

CELEBRITY MOVEUP FAQ'S

Q1: Is the offer amount per person per day or for the entire duration of the cruise?

A1: The offer amount is per person for the entire duration of the cruise. Offers are based on two occupants per stateroom - only the first and second guest will be charged.

Q2: Does the upgrade include any additional promotions?

A2: The upgrade does not include any additional promotions. However, you get to keep whichever promotions you already have.

Q3: What happens if I am part of a group or traveling with another reservation?

A3: Each offer is considered individually, Celebrity Cruises cannot guarantee that all reservations traveling together will be upgraded. Under the circumstance that all reservations are upgraded, Celebrity Cruises cannot guarantee that all the upgraded cabins will be close together.

Q4: Can I reject the upgrade after it is accepted?

A4: No, once your bid is accepted, your card will be charged immediately and the upgrade amount paid is final and non-refundable.

Q5: What happens with the promotions I already have?

A5: You get to keep the promotions you already have. However, no additional promotions will be added to your reservation.

Q6: Can I choose the location or specific features of the upgrade cabin?

A6: No, your cabin location and attributes will depend on availability. Celebrity cannot guarantee a specific cabin number assignment within the upgraded category.

Q7: How much do I pay if my reservation includes more than 2 guests?

A7: If your reservation includes multiple guests (between 2 and 5 passengers), the offer amount submitted will be per guest but only for the first and second guest on the reservation.

Q8: Can I modify or cancel my offer after I submit it?

A8: You may modify or cancel your offer up until 2 days prior to departure, provided that your offer has not already been accepted by Celebrity Cruises and provided your credit card has not been charged.

Q9: When will I know if my offer got accepted?

A9: Your offer can be accepted anytime from the moment it is submitted up until 2 days prior to voyage departure.

Q10: If I have two reservations can I bid only once and if accepted, cancel the second reservation and move the guests into the upgraded cabin?

A10: No, if you have two cabins you will need to submit two separate bids and they will be considered independently. Celebrity Cruises cannot guarantee that both reservations will be upgraded. In the case that one of the reservations gets upgraded, you cannot move the other guests into the upgraded cabin. All reservations cancelled within the penalty period will be subject to cancellation fees.

Q11: What happens if I am a single guest?

A11: You will be charged based on double occupancy.

Q12: Why did I or someone I'm traveling with not receive an invite to bid on a stateroom upgrade?

A12: To receive an email invitation to bid on a stateroom upgrade guest must be opted-in to Celebrity Marketing e-mails. To opt-in, to receive emails guests can sign up on our website, opt-in through the online check in process or within My Reservations section of website.

Q13: If I upgrade to a higher category stateroom, will I have to pay a gratuity amount based on the new upgraded category?

A13: Yes, by upgrading to a higher stateroom category, each guest in the booking may be subject to a higher gratuity amount. The Offer Amount does not include the higher gratuity. If the Offer is accepted, the difference between the original and upgraded stateroom gratuities (if applicable) will be automatically applied to all guests (the "Additional Charges").