

SAILINGS CANCELED BY CELEBRITY CRUISES DUE TO GLOBAL SUSPENSION OF OPERATIONS*

May 31, 2022

QUESTION #1: Which sailings have been suspended by Celebrity Cruises due to the global suspension of operations?

A: All sailings suspended globally by Celebrity Cruises are March 12, 2020 through June 30, 2021. In addition, the below regions have additional sailings suspended:

CANCELLED SAIL DATES	
GLOBAL:	ALL SAILINGS MARCH 12, 2020 – JUNE 30, 2021* <i>*Excluding newly deployed sailings on Apex 6/19/21 and 6/26/21, Millennium 6/5/21 – 6/26/21, Edge 6/26/21</i>
ALASKA:	MILLENNIUM 6/4/21 – 9/26/21 ECLIPSE 6/13/21 – 9/12/21 SOLSTICE 7/2/21 – 7/16/21
ASIA:	2020/21 WINTER SEASON (MILLENNIUM) MILLENNIUM 1/27/22 (Dry Dock) SOLSTICE: 9/26/21 – 12/19/21, 1/2/22 – 4/24/22
AUSTRALIA / NZ / HAWAII:	2020/21 WINTER SEASON (SOLSTICE & ECLIPSE) ECLIPSE: 9/19/21 & 9/29/21, 10/18/21 – 4/17/22
BERMUDA/CANADA/GREENLAND:	SUMMIT 7/4/21 – 10/4/21
CARIBBEAN / CANAL:	EDGE 11/12/21 – 4/8/22, ORIGINAL SUMMIT 10/16/21 – 4/30/22 SHORT CARIB. SUMMIT 8/28/21 – 9/11/21 INFINITY 1/3/22 – 4/2/22 EQUINOX 5/2/21, 5/14/21, 5/29/21, 6/12/21, 6/26/21, 7/10/21, 7/4/21, 7/11/21, 7/18/21 MILLENNIUM 10/12/21
COASTAL / MEXICAN RIVIERA	ECLIPSE: 3/26/2022 – 4/16/2022
EUROPE:	EDGE 5/3/21 – 10/29/21 CONSTELLATION 5/4/21 – 10/23/21 REFLECTION 7/11/21 – 7/30/21, 4/16/22 & 4/23/22 (Dry Dock), 8/11/21 – 10/10/21 ORIGINAL APEX 6/5/21 – 10/9/21 <i>*Select sail dates will be used again for new sailings</i> ORIGINAL SILHOUETTE - 6/12/21 – 8/26/21, 9/4/21 & 9/18/21 INFINITY 7/4/21 – 7/26/21, 8/2/21 – 11/21/21, 4/15/22 – 11/18/22
GALAPAGOS:	XPEDITION 7/2/2021, 7/9/2021, 7/16/2021 XPLOATION 7/3/2021 – 9/11/2021, 10/16/2021 – 12/25/2021
SOUTH AMERICA:	2020/21 WINTER SEASON (SILHOUETTE) 2021/22 WINTER SEASON (SILHOUETTE) INFINITY 12/13/21 – 3/23/22
TRANS:	APEX 5/1/21 ORIGINAL INFINITY 12/1/21 and NEW 4/2/22, 11/28/22 ORIGINAL SILHOUETTE 11/19/21 and NEW 11/1/21, SOLSTICE 9/10/21 REDEPLOYED APEX 10/21/21 → NEW 10/10/21, REFLECTION 10/22/21

QUESTION #2: If I canceled prior to the US/Global suspension, can I now get the 125% FCC or the 100% refund?

A: Unfortunately, no. If you cancelled your reservation, you are not entitled to the compensation being offered to guests who were still booked on a sailing when Celebrity Cruises cancelled it, due to the COVID-19 related global suspension of cruising. For guests who opted to cancel their reservation and receive a Future Cruise Credit equal to 100% of the cruise fare they paid to Celebrity Cruises under our "Cruise with Confidence" program, the same is true.



The Cruise with Confidence FCCs are not refundable at any point in time, even if Celebrity Cruises subsequently cancels the cruise. Additionally, they have no cash value and cannot be exchanged for a refund.

QUESTION #3: If my cruise was canceled by Celebrity Cruises due to the COVID-19 related suspension of sailings, and our flights were booked with Flights by Celebrity, will they be refunded?

