments toward the cruise fare on your booking on the cancelled cruise using forms of payment other than the FCC (i.e., via check or credit card), the value of the new FCC will include 125% of those amounts. The new FCC will be valid toward the cruise fare on a Celebrity Cruises and must be redeemed by April 30, 2022 on sailings departing on or before September 30, 2022. A recent enhancement now allows multiple FCCs to be applied per guest within the same reservation.

Guests with bookings on September 16, 2020 – June 30, 2021 sailings (with the exception of any previously canceled sailings) will automatically receive an FCC equal to 125% of the cruise fares they paid to Celebrity. These FCCs are issued to guests via email, with the guest's travel agency in copy if it was booked through one. However, if these guests prefer to receive a 100% refund, as opposed to the 125% FCC, they have until provided deadline to request it – see FAQ#6 above.

| CANCELLED SAIL DATES | FCC PROCESSED BY |
|--|--------------------|
| XPEDITION 7/3/2021, 7/10/2021, 7/17/2021 XPLORATION 7/3/2021 – 9/11/2021 | JUNE 9, 2021 |
| JUNE 1, 2021 – JUNE 30, 2021 <i>*Excluding newly deployed sailings on Apex 6/19/21 and 6/26/21, Millennium 6/5/21 – 6/26/21</i> | MAY 13, 2021 |
| CELEBRITY SILHOUETTE 6/12/21 – 8/26/21 | April 30, 2021 |
| CELEBRITY APEX 6/5/21 – 10/9/21 <i>*Select sail dates will be used again for new sailings</i> | April 28, 2021 |
| CELEBRITY MILLENNIUM 6/4/21 – 9/26/21 | APRIL 21, 2021 |
| MAY 1 – MAY 31, 2021 (Alaska, Caribbean, Europe, Galapagos) | APRIL 16, 2021 |
| MARCH 1, 2021 – APRIL 30, 2021 CELEBRITY APEX TRANSATLANTIC 5/1/21, CELEBRITY EDGE 5/3/21 – 10/29/21, CELEBRITY CONSTELLATION 5/4/2021 – 10/23/21 | FEBRUARY 12, 2021 |
| CELEBRITY SOLSTICE 5/14/2021, 5/21/2021 CELEBRITY ECLIPSE 5/2/2021, 5/7/2021, 5/16/2021, 5/23/2021, 5/30/2021, 6/6/2021 | JANUARY 22, 2021 |
| JANUARY 1 – FEBRUARY 28, 2021 AND SOUTH AMERICA (1/3/2021 – 4/7/2021) (excluding any previously announced suspended sailings) | JANUARY 15, 2021 |
| CELEBRITY SUMMIT 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 CELEBRITY EQUINOX 5/2/2021 and 5/14/2021 | DECEMBER 22, 2020 |
| DECEMBER 1 – 31, 2020 (excluding Asia/Australia/New Zealand December 1, 2020 – May 31, 2021) | NOVEMBER 30, 2020 |
| NOVEMBER 1 – 30, 2020 (excluding Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20) ASIA/AUSTRALIA/NEW ZEALAND WINTER DECEMBER 1, 2020 – MAY 31, 2021 | NOVEMBER 4, 2020 |
| SAILINGS TO AUSTRALIA/NEW ZEALAND NOVEMBER 1- DECEMBER 31, 2020 | OCTOBER 16, 2020 |
| SAILINGS TO AUSTRALIA/NEW ZEALAND OCTOBER 1 – 31, 2020 | SEPTEMBER 30, 2020 |
| OCTOBER 1 – 31, 2020, and SILHOUETTE 11.8.20, 11.20.20 AND INFINITY 11.16.20, EXCLUDING AUSTRALIA/NZ | SEPTEMBER 14, 2020 |
| SEPTEMBER 16 – 30, 2020 | AUGUST 26, 2020 |
| AUGUST 1 – SEPTEMBER 15, 2020 | JULY 31, 2020 |
| SAILINGS TO DENMARK AUGUST 1 – SEPTEMBER 30, 2020 | JULY 24, 2020 |

Q. #11: If I applied a 125% FCC generated from a previously suspended sailing, and my newer booking has now been suspended, what value will I receive in my new FCC?

