

POLICY UPDATES

FREQUENTLY ASKED QUESTIONS

Beginning October 11, 2026, Celebrity Cruises® is updating its cancellation penalty schedule and final payment and hard stop dates, aligning Galapagos with the Celebrity River Cruises penalty schedule, and consistently enforcing the 3rd and 4th guest cancellation policy. The questions below explain what's changing for your clients.

Updated Cancellation Penalty Schedule

Q. What is changing with the cancellation penalty schedule?

A. Beginning October 11, 2026:

- Our cancellation penalty schedule will be changing from 3 tiers to 2 tiers.
 - Sailings of 5 nights will now be grouped with sailings of 1–4 nights and will enter the penalty period at 75 days prior to sailing (instead of 90 days).
 - Sailings of 6 nights or longer will enter the penalty period immediately within 120 days of sailing.
- All groups for 6 nights or longer will have a hard stop date of 150 days prior to sailing.
- Our Galapagos penalty schedule will now align with Celebrity River Cruises, including the \$100 admin fee.

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Cancellation Penalty Schedule

Applies to all sailings except Galapagos and Celebrity River Cruises.

Sailings of 1–5 nights			Sailings of 6+ nights		
DAYS PRIOR TO SAILING		PENALTY	DAYS PRIOR TO SAILING		PENALTY
75+ days		Non-refundable deposit*	120+ days		Non-refundable deposit*
74–61 days		50%	119–90 days		25%
60–31 days		75%	89–61 days		50%
30 days or less		100%	60–31 days		75%
			30 days or less		100%

* Non-refundable deposit applies to individual bookings.

Q. Does the new schedule apply to my client's existing booking?

A. Bookings created before October 11, 2026 keep their original cancellation terms. Bookings created on or after October 11, 2026 follow the new schedule.

Q. Where is this policy applicable?

A. North America only (US, Canada, and Puerto Rico).

Galapagos and Celebrity River Cruises

Q. What is changing for Galapagos sailings?

A. Galapagos is aligning with Celebrity River Cruises at 120 days, and the previous 149–121 day penalty period is eliminated. Cancellations 121 or more days prior to sailing incur a \$100 per guest admin fee, followed by 25%, 50%, 75%, and 100% per guest penalty tiers.

Q. Is the Celebrity River Cruises cancellation schedule changing?

A. No. Galapagos is moving to match the existing Celebrity River Cruises schedule.

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**Galapagos & Celebrity River Cruises
Cancellation Penalty Schedule**

Galapagos now aligns with Celebrity River Cruises at 120 days to sailing. The 149–121 day penalty period is eliminated and replaced with a \$100 admin fee.

Galapagos & Celebrity River Cruises sailings		
DAYS PRIOR TO SAILING		PENALTY PER GUEST
121+ days		\$100 admin fee
120–91 days		25%
90–61 days		50%
60–31 days		75%
30 days or less		100%

Deposits and Final Payment

Q. Are deposit amounts changing?

A. No. Deposit amounts remain the same.

Q. What is changing with final payment and hard stop dates?

A. For sailings of 1–5 nights, final payment is now due 75 days prior to sailing. For sailings of 6 nights or longer, final payment is due 120 days prior to sailing. Hard stop dates are also changing. Please see the full schedule below.

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Deposit Schedule Update

Hard stop and final payment (FP) days are changing. Deposit amounts are unchanged.

Applies to all sailings except Galapagos and Celebrity River Cruises.

SAILING LENGTH	Deposit	Current hard stop / FP	New hard stop / FP
1–4 nights	\$100	120 / 75	→ 120 / 75 NO CHANGE
5 nights	\$100	120 / 90	→ 120 / 75
6–8 nights	\$250	120 / 90	→ 150 / 120
9–14 nights	\$450	150 / 90	→ 150 / 120
15+ nights	\$450	180 / 120	→ 150 / 120

Hard stop and FP shown in days prior to sailing. Highlighted values have changed.

3rd and 4th Guest Cancellations

Q. What is changing with the 3rd and 4th guest cancellation policy?

A. Beginning October 11, 2026, the 3rd and 4th guest cancellation policy will be consistently enforced on both existing and new bookings.

Q. What is the penalty if a 3rd or 4th guest cancels?

A. The penalty depends on the stateroom's occupancy and when the cancellation occurs. Please see each scenario below.

3rd & 4th Guest (T4) Cancellation Policy

Beginning October 11, 2026 the 3rd and 4th guest cancellation policy will be **consistently enforced**. It applies to both **existing and new bookings** once the policy is effective.

SCENARIO	Double	Triple	Quad
Inside penalty window Penalty under 100%	No penalty, Single Supplement instead.	Apply Guest 3 penalty	Apply Guest 4 penalty always
Inside penalty window Penalty at 100%	Apply Guest 2 penalty and retain Guest 1 CF and NCCF	T-D Apply Guest 3 penalty T-S Apply Guest 2 & 3 penalty and retain Guest 1 CF and NCCF	Q-T Apply Guest 4 penalty (or Guest 3 if Guest 4 is zero) Q-D Apply Guest 3 & 4 penalty Q-S Apply Guest 2, 3 & 4 penalty and retain Guest 1 CF and NCCF
Outside penalty window Refundable	No penalty	No penalty	No penalty
Outside penalty window Non-refundable deposit	Deposit retained as penalty	Deposit retained as penalty	Deposit retained as penalty

Key: T-D = triple to double · T-S = triple to single · Q-T = quad to triple · Q-D = quad to double · Q-S = quad to single · CF = cabin fare · NCCF = non-commissionable cruise fare

Q. Does this apply to FIT bookings, Groups, or both?

A. The enforcement of the 3rd and 4th guest cancellation penalty applies to both FIT and Group bookings. Group bookings retain their existing group penalty behavior, which already included 3rd and 4th guest penalty, once transferred into the group environment.

Q. What if my client removes a guest and replaces them on the same day?

A. This is considered a name change, not a cancellation. No cancellation penalties or charges apply.

Q. If both a guest penalty and a booking penalty apply, which one is charged?

A. Guest-level penalties do not replace booking-level penalties. The greater applicable penalty is charged.

Q. Is my commission protected if my client cancels?

A. Commission is only protected if your client cancels within the 100% penalty window.