A: March 15, 2020 to April 10, 2020 sailings canceled by Celebrity Cruises: Refundable flights booked through Flights by Celebrity will be refunded automatically and the \$200 cancellation charge will be waived. Guests with nonrefundable flights booked through Flights by Celebrity will automatically receive a refund. There is no need to call to initiate the process. Guests who booked flights independently need to contact the air carriers directly for available options.

April 11, 2020 to June 30, 2021 sailings (with the exception of any previously canceled sailings), and any additional sailings cancelled by Celebrity Cruises: Refundable flights booked through Flights by Celebrity will be refunded automatically. As of February 11, 2022, Air penalties for cancellation of refundable airfares booked through Flights by Celebrity will no longer be waived. There is no need to call to initiate the process. Residents of North America with nonrefundable flights booked through Flights by Celebrity will need to contact the air carrier to check for available options. Guests residing outside of North America with nonrefundable flights booked through Flights by Celebrity will need to have the terms of the ticket reviewed by the Flights by Celebrity booking office to determine if they are eligible for a refund. Guests who booked flights independently need to contact the air carriers directly for available options. Refer to FAQ#1 above for full list of sailings cancelled by Celebrity.

UK & Ireland Residents booked on March 15, 2020 to June 30, 2021 sailings (with the exception of any previously canceled sailings), and any additional sailings, cancelled by Celebrity Cruises: Refundable flights booked for UK and Ireland residents through Celebrity Cruises will automatically be refunded. As of February 11, 2022, Air penalties for cancellation of refundable airfares booked through Flights by Celebrity will no longer be waived. Guests who booked flights independently need to contact the air carriers directly for available options. Refer to FAQ#1 above for full list of sailings cancelled by Celebrity.

QUESTION #4: I converted MyCruise® Reward Points from my Celebrity Cruises Visa Signature® card for my cruise that was canceled or rescheduled. Who can I contact about this?

A: Please call our Customer Engagement Center at 1- 800-760-0654 and choose option 3.

The Celebrity Cruises credit card program is issued and administered by Bank of America, N.A. Visa® and Visa Signature® are registered trademarks of Visa International Service Association and are used by the issuer pursuant to license from Visa U.S.A. Inc.

QUESTIONS #5: Is my sailing that has been suspended by Celebrity eligible to “Lift and Shift” from 2021 to 2022?

A: Impacted guests on eligible sailings may choose to “Lift & Shift” their booking within the guidelines provided before their respective deadline. Reservations that “Lift & Shift” after final payment date are subject to cancellation charges based on the original booking’s cancellation policy. Bookings requiring a name change are ineligible to “Lift & Shift”.

To “Lift & Shift” the eligible booking, contact Celebrity Cruises at 1-844-418-6824 in North America or (316) 554-5961 worldwide.

ELIGIBLE SAILINGS TO “LIFT & SHIFT”	GUIDELINES TO “LIFT & SHIFT” 2021 TO 2022	DEADLINE TO REQUEST A “LIFT & SHIFT”
INFINITY 4/15/2022 – 11/28/2022	Guests booked on Celebrity Infinity will have the choice of rebooking their Mediterranean sailing on a specified 2022 Celebrity Edge, Celebrity Constellation or Celebrity Reflection sailing. Guests booked on Celebrity Infinity for the Transatlantic sailing may Lift & Shift to another Transatlantic voyage.	FEBRUARY 3, 2022