A: If a 125% FCC generated from a previously suspended sailing was used to pay the cruise fare on another booking that has now been suspended, the guest will receive a new FCC in the amount of the original 125% FCC plus 125% of any additional funds paid on the newer booking. All taxes and fees will be refunded back to original form of payment.

Q. #12: If I applied a 125% FCC generated from a previously suspended sailing, and my newer booking has now been suspended, can I now choose a refund?

A: If your original booking was cancelled due to Global Suspension and you chose compensation in the form of 125% FCC, which was applied to a new sailing that has also been cancelled as part of Global Suspension, you may still choose to receive a refund. Your refund will be calculated based on the amount paid for your original booking and for any amounts paid above the 125% Global Suspension FCC. When opting for a refund you will forfeit the bonus 25% amount of your FCC. You may not receive a refund for amounts paid with an FCC issued under the Cruise With Confidence program.



Q. #13: If I applied an FCC issued under the Cruise With Confidence program and my newer booking has now been suspended, can I now choose a refund?

A: If your original booking was cancelled due to participation in the Cruise With Confidence program, and you chose compensation in the form of 100% FCC, which was applied to a new sailing that has been cancelled as part of Global Suspension, you may not choose to receive a refund. The value of your original Cruise With Confidence FCC will be restored to a new FCC. For amounts paid above the FCC value you may choose to receive 125% FCC or request a refund.

Q. #14: Can I use the Future Cruise Credit across multiple sailings, or does it have to be used for a single booking?

A: Your Future Cruise Credit may be used across multiple sailings if there is a remaining balance after its initial use. Any remaining funds on the FCC will continue to be available until you have used the entire value of the FCC or it expires, whichever occurs first. A recent enhancement now allows multiple FCCs to be applied per guest within the same reservation.

Q. #15: How can I start the process for a full refund?

A: A refund form can be accessed at <https://cancellation.celebritycruises.com/?brand=C&program=cancel> for travel agents access Cruisingpower.com/ Brand Programs and News/ Cruise With Confidence.

If you're a resident of the UK or Ireland and booked directly with Celebrity Cruises, you will need to contact us at 0844 493 2043 or access the Global Suspension refund request form on our website in order for your refund request to be processed.

If you booked through a travel agency or third party online travel site, you must contact whomever created your booking in order to request a refund.

Q. #16: When will I receive a refund?

A: You will automatically receive a refund for the taxes/fees and port expenses within 30 days. The cruise fare is processed separately and will be issued within 30 days of our receipt of your request.

Q. #17: I booked a cruise on board that has now been cancelled by Celebrity. If I choose to keep the Future Cruise Credit and book at a later date, will I also be entitled to the onboard Celebrity Future Cruise promotion?

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

Q. #18: Can you use your Future Cruise Credit (FCC) on an existing booking?

A: Yes. These FCCs can be applied 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. All Global Suspension and Cruise with Confidence FCCs are valid for use by 4/30/22 on sailings departing on or before 9/30/22.

Q. #19: 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 (FCC) to arrive?

A: DEPOSIT DUE DATE EXTENSIONS: If your cruise was canceled by Celebrity Cruises as part of the global suspension but you haven't received the FCC yet and you book another cruise with Celebrity (directly or via a travel agency), the due date for making a deposit will be extended as described, depending on when you rebook:

- 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

| BOOKINGS MADE | EXTENSION |
|--------------------------------------|--|
| MARCH 18, 2020 – MAY 19, 2020 | MAY 31, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST) |
| MAY 20, 2020 – JUNE 21, 2020 | JULY 15, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST) |
| JUNE 22, 2020 – JULY 16, 2020 | AUGUST 15, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST) |
| JULY 17, 2020 – AUGUST 15, 2020 | AUGUST 31, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST) |
| AUGUST 16, 2020 – AUGUST 31, 2020 | SEPT. 15, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST) |
| SEPTEMBER 15, 2020 – OCTOBER 5, 2020 | OCT. 30, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST) |
| NOVEMBER 2, 2020 – DECEMBER 1, 2020 | NOV. 18, 2020 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST) |
| DECEMBER 2, 2020 – JANUARY 11, 2021 | JAN. 29, 2021 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST) |

| BOOKINGS MADE | EXTENSION |
|--------------------------------------|---|
| JANUARY 12, 2021 – FEBRUARY 12, 2021 | FEB. 26, 2021 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST) |
| MARCH 9, 2021 – MARCH 17, 2021 | APRIL 30, 2021 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST) |
| MARCH 18, 2021 – APRIL 7, 2021 | MAY 31, 2021 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST) |
| APRIL 8, 2021 – MAY 13, 2021 | JUNE 7, 2021 OR FINAL PAYMENT DUE DATE (WHICHEVER COMES FIRST) |

