



## RECOGNIZING THE EXCEPTIONAL WORK BY OUR CREW GRATUITIES

- The daily gratuity is shared among dining and culinary services staff, stateroom attendants and other housekeeping services personnel, as well as staff from other departments who work behind the scenes to enhance the cruise experience.
- If not prepaid prior to sailing, the gratuity rate will be automatically applied to the guests folio onboard.
- An 18% gratuity will be added to all spa and salon purchases and specialty dining packages onboard.

STATEROOM CATEGORY	PREVIOUS GRATUITY AMOUNT	NEW GRATUITY AMOUNT
Standard Stateroom	\$17.50	\$18.00
Concierge Class and AquaClass®	\$18.00	\$18.50
The Retreat® - Suites	\$21.00	\$23.00

## FREQUENTLY ASKED QUESTIONS

### 1. Are gratuities automatically added to a Cruise-Only rate booking?

No, gratuities are not automatically added at the time of booking; however, if not prepaid before the sailing, gratuities will be automatically charged to the guests' folios once onboard.

### 2. How can my clients prepay gratuities?

For your convenience, as well as that of your client, you may add pre-paid gratuities to your client's booking before sailing through the Espresso booking tool. If gratuities are not prepaid before sailing, they will be automatically added to the guests' folios once onboard.

### 3. Are all guests required to pay gratuities?

Gratuities are at the discretion of each guest. Such guidelines serve as a recommendation to assist guests in expressing their gratitude for the outstanding service experienced during their cruise vacation. The daily gratuity is shared by dining, bar and culinary services staff, stateroom attendants, and other hotel services teams.

For guests' convenience, Celebrity Cruises automatically registers the suggested daily gratuity amount to guests' folio accounts; though guests are free to completely remove or add any additional gratuities to this daily amount with the onboard Guest Services team. We hope guests find these suggested amounts to be an accurate reflection of their satisfaction and are grateful for their generous recognition of the Celebrity Cruises staff.

## FREQUENTLY ASKED QUESTIONS

### SPECIALTY DINING GRATUITY

**4. Why is Celebrity Cruises include a 20% gratuity for Specialty Dining and room service?**

Celebrity Cruises is constantly reviewing our competitive environment and this adjustment positions us in line with our competitors. The 20% gratuity collected will be disbursed to our restaurant staff. Most importantly, it recognizes the exceptional work of our restaurant staff to deliver unforgettable luxury vacations every day.

**5. When will the Specialty Dining Specialty and/or room service gratuity be charged?**

The 20% Gratuity is a one-time charge at the time of checkout/purchase.

**6. If an a la carte restaurant is reserved pre-cruise, when will the 20% Specialty Gratuity be charged?**

Guests that have reserved a la carte Specialty Dining pre-cruise, will be charged after their dining experience onboard.

**7. Will the Specialty Dining gratuities rate be protected for individual bookings transferring into an existing group, regardless of transfer date?**

Yes, when transferring an individual booking into a group, previously confirmed gratuity amounts will remain unchanged.

**8. Are gratuities automatically added to the Specialty Dining at the time of purchase?**

Yes, Gratuities are automatically added to all Specialty Dining at the time of purchase.

**9. Should additional questions arise related to this update, who should I contact?**

Your questions can easily be addressed with your local Strategic Account Manager or by contacting our Trade Support and Service Contact Center Team. Also, be sure to reference supporting materials posted on [www.CruisingPower.com](http://www.CruisingPower.com).

### THE RETREAT

**10. Guests staying in the Royal Suite, Signature Suite, Refection Suite, Penthouse Suite, Edge Villa, and Iconic Suite receive complimentary Specialty Dining. Will a 20% gratuity be added?**

Specialty Dining remains complimentary. No gratuity is added.

### LOYALTY

**11. How will the Loyalty Specialty Dining discount (15% Elite Plus & 25% Zenith) work with the Specialty Dining 20% gratuity?**

The Specialty Dining 20% gratuity will be added after the loyalty discounted price, not the full Specialty Dining price.