ECLIPSE 3/26/2022 – 4/16/2022	Lift & Shift an existing Celebrity Eclipse March/April 2022 Coastal sailing to a Celebrity Millennium Coastal or Mexican Riviera sailing departing in September or October, 2022.	JANUARY 28, 2022
SILHOUETTE 11/1/2021 INFINITY 4/2/2022 SOLSTICE 1/2/2022 – 4/24/2022	The original cruise fare price and promotion will be protected when selecting an alternative sailing to the same destination, itinerary type and stateroom category within 4 weeks of the original sailing date. Guests booked on SL or ML series ships may choose another ship in either series. Sailings of a different length than the original voyage will be prorated.	SEPTEMBER 22, 2021
SUMMIT 8/28/2021 – 9/11/2021	The original cruise fare price and promotion will be protected when selecting an alternative Caribbean sailing aboard Celebrity Summit departing between 9/16/21 and 10/30/21. Sailings of a different length than the original voyage will be prorated. Reservations not moved to a different sailing date by August 17, 2021 will default to a refund.	AUGUST 17, 2021
ECLIPSE 1/3/22 – 4/17/22 SOLSTICE 9/26/21 – 12/19/21 INFINITY 12/13/21 – 3/23/22	The original cruise fare price and promotion will be protected when selecting an alternative sailing to the same destination, itinerary type and stateroom category within 4 weeks of the original sailing date. Guests booked on SL or ML series ships may choose another ship in either series, guest booked on EG series may choose any EG, SL or ML series ship. Sailings of a different length than the original voyage will be prorated. NOTE: FCC's placed on these existing reservations who elect to Lift & Shift may also have their FCC placed on the their new 2022/23 sailing.	AUGUST 3, 2021
SILHOUETTE 9/4/21 & 9/18/21 ECLIPSE 10/18/21 – 12/21/21	The original cruise fare price and promotion will be protected when selecting an alternative sailing to the same destination, itinerary type and stateroom category within 4 weeks of the original sailing date. Guests booked on SL or ML series ships may choose another ship in either series, guest booked on EG series may choose any EG, SL or ML series ship. Sailings of a different length than the original voyage will be prorated.	JULY 14, 2021
INFINITY 8/2/21 – 12/1/21 REFLECTION 8/11/21 – 10/22/21	The original cruise fare price and promotion will be protected when selecting an alternative sailing to the same destination, itinerary type and stateroom category within 4 weeks of the original sailing date. Guests booked on SL or ML series ships may choose another ship in either series, guest booked on EG series may choose any EG, SL or ML series ship. Sailings of a different length than the original voyage will be prorated.	JUNE 29, 2021
ECLIPSE 9/19/21 & 9/29/21 EQUINOX 7/4/21, 7/11/21, 7/18/21 SOLSTICE 9/10/21 REDEPLOYED APEX 10/21/21 → NEW 10/10/21	The original cruise fare price and promotion will be protected when selecting an alternative sailing to the same destination, itinerary type and stateroom category within 4 weeks of the original sailing date. Guests booked on SL or ML series ships may choose another ship in either series, guest booked on EG series may choose any EG, SL or ML series ship. Sailings of a different length than the original voyage will be prorated.	JUNE 15, 2021
INFINITY 7/4/21 – 7/26/21 MILLENNIUM 10/12/21 REFLECTION 7/11/21 – 7/30/21	The original cruise fare price and promotion will be protected when selecting an alternative sailing to the same destination, itinerary type and stateroom category within 4 weeks of the original sailing date. Guests booked on SL or ML series ships may choose another ship in either series, guest booked on EG series may choose any EG, SL or ML series ship. Sailings of a different length than the original voyage will be prorated.	JUNE 10, 2021
ECLIPSE ALASKA 6/13/21 – 9/12/21 SOLSTICE ALASKA 7/2/21 – 7/16/21 SUMMIT BERMUDA/CAN/GREELAND 7/4/21 – 10/4/21	Move their 2021 sailing to 2022 to retain their current rate and promotions. The original cruise fare price and promotion will be protected when selecting an alternative sailing to the same destination, itinerary type and stateroom category within 4 weeks of the original sailing date.	MAY 28, 2021
XPEDITION 7/2/2021, 7/9/2021, 7/16/2021 XPLOATION 7/3/2021 – 9/11/2021	The original cruise fare price and promotion will be protected when selecting an alternative sailing to the same destination, same ship, itinerary type and stateroom category within 4 weeks of the original sailing date.	MAY 19, 2021
JUNE 1, 2021 – JUNE 30, 2021 <i>*Excluding any previously suspended sailings on these dates</i>	Move their 2021 sailing to 2022 to retain their current rate and promotions. The original cruise fare price and promotion will be protected when selecting an alternative sailing to the same destination, itinerary type and stateroom category within 4 weeks of the original sailing date. Guests booked on Solstice or Millennium series ships may choose another ship in either series, guest booked on Edge series may choose any Edge, Solstice or Millennium series ship.	APRIL 22, 2021

QUESTION #6: After receiving my 125% Future Cruise Credit (FCC), can I choose to change to a 100% refund?

A: Yes, so long as you request it on or before the relevant deadline. If you request a refund, your 125% FCC will be deactivated.