Your booking will remain active up to the final payment due date without any payment until your FCC is applied. Please note that your deposit payment due date may be extended for this purpose only once.

FCCs can be used only toward payment of cruise fares, including the deposits. If you have your FCC and choose to book online, you will not have to pay a separate deposit until the due date described above. Reminder, FCCs cannot be applied as payments towards taxes, fees, prepaid gratuities or MoveUp bids.

Individual Reservations – Once the FCC has been applied, the booking status will change to (BK) and no additional payments will be required until the Final Payment due date.

Groups – Once an FCC is applied in a group booking, the option date will be manually extended to the Final Payment due date.

FIT To Group Transfer – At this time, must call in to have the option date be manually extended to the Final Payment due date.

Q. #20: I made my reservation using Casino Certificates. Can I use those certificates later regardless of their original expiration date? Also, will the taxes/fees and port expenses be refunded?

A: Yes, we are providing guests the option to rebook their Casino Certificates by April 30, 2022 on sailings departing on or before September 30, 2022. Taxes/fees and port expenses will automatically be refunded to the original form of payment. If you have any additional Casino Certificate questions, please submit them to bluechipclub@celebrity.com.

Q. #21: My Celebrity Equinox 2021 Caribbean sailing was modified to 7-nights by Celebrity Cruises, am I eligible for an FCC or a refund?

A: Existing guests who are unable to travel on their modified Equinox 7-Night itinerary will have two weeks from publication of the modification announcement to request cancellation in an exchange for a 125% Future Cruise Credit (FCC) or a 100% Refund. You must contact Celebrity Cruises or your Travel Agent if you would like to cancel your reservation.

Should you choose to cancel your reservation in exchange for an FCC, your 125% FCC must be redeemed by April 30, 2022 and sailed by September 30, 2022. The value of the FCC would be calculated based on the amounts paid toward your cruise and would be processed via email. Cruise taxes and fees would then be refunded separately to your original form of payment within 30 days of cancellation.

Q. #22: If my current sailing has been canceled and had used a previously issued FCC, what will be the amount of my newly issued FCC?

A: The value of the original FCC you used toward your cruise fare on the cancelled cruise will be reflected in your new FCC, but at 100% of its original unused value. If you made payments toward the cruise fare on your booking on the cancelled cruise using forms of payment other than the FCC (i.e., via check or credit card), the value of the new FCC will include 125% of those amounts.

Q. #23: May I transfer my FCC to another guest?

A: Yes, we will allow a one-time transfer of an FCC from any sailing Celebrity Cruises cancelled due to global suspension of sailing. The deadline to request a transfer is May 31, 2021. FCC may be transferred to another guest in an Individual or Group booking, and must be used for a 2021 sailing.

Q. #24: I heard about Pullmantur, what does this mean for Celebrity Cruises?

A: The Pullmantur reorganization has no impact on any Celebrity Cruises sailings.

Q. #25: Will my client's Future Cruise Credit be sent directly to him/her? If so, how will travel partners be notified?

A: All Future Cruise Credits will be sent directly to the impacted guest, with the associated travel partner in copy.

Q. #26: Will travel partner commissions be protected*?

A: We know how hard you work for your clients and we want to make sure you are compensated accordingly. For this reason, base commission will be protected on reservations (excluding those previously "Lifted & Shifted") that were confirmed prior to Celebrity's announcement of its cancellation of the cruise on cruises cancelled by Celebrity Cruises as part of the global suspension of cruising, provided the reservation was paid-in-full, Travel partners will also have the opportunity to earn commission on the future reservation where the correlating FCC is redeemed. Please note that FCC commission earnings are payable only on sailed reservations. Commission will be paid once booking is paid in full.

*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.



