



January 20, 2022

Dear Valued Travel Partner,

We are reaching out to provide an update on the status of your client's 2022 cruise vacation. Celebrity Cruises is pleased to announce we will be relocating *Celebrity Infinity* from Europe to the Caribbean. As a result, we will be canceling all *Celebrity Infinity* Mediterranean sailings currently scheduled to depart April 15, 2022 through November 28, 2022. This will allow us to open new 7-night Caribbean cruises for sale in the Summer and Fall months.

At this time, we would like to offer your clients the choice of being re-accommodated on another Celebrity Cruises European vacation or receiving a 100% Refund. Provided below, please find a summary of compensation options.

	OPTION #1	OPTION #2
	LIFT & SHIFT	REFUND
Offer	Guests booked on <i>Celebrity Infinity</i> will have the choice of rebooking their Mediterranean sailing on a specified 2022 <i>Celebrity Edge</i> , <i>Celebrity Constellation</i> or <i>Celebrity Reflection</i> sailing. Guests booked on <i>Celebrity Infinity</i> for the Transatlantic sailing may only Lift and Shift to another offered Transatlantic voyage. Take advantage of this offer before it expires on February 3, 2022.	100% Refund of amount paid, option open through March 31, 2022.
Action Items	Contact Celebrity Cruises at 1-844-418-6824 in North America or (316) 554-5961 worldwide.	No Action Needed. Refund is automatically issued to all impacted guests
Commission Protection	Commission will be protected on reservations paid-in-full, prior to the suspension announcement.	

From now through February 3, your clients have the option to Lift and Shift their existing cruise vacation plans in the Mediterranean to a specified 2022 *Celebrity Edge*, *Celebrity Constellation* or *Celebrity Reflection* sailing. Guests booked on *Celebrity Infinity* for the Transatlantic sailing may only Lift and Shift to another offered Transatlantic voyage. Please contact Celebrity Cruises at 1-844-418-6824 in North America or 1-316-554-5961 worldwide for alternate sailing options and we'll shift the reservation at the same rate including any promotion currently on the booking.

If your clients are unable to rebook by February 3, they will automatically receive a 100% refund to their original method of payment. Refunds will be received at least 30 days after cancellation. Cruise taxes and fees would be refunded separately. Please note, any reservations paid with a Future Cruise Credit will not be eligible for a cash refund, however, your client's Future Cruise Credit will be reinstated. No action is required on your part to receive this refund.

Additionally, if your clients have pre-booked any shore excursions, beverage, internet, specialty dining or other onboard packages, through Celebrity Cruise Planner, they will automatically be refunded in full to their original method of payment. Guests with air travel and hotel booked through Flights by Celebrity will be refunded automatically. You will not need to call in to initiate the process. Guests with independent excursions or air arrangements need to contact their tour operators and air carriers directly to make all required cancellations.

As our valued partners, we recognize the work involved in planning your clients' cruise vacations and, of course, want to ensure that you are fairly compensated. For this reason, your commission earnings will be protected on reservations for cancelled sailings that were paid in full prior to the suspension announcement.

Thank you for your continued patience and support as we navigate through these challenging times. If you have any questions, please feel free to contact Celebrity Cruises at 1-844-418-6824 in North America or (316) 554-5961 worldwide. The safety and well-being of your clients is our highest priority. We look forward to welcoming them aboard soon for an amazing Celebrity Cruises vacation.

Sincerely,
Celebrity Cruises