CANCELLED SAIL DATES

DEADLINE FOR
REFUND REQUEST



INFINITY 4/15/2022 – 11/28/2022	MARCH 31, 2022
ECLIPSE 3/26/2022 – 4/16/2022	MARCH 31, 2022
SILHOUETTE 11/1/2021 INFINITY 4/2/2022 SOLSTICE 1/2/2022 – 4/24/2022	DECEMBER 31, 2021
SUMMIT 8/28/21 – 9/11/21 <i>Note - these sailings are not eligible to receive FCC option.</i>	AUGUST 17, 2021
ECLIPSE 1/3/22 – 4/17/22 SOLSTICE 9/26/21 – 12/19/21 INFINITY 12/13/21 – 3/23/22	AUGUST 31, 2021
SILHOUETTE 9/4/21 & 9/18/21 ECLIPSE 10/18/21 – 12/21/21	JULY 31, 2021
INFINITY 8/2/21 – 12/1/21 REFLECTION 8/11/21 – 10/22/21	JULY 31, 2021
ECLIPSE 9/19/21 & 9/29/21 EQUINOX 7/4/21, 7/11/21, 7/18/21 SOLSTICE 9/10/21 REDEPLOYED APEX 10/21/21 → NEW 10/10/21	JUNE 30, 2021
INFINITY 7/4/21 – 7/26/21 MILLENNIUM 10/12/21 REFLECTION 7/11/21 – 7/30/21	JUNE 30, 2021
ECLIPSE ALASKA 6/13/21 – 9/12/21 SOLSTICE ALASKA 7/2/21 – 7/16/21 SUMMIT BERMUDA/NE/CANADA/GREENLAND 7/4/21 – 10/4/21	JUNE 30, 2021
XPEDITION 7/2/2021, 7/9/2021, 7/16/2021 XPLOATION 7/3/2021 – 9/11/2021	JUNE 30, 2021
JUNE 1, 2021 – JUNE 30, 2021 <i>*Excluding newly deployed sailings on Apex 6/19/21 and 6/26/21, Millennium 6/5/21 – 6/26/21</i>	JUNE 30, 2021
CELEBRITY SILHOUETTE 6/12/21 – 8/26/21	JUNE 30, 2021
CELEBRITY APEX 6/5/21 – 10/9/21 <i>*Select sail dates will be used again for new sailings</i>	JUNE 30, 2021
CELEBRITY MILLENNIUM 6/4/21 – 9/26/21	JUNE 30, 2021
MAY 1 – MAY 31, 2021 (Alaska, Caribbean, Europe, Galapagos)	JUNE 30, 2021
MARCH 1, 2021 – APRIL 30, 2021 Celebrity Apex Transatlantic 5/1/21, Celebrity Edge 5/3/21 – 10/29/21, Celebrity Constellation 5/4/2021 – 10/23/21	MARCH 31, 2021
CELEBRITY SOLSTICE 5/14/2021, 5/21/2021 CELEBRITY ECLIPSE 5/2/2021, 5/7/2021, 5/16/2021, 5/23/2021, 5/30/2021, 6/6/2021 JANUARY 1 – FEBRUARY 28, 2021 AND SOUTH AMERICA (1/3/2021 – 4/7/2021) <i>(excluding any previously announced suspended sailings)</i>	MARCH 31, 2021
CELEBRITY SUMMIT 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 CELEBRITY EQUINOX 5/2/2021 and 5/14/2021	DECEMBER 31, 2020
MAY 12 – DECEMBER 31, 2020 (including Winter 20/21 Asia, Australia/New Zealand)	DECEMBER 31, 2020
MARCH 14 – MAY 11, 2020 & Alaska through 7/1/2020	DECEMBER 31, 2021

QUESTION #7: If I choose to be refunded, but then change my mind and decide I want a Future Cruise Credit instead, can I do this?

A: Yes, as long as the refund hasn't been processed, you can change your mind and keep the Future Cruise Credit equal to 125% of the cruise fare paid to Celebrity Cruises for your cruise.

QUESTION #8: Is CruiseCare® refundable?

A: For sailings cancelled by Celebrity Cruises due to the COVID-19 related global suspension of cruising, CruiseCare premium payments made to Celebrity Cruises will be refunded.

QUESTION #9: What payments are refundable on the sailings cancelled by Celebrity Cruises?

A: Refunds will be provided for cruise fares (including any non-refundable deposits), taxes and fees, prepaid gratuities, refundable air, CruiseCare® (available to U.S. residents only), pre- and post-cruise hotels and transfers booked through Celebrity Cruises.



For information regarding pre-cruise purchases made through My Cruise Planner on cancelled sailings, please refer to the FAQs under the heading “PCP REFUND OPTIONS FOR SAILINGS CANCELLED UNDER GLOBAL SUSPENSION.”