REGARDING CANCELLED SAIL DATES August 1, 2020 – June 30, 2021 sailings, Celebrity Apex 5/1/21, Celebrity Edge and Celebrity Constellation Europe 2021 sailings (with the exception of any previously canceled sailings), Celebrity Solstice 5/14/2021, 5/21/2021, Celebrity Eclipse 5/2/2021 through 6/6/2021, Celebrity Summit 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021, Celebrity Equinox 5/2/2021 and 5/24/2021, Celebrity Millennium 6/4/21 – 9/26/21, the original Celebrity Apex 6/5/2021 – 10/9/2021 sailings, Celebrity Silhouette 6/12/2021 – 8/26/2021, Celebrity Xpedition 7/3/2021, 7/10/2021, 7/17/2021, Celebrity Xploration 7/3/2021 – 9/11/2021, as well as our remaining 2020/21 Winter Season in South America, Asia and Australia:

If reservation is paid-in-full:

- The 125% FCC: commission will be paid on the cancelled booking and have the opportunity to earn it on the future sailing, as described above
- The “Refund” option: commission will be paid on the cancelled booking
- The “Lift & Shift” option (on eligible sailings only): you have the opportunity to earn commission on the future sailing

If reservation is NOT paid-in-full:

- The 125% FCC option: you have the opportunity to earn commission only on the future sailing
- The “Refund” option: commission will not be paid on the cancelled booking

Q. #27: Will my group’s earned Tour Conductors be protected?

A: Tour conductor credits are protected if the reservation is paid in full and subject to 100% cancellation charges.

Q. #28: How many times will my commission be protected with the cancelled sailings FCCs?

A: Commissions will be protected a maximum of two times.

Example:

| SCENARIO SEQUENCE | ACTION | CAN COMMISSION BE EARNED? |
|---|---|---------------------------|
| 1. ORIGINAL APRIL BOOKING | CANCELLED DUE TO SAILING SUSPENSION | YES |
| 2. CANCELED BOOKING WAS MOVED TO JUNE | APPLIED FCC FROM CANCELLED APRIL BOOKING | NO |
| 3. MOVE CANCELED JUNE BOOKING TO ANOTHER FUTURE SAILING | WOULD LIKE TO REUSE FCC ON FUTURE SAILING | YES, PROVIDED IT SAILS |

Q. #29: Do all price codes qualify, when booking with a Future Cruise Credit?

A: Yes, there are no restrictions on price codes. However, the global suspension FCCs may not be combined with the Captains Club Member-Only Bonus available to loyalty members on bookings made between 5/11/2020 and 6/1/2020.

Q. #30: What happens to my points if my customer’s booking was cancelled due to Celebrity Cruises’ sailing suspension between March 14, 2020 and June 30, 2021?

A: Your points are protected on any bookings on suspended sailings, if claimed prior to March 25, 2020

Q. #31: Can my client use more than one Future Cruise Credit to pay for his/her cruise fare? Is there a limit?

A: Yes, should your client be in receipt of more than one FCC, a recent enhancement now allows multiple vouchers to be applied to the same guest. Cruising Power, Coupon Redemption and Espresso can be used to submit up to 8 certificates per client per transaction. If you need to redeem more certificates, you are able to repeat this step again as needed. Certificates in Latte are submitted and applied one at a time.

Q. #32. Are there any penalties if I “Lift & Shift” my client’s booking?

A: Outside of Final Payment

- If a booking is outside of final payment at the time that the booking Lifts and Shifts to a future sailing, the booking will now follow the new penalty schedule and final payment dates for the new sailing. Bookings requiring a name change are ineligible to “Lift & Shift”.

EXAMPLE: A guest has a sailing booked in October of 2022. In June, they use Lift & Shift to move their sailing to mid-September 2021. In this scenario, their penalty schedule would be based on the NEW sailing date. (If the guest booked a non-refundable deposit, those funds would be subject to penalty if the guest cancelled before Final Payment).

Inside of Final Payment

- For any booking that is inside final payment that wishes to Lift and Shift, the penalty amount follows the booking to their future sailing. These bookings will have the penalty schedule of the new sailing; however, any previous penalty amount will carry over to the new sailing. If the booking cancels at a later date they will be assessed their previous penalty amount or the amount based on the current sailing’s penalty schedule, whichever is greater. Bookings requiring a name change are ineligible to “Lift & Shift”.

