FUTURE CRUISE VACATIONS FREQUENTLY ASKED QUESTIONS

- What is the Future Cruise Vacations team?
  - The Future Cruise Vacations team is an extension of you. Every ship in our fleet has 5-8 experts in all things Celebrity Cruises. The Future Cruise Vacations team are dedicated shipboard employees who's only job is to help your clients decide where to cruise next with Celebrity Cruises. And when they do, you automatically get full credit and commission for the booking!

- What is the benefit to having my clients book their next cruise while onboard?*
  - There's many benefits, and nothing to lose!
    - First, your clients get an exclusive offer of up to $500 onboard credit on their next cruise.
    - Combine that exclusive Onboard Credit with 1 other promotion!
    - Deposits start at only $100 per person.
    - Bookings automatically go back to you for full credit.

- What if my clients don't know where to go next, can they still take advantage of the onboard offer?*
  - Absolutely! The Future Cruise Vacations team will provide your clients with their destination expertise to help them decide the next best Celebrity Cruises vacation for them.
  - If your clients still aren't sure of where to go next, we encourage them to book our "Book Later" (AKA "Open Booking") program that gives them extra time to decide.

- What is the Book Later program?*
  - A Book Later reservation is where your client (our guest) places a deposit towards a future Celebrity Cruise vacation, but does not specify a ship or sailing date. Your client takes that Book Later reservation home and has more time once they return home to choose a ship and sailing date. If a ship and sailing is chosen within the offer limit, they get the onboard booking benefit! Please see the Book Later program details on thecelebritycommitment.com for the current offer limits.

- What are they actually booking, and what will I see in Espresso?*
  - You will see Celebrity Passage (CP) ship being booked with a sailing date of 01/01/2039. There is no revenue associated with this booking, but a booking number will be provided.

- What happens if my clients book a Book Later and do not choose a ship and sailing date?*
  - If your client does not choose a ship and sailing date within the offer limit, they will not be eligible to receive the onboard booking offer.

*Program as of January 1, 2020. Full Terms and conditions can be found at www.thecelebritycommitment.com.

- Can my client change their reservation later without any penalty?*
  - Unless otherwise specified (like a non-refundable fare), or a booking in final payment, all Future Cruise Vacations bookings are fully flexible and refundable without penalty up to Final Payment.

- Can my clients bookings made onboard with the Future Cruise Vacations team be moved into an existing group that I have?*
  - Yes, bookings made onboard may be combined with certain groups but would now require a full deposit and the potential loss of your promotional offer and/or Onboard Credit offer.

- Can my clients create a group onboard?*
  - Yes! In addition to the ability to moving FIT bookings into an existing group, your clients can create new affinity groups onboard. Please see the Onboard Group section in TheCelebrityCommitment.com

- Can my clients book for friends and family for guests not currently sailing with them?*
  - Yes, if your client is not booking an affinity group, they can book up to 3 other staterooms on the same sailing that they book for themselves. If your client is creating an affinity group, they can book up to 50 staterooms.

- Can my clients choose a specific stateroom/suite onboard?
  - Yes! The Future Cruise Vacations team are the onboard experts and will help your clients choose the best and most sought after room to maximize their vacation experience.

- How do I know how much the exclusive onboard credit my clients will receive from booking onboard?*
  - Please see the below table. Onboard credit is determined by destination, cabin category and sailing length.

- Will I be notified that my clients booked onboard?
  - Yes, the Future Cruise Vacations team emails the booking confirmation to the email address on file in the reservation system. You also can see your onboard bookings in the Insight Platform on Cruisingpower.com. Please see the Insight Instructions section in TheCelebrityCommitment.com

- Will I receive full credit and commission for my clients booking onboard?
  - Absolutely! Unless directly specified by your client, all Future Cruise Vacations bookings are automatically booked right back to the same Travel Advisor that booked them on their current sailing with full credit and commission.

- If my clients forget to make a booking onboard, can they still take advantage of the exclusive onboard offer upon returning home?
  - No. The Future Cruise Vacations team is open daily, typically from 9am to 9pm. If your clients are pressed for time, they can fill out the Book Later booking form (sent with their guest ticket booklet) ahead of time and deliver to the Future Cruise Vacations team at any point during the cruise. We also offer digital solutions onboard as well.

ONBOARD CREDIT PER STATEROOM					
STATEROOM TYPE	4-5 nights & Repositioning Cruises	6–9 nights	10–13 nights	14–15 nights	16+ nights
Inside stateroom	$50	$100	$150	$200	$250
Ocean view stateroom	$75	$125	$175	$225	$275
Veranda	$100	$150	$200	$250	$300
Concierge Class & AquaClass®	$100	$150	$200	$250	$300
Sky Suite & Aqua Sky Suite	$200	$250	$300	$350	$400
All other Suites	$300	$350	$400	$450	$500
PLUS ONE ADDITIONAL OFFER!					