QUESTION #10: If I had a Future Cruise Credit (FCC) that I applied to a sailing Celebrity Cruises canceled, what terms apply when I book my new cruise?

A: The value of the original FCC you used toward your cruise fare on the cancelled cruise will be reflected in your new FCC, but at 100% of its original unused value. If you made payments toward the cruise fare on your booking on the cancelled cruise using forms of payment other than the FCC (i.e., via check or credit card), the value of the new FCC will include 125% of those amounts. All FCCs (new and existing) will no longer expire. Note, for an FCC that was generated as a 125% FCC, the incremental 25% bonus value, however, will maintain their current expiration date noted on the FCC and will remain active until this point. A recent enhancement now allows multiple FCCs to be applied per guest within the same reservation.

Guests with bookings on September 16, 2020 – June 30, 2021 sailings (with the exception of any previously canceled sailings) will automatically receive an FCC equal to 125% of the cruise fares they paid to Celebrity. These FCCs are issued to guests via email, with the guest’s travel agency in copy if it was booked through one. However, if these guests prefer to receive a 100% refund, as opposed to the 125% FCC, they have until provided deadline to request it – see FAQ#6 above.

CANCELLED SAIL DATES	FCC PROCESSED BY
INFINITY 4/15/2022 – 11/28/2022	THESE SAILINGS ARE NOT ELIGIBLE FOR FCC OPTION.
ECLIPSE 3/26/2022 – 4/16/2022	THESE SAILINGS ARE NOT ELIGIBLE FOR FCC OPTION.
SILHOUETTE 11/1/2021 INFINITY 4/2/2022 SOLSTICE 1/2/2022 – 4/24/2022	OCTOBER 22, 2021
SUMMIT 8/28/21 – 9/11/21	THESE SAILINGS ARE NOT ELIGIBLE FOR FCC OPTION.
ECLIPSE 1/3/22 – 4/17/22 SOLSTICE 9/26/21 – 12/19/21 INFINITY 12/13/21 – 3/23/22	SEPTEMBER 3, 2021
SILHOUETTE 9/4/21 & 9/18/21 ECLIPSE 10/18/21 – 12/21/21	AUGUST 13, 2021
INFINITY 8/2/21 – 12/1/21 REFLECTION 8/11/21 – 10/22/21	JULY 30, 2021
ECLIPSE 9/19/21 & 9/29/21 EQUINOX 7/4/21, 7/11/21, 7/18/21 SOLSTICE 9/10/21 REDEPLOYED APEX 10/21/21 → NEW 10/10/21	JULY 16, 2021
INFINITY 7/4/21 – 7/26/21 MILLENNIUM 10/12/21 REFLECTION 7/11/21 – 7/30/21	JULY 9, 2021
ECLIPSE ALASKA 6/13/21 – 9/12/21 SOLSTICE ALASKA 7/2/21 – 7/16/21 SUMMIT BERMUDA/NE/CANADA/GREELAND 7/4/21 – 10/4/21	JUNE 25, 2021
XPEDITION 7/2/2021, 7/9/2021, 7/16/2021 XPLOATION 7/3/2021 – 9/11/2021	JUNE 9, 2021
JUNE 1, 2021 – JUNE 30, 2021 <i>*Excluding newly deployed sailings on Apex 6/19/21 and 6/26/21, Millennium 6/5/21 – 6/26/21</i>	MAY 13, 2021
CELEBRITY SILHOUETTE 6/12/21 – 8/26/21	APRIL 30, 2021
CELEBRITY APEX 6/5/21 – 10/9/21 <i>*Select sail dates will be used again for new sailings</i>	APRIL 28, 2021
CELEBRITY MILLENNIUM 6/4/21 – 9/26/21	APRIL 21, 2021
MAY 1 – MAY 31, 2021 (Alaska, Caribbean, Europe, Galapagos)	APRIL 16, 2021
MARCH 1, 2021 – APRIL 30, 2021 Celebrity Apex Transatlantic 5/1/21, Celebrity Edge 5/3/21 – 10/29/21, Celebrity Constellation 5/4/2021 – 10/23/21	FEBRUARY 12, 2021