EXAMPLE: A guest has a reservation for a 7-night cruise that is scheduled to sail on September 20, 2020 (9/20/20). They call on June 27, 2020 (6/27/20) to Lift & Shift to a sailing in September 2021. Since they are exercising this option 85 days prior to sailing, their booking is in 25% penalty. The booking will remain in 25% penalty until 74 days prior to the NEW sailing date in 2021, after which the penalty schedule for the NEW sailing will apply.



PCP REFUND OPTIONS FOR SAILINGS CANCELLED UNDER GLOBAL SUSPENSION**Q. #1: 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?**

A: Any pre-cruise purchases made through My Cruise Planner on sailings that were scheduled to depart on or before April 10, 2020, will be refunded in full back to the original forms of payment.

For sailings scheduled to depart 6/1/21 – 6/30/21 (excluding any previously suspended sailings), you have the option to receive a 125% onboard credit for purchases made through My Cruise Planner to be used on a future sailing or to receive a 100% refund back to the original form of payment. Visit [CLICK HERE](#) to elect the onboard credit. If you have not elected to receive the onboard credit by April 22, 2021, you will automatically receive a full refund to the original form of payment.

For sailings scheduled to depart in the timeframes indicated in the table below, guests had the option to elect to receive a 125% onboard credit for purchases made through My Cruise Planner, to be used on a future sailing, or to receive a 100% refund back to the original form of payment. Guests had until the deadline shown below to choose the onboard credit instead of a refund. If they did not select the onboard credit by that date, a refund was automatically processed to the original form of payment.

IMPORTANT NOTE: GUESTS ARE NOT ELIGIBLE FOR THIS OFFER UNLESS THEY CHOOSE TO KEEP THE 125% FUTURE CRUISE CREDIT IN LIEU OF A REFUND FOR A SAILING CANCELLED BY CELEBRITY CRUISES AS PART OF ITS GLOBAL SUSPENSION OF CRUISING.

| ORIGINALLY SCHEDULED DEPARTURE DATE(S) | DEADLINE FOR ELECTING OBC INSTEAD OF REFUND |
|---|---|
| APRIL 11-MAY 11, 2020: ALL ITINERARIES EXCEPT DENMARK APRIL 11- JULY 1, 2020: ALASKA ITINERARIES | APRIL 8, 2020 |
| MAY 12-JUNE 11, 2020: ALL ITINERARIES EXCEPT ALASKA | MAY 4, 2020 |
| JUNE 12-JULY 31, 2020: ALL ITINERARIES | JUNE 10, 2020 |
| AUGUST 1 - OCTOBER 31, 2020: ALASKA, HAWAII, CANADA/NEW ENGLAND ITINERARIES, AND REPOSITIONING CRUISES | JUNE 17, 2020 |
| APRIL 11- SEPTEMBER 30, 2020: DENMARK ITINERARIES | JUNE 25, 2020 |
| AUGUST 1 - SEPTEMBER 15, 2020: ALL ITINERARIES EXCEPT DENMARK | JULY 10, 2020 |
| SEPTEMBER 16 - SEPTEMBER 30, 2020: ALL ITINERARIES EXCEPT DENMARK | AUGUST 5, 2020 |
| OCTOBER 1 - OCTOBER 31, 2020 (EXCLUDING CELEBRITY SOLSTICE 10/16/20, 10/18/20, 10/28/20 AND AUSTRALIA/NEW ZEALAND ITINERARIES) AND CELEBRITY SILHOUETTE 11/8/20, 11/20/20 AND CELEBRITY INFINITY 11/16/20 | AUGUST 20, 2020 |
| AUSTRALIA/NEW ZEALAND SAILINGS OCTOBER 1- 31, 2020 | SEPTEMBER 9, 2020 |
| AUSTRALIA/NEW ZEALAND SAILINGS NOVEMBER 1 - DECEMBER 31, 2020 | SEPTEMBER 28, 2020 |
| NOVEMBER 1 - 30, 2020 (EXCLUDING CELEBRITY SILHOUETTE 11/8/20, 11/20/20 AND CELEBRITY INFINITY 11/16/20) ASIA/AUSTRALIA/NEW ZEALAND WINTER SEASON DECEMBER 1, 2020 - MAY 31, 2021 | NOVEMBER 13, 2020 |
| CELEBRITY SUMMIT 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 CELEBRITY EQUINOX 5/2/2021 AND 5/14/2021 | DECEMBER 8, 2020 |
| JANUARY 1 - FEBRUARY 28, 2021 AND SOUTH AMERICA (1/3/2021 - 4/7/2021) (EXCLUDING ANY PREVIOUSLY ANNOUNCED SUSPENDED SAILINGS) | DECEMBER 16, 2020 |
| CELEBRITY SOLSTICE 5/14/2021, 5/21/2021 CELEBRITY ECLIPSE 5/2/2021, 5/7/2021, 5/16/2021, 5/23/2021, 5/30/2021, 6/6/2021 | DECEMBER 22, 2020 |
| MARCH 1, 2021 - APRIL 30, 2021 CELEBRITY APEX TRANSATLANTIC 5/1/21, CELEBRITY EDGE 5/3/21 - 10/29/21, CELEBRITY CONSTELLATION 5/4/2021 - 10/23/21 | JANUARY 26, 2021 |
| MAY 1 - MAY 31, 2021 (ALASKA, CARIBBEAN, EUROPE, GALAPAGOS) | MARCH 23, 2021 |
| CELEBRITY MILLENNIUM 6/4/21 - 9/26/21 | APRIL 21, 2021 |
| CELEBRITY APEX 6/5/21 - 10/9/21 *Select sail dates will be used again for new sailings | APRIL 8, 2021 |
| CELEBRITY SILHOUETTE 6/12/21 - 8/26/21 | APRIL 12, 2021 |
| JUNE 1, 2021 - JUNE 30, 2021 <i>Excluding newly deployed sailings on Apex 6/19/21 and 6/26/21, Millennium 6/5/21 - 6/26/21</i> | APRIL 22, 2021 |