CELEBRITY SOLSTICE 5/14/2021, 5/21/2021 CELEBRITY ECLIPSE 5/2/2021, 5/7/2021, 5/16/2021, 5/23/2021, 5/30/2021, 6/6/2021	JANUARY 22, 2021
JANUARY 1 – FEBRUARY 28, 2021 AND SOUTH AMERICA (1/3/2021 – 4/7/2021) (excluding any previously announced suspended sailings)	JANUARY 15, 2021
CELEBRITY SUMMIT 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021 CELEBRITY EQUINOX 5/2/2021 and 5/14/2021	DECEMBER 22, 2020
DECEMBER 1 – 31, 2020 (excluding Asia/Australia/New Zealand December 1, 2020 – May 31, 2021)	NOVEMBER 30, 2020
NOVEMBER 1 – 30, 2020 (excluding Celebrity Silhouette 11/8/20, 11/20/20 and Celebrity Infinity 11/16/20) ASIA/AUSTRALIA/NEW ZEALAND WINTER DECEMBER 1, 2020 – MAY 31, 2021	NOVEMBER 4, 2020
SAILINGS TO AUSTRALIA/NEW ZEALAND NOVEMBER 1 - DECEMBER 31, 2020	OCTOBER 16, 2020
SAILINGS TO AUSTRALIA/NEW ZEALAND OCTOBER 1 – 31, 2020	SEPTEMBER 30, 2020
OCTOBER 1 – 31, 2020, and SILHOUETTE 11.8.20, 11.20.20 AND INFINITY 11.16.20, EXCLUDING AUSTRALIA/NZ	SEPTEMBER 14, 2020
SEPTEMBER 16 – 30, 2020	AUGUST 26, 2020
AUGUST 1 – SEPTEMBER 15, 2020	JULY 31, 2020
SAILINGS TO DENMARK AUGUST 1 – SEPTEMBER 30, 2020	JULY 24, 2020

QUESTION #11: If I applied a 125% FCC generated from a previously suspended sailing, and my newer booking has now been suspended, what value will I receive in my new FCC?

A: If a 125% FCC generated from a previously suspended sailing was used to pay the cruise fare on another booking that has now been suspended, the guest will receive a new FCC in the amount of the original 125% FCC plus 125% of any additional funds paid on the newer booking. All taxes and fees will be refunded back to original form of payment. All FCCs (new and existing) will no longer expire. Note, for an FCC that was generated as a 125% FCC, the incremental 25% bonus value, however, will maintain their current expiration date noted on the FCC and will remain active until this point.

QUESTION #12: If I applied a 125% FCC generated from a previously suspended sailing, and my newer booking has now been suspended, can I now choose a refund?

A: If your original booking was cancelled due to Global Suspension and you chose compensation in the form of 125% FCC, which was applied to a new sailing that has also been cancelled as part of Global Suspension, you may still choose to receive a refund. Your refund will be calculated based on the amount paid for your original booking and for any amounts paid above the 125% Global Suspension FCC. When opting for a refund you will forfeit the bonus 25% amount of your FCC. You may not receive a refund for amounts paid with an FCC issued under the Cruise With Confidence program.

QUESTION #13: If I applied an FCC issued under the Cruise With Confidence program and my newer booking has now been suspended, can I now choose a refund?

A: If your original booking was cancelled due to participation in the Cruise With Confidence program, and you chose compensation in the form of 100% FCC, which was applied to a new sailing that has been cancelled as part of Global Suspension, you may not choose to receive a refund. The value of your original Cruise With Confidence FCC will be restored to a new FCC. For amounts paid above the FCC value you may choose to receive 125% FCC or request a refund.

QUESTION #14: Can I use the Future Cruise Credit across multiple sailings, or does it have to be used for a single booking?

A: Your Future Cruise Credit may be used across multiple sailings if there is a remaining balance after its initial use. Any remaining funds on the FCC will continue to be available until you have used the entire value of the FCC or it expires, whichever occurs first. A recent enhancement now allows multiple FCCs to be applied per guest within the same reservation.



QUESTION #15: How can I start the process for a full refund?

A: A refund form can be accessed at <https://cancellation.celebritycruises.com/?brand=C&program=cancel> for travel agents access Cruisingpower.com/ Brand Programs and News/ Cruise With Confidence.

If you're a resident of the UK or Ireland and booked directly with Celebrity Cruises, you will need to contact us at 0844 493 2043 or access the Global Suspension refund request form on our website in order for your refund request to be processed.

If you booked through a travel agency or third-party online travel site, you must contact whomever created your booking in order to request a refund.

QUESTION #16: When will I receive a refund?

A: You will automatically receive a refund for the taxes/fees and port expenses within 30 days. The cruise fare is processed separately and will be issued within 30 days of our receipt of your request.