If a refund is selected, or the deadline for choosing the OBC is missed, a refund will be processed to the original form of payment. These refunds may take up to 30 days to be processed. We are working diligently to process all refunds as quickly as possible.

You should receive a separate automated confirmation email for each category of product purchase being cancelled through My Cruise Planner, including Shore Excursions, Specialty Dining, Beverage Packages, Internet Packages, Photo, Casino, and Hollywood Hot Glass Class.



Q. #2: 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?

A: No. They are not required to use an onboard credit received for canceled pre-cruise purchases on a specific sailing. Their onboard credit will stand alone as a unique credit and must be applied by April 30, 2022 on a sailing departing on or before September 30, 2022. After April 30, 2022, any unused onboard credits expire and have no value.

Q. #3: If a guest used an onboard credit to pay for his or her pre-cruise purchases, such as shore excursions or a beverage package, and opts for the 125% onboard credit offer, will he/she receive the offer on the portion paid using an onboard credit?

A: No. Guests will only receive an onboard credit equal to 125% of the amounts paid using another form of payment, not for the portion paid with the onboard credit.

Q. #4: Once the 125% onboard credit offer is applied to a new booking, is it refundable?

A: Once the onboard credit is applied to a new booking, it has no cash value and is not refundable. Credits not used by 10:00pm on the last night of the cruise will be forfeited.

Q. #5: Once the 125% onboard credit offer is applied to a new booking, will it be available for purchases prior to my sailing?

A: Yes, your onboard credit will be available for both eligible pre-cruise purchases and purchases once on board.

Q. #6: Can guests change their mind later and opt-in for the 125% onboard credit offer?

A: Not if their refund has already been processed or they missed the relevant deadline, shown in the table under FAQ #1 above. Guests must opt-in by the relevant date or they will automatically receive a refund for their pre-cruise purchases.

Q. #7: Do guests have to elect the 125% FCC to take advantage of the 125% PCP onboard credit benefit?

A: Yes. For guests to take advantage of the 125% PCP onboard credit, they must elect the 125% FCC for the cruise fare paid to Celebrity Cruises for the cancelled sailing. If a guest chooses to receive a cruise fare refund instead, they will not be eligible for the 125% OBC and will receive a 100% refund of PCP purchases.