QUESTION #17: I booked a cruise on board that has now been cancelled by Celebrity. If I choose to keep the Future Cruise Credit and book at a later date, will I also be entitled to the onboard Celebrity Future Cruise promotion?

A: If you take advantage of the Future Cruise Credit, yes, you will be entitled to keep the onboard promotion, subject to its terms. Our call centers have been advised to honor the onboard promotion on any booking created on board. However, if you choose to take the 100% refund instead, the onboard promotion will not be honored if you choose to rebook.

QUESTION #18: Can you use your Future Cruise Credit (FCC) on an existing booking?

A: Yes. These FCCs can be applied to satisfy any remaining balance due for the cruise fare on an existing booking. However, FCCs cannot be used to obtain a refund. A recent enhancement now allows multiple FCCs to be applied per guest within the same reservation. All FCCs (new and existing) will no longer expire. Note, for an FCC that was generated as a 125% FCC, the incremental 25% bonus value, however, will maintain their current expiration date noted on the FCC and will remain active until this point.

QUESTION #19: I made my reservation using Casino Certificates. Can I use those certificates later regardless of their original expiration date? Also, will the taxes/fees and port expenses be refunded?

A: Yes, we are providing guests the option to rebook their Casino Certificates to be used on any sailing. Taxes/fees and port expenses will automatically be refunded to the original form of payment. If you have any additional Casino Certificate questions, please submit them to bluechipclub@celebrity.com.

QUESTION #20. If my current sailing has been canceled and had used a previously issued FCC, what will be the amount of my newly issued FCC?

A: The value of the original FCC you used toward your cruise fare on the cancelled cruise will be reflected in your new FCC, but at 100% of its original unused value. If you made payments toward the cruise fare on your booking on the cancelled cruise using forms of payment other than the FCC (i.e., via check or credit card), the value of the new FCC will include 125% of those amounts.

QUESTION #21. May I transfer my FCC to another guest?

A: Yes, we will allow a one-time transfer of an FCC from any Celebrity Cruises sailing cancelled due to global suspension or under the Cruise With Confidence program. The deadline to request a transfer is May 4, 2022. FCC



may be transferred to another guest in an Individual or Group booking. All FCCs (new and existing) will no longer expire. Note, for an FCC that was generated as a 125% FCC, the incremental 25% bonus value, however, will maintain their current expiration date noted on the FCC and will remain active until this point

QUESTION #22. Will my client's Future Cruise Credit be sent directly to him/her? If so, how will travel partners be notified?

A: All Future Cruise Credits will be sent directly to the impacted guest, with the associated travel partner in copy.

QUESTION #23. Will travel partner commissions be protected*?

A: We know how hard you work for your clients and we want to make sure you are compensated accordingly. For this reason, base commission will be protected on reservations (excluding those previously "Lifted & Shifted") that were confirmed prior to Celebrity's announcement of its cancellation of the cruise as part of the global suspension of cruising, provided the reservation was paid-in-full. Travel partners will also have the opportunity to earn commission on the future reservation where the correlating FCC is redeemed. Please note that FCC commission earnings are payable only on sailed reservations. Commission will be paid once booking is paid in full.

**Additionally, conditions may vary if booked through a Tour Operator. It's recommended that you reach out to the individual Tour Operator for applicable terms.*

REGARDING CANCELLED SAIL DATES August 1, 2020 – June 30, 2021 sailings, Celebrity Apex 5/1/21, Celebrity Edge and Celebrity Constellation Europe 2021 sailings (with the exception of any previously canceled sailings), Celebrity Solstice 5/14/2021, 5/21/2021, Celebrity Eclipse 5/2/2021 through 6/6/2021, Celebrity Summit 5/6/2021, 5/15/2021, 5/25/2021, 6/4/2021, Celebrity Equinox 5/2/2021 and 5/24/2021, Celebrity Millennium 6/4/21 – 9/26/21, the original Celebrity Apex 6/5/2021 – 10/9/2021 sailings, Celebrity Silhouette 6/12/2021 – 9/18/2021, Celebrity Xpedition 7/2/2021, 7/9/2021, 7/16/2021, Celebrity Xploration 7/3/2021 – 12/25/2021, Celebrity Eclipse Alaska 6/13/21 – 9/12/21, Celebrity Solstice Alaska 7/2/21 – 9/3/21, Celebrity Summit Bermuda/NE/Canada/Greenland 7/4/21 – 10/4/21, Celebrity Summit Short Caribbean 8/28/2021 – 9/11/2021, Celebrity Infinity 7/4/21 – 12/1/21 & 4/2/22, 4/15/22 – 11/28/22; Celebrity Millennium 10/12/21, Celebrity Reflection 7/11/21 – 10/22/21, Celebrity Eclipse 9/19/21 & 9/29/21, 10/18/21 – 4/17/22; Celebrity Equinox 7/4/21 – 7/18/21, Celebrity Solstice 9/10/21 – 12/19/21 & 1/22/22-4/24/22, Celebrity Infinity 12/13/21 – 3/23/22 as well as our remaining 2020/21 Winter Season in South America, Asia and Australia:

If reservation is paid-in-full:

- The 125% FCC: commission will be paid on the cancelled booking and have the opportunity to earn it on the future sailing, as described above
- The "Refund" option: commission will be paid on the cancelled booking
- The "Lift & Shift" option (on eligible sailings only): you have the opportunity to earn commission on the future sailing

If reservation is NOT paid-in-full:

- The 125% FCC option: you have the opportunity to earn commission only on the future sailing
- The "Refund" option: commission will not be paid on the cancelled booking

QUESTION #24. Will my group's earned Tour Conductors be protected?

A: Tour conductor credits are protected if the reservation is paid in full and subject to 100% cancellation charges.

QUESTION #25. How many times will my commission be protected with the cancelled sailings FCCs?

A: Commissions will be protected a maximum of two times.

Example:



SCENARIO SEQUENCE	ACTION	CAN COMMISSION BE EARNED?
1. ORIGINAL APRIL BOOKING	CANCELLED DUE TO SAILING SUSPENSION	YES
2. CANCELED BOOKING WAS MOVED TO JUNE	APPLIED FCC FROM CANCELLED APRIL BOOKING	NO
3. MOVE CANCELED JUNE BOOKING TO ANOTHER FUTURE SAILING	WOULD LIKE TO REUSE FCC ON FUTURE SAILING	YES, provided it sails

QUESTION #26. Do all price codes qualify, when booking with a Future Cruise Credit?

A: Yes, there are no restrictions on price codes. However, the global suspension FCCs may not be combined with the Captains Club Member-Only Bonus available to loyalty members on bookings made between 5/11/2020 and 6/1/2020.

QUESTION #27. What happens to my points if my customer's booking was cancelled due to Celebrity Cruises' sailing suspension between March 14, 2020 and June 30, 2021?

A: Your points are protected on any bookings on suspended sailings, if claimed prior to March 25, 2020

QUESTION #28. Can my client use more than one Future Cruise Credit to pay for his/her cruise fare? Is there a limit?

A: Yes, should your client be in receipt of more than one FCC, a recent enhancement now allows multiple vouchers to be applied to the same guest. Cruising Power, Coupon Redemption and Espresso can be used to submit up to 8 certificates per client per transaction. If you need to redeem more certificates, you are able to repeat this step again as needed. Certificates in Latte are submitted and applied one at a time.

QUESTION #29. Are there any penalties if I “Lift & Shift” my client’s booking?

Outside of Final Payment

- If a booking is **outside of final payment** at the time that the booking Lifts and Shifts to a future sailing, the booking will now follow the **new penalty** schedule and final payment dates for the new sailing. Bookings requiring a name change are ineligible to “Lift & Shift”.

EXAMPLE: A guest has a sailing booked in October of 2022. In June, they use Lift & Shift to move their sailing to mid-September 2021. In this scenario, their penalty schedule would be based on the NEW sailing date. (If the guest booked a non-refundable deposit, those funds would be subject to penalty if the guest cancelled before Final Payment).

Inside of Final Payment

- For any booking that is **inside final payment** that wishes to Lift and Shift, the **penalty amount** follows the booking to their future sailing. These bookings will have the **penalty schedule** of the new sailing; however, any **previous penalty amount** will carry over to the new sailing. If the booking cancels at a later date they will be assessed whichever is greater between their **previous penalty** amount **or** the amount based on the **current sailing’s penalty schedule**, Bookings requiring a name change are ineligible to “Lift & Shift”.

EXAMPLE: A guest has a reservation for a 7-night cruise that is scheduled to sail on September 20, 2020 (9/20/20). They call on June 27, 2020 (6/27/20) to Lift & Shift to a sailing in September 2021. Since



they are exercising this option 85 days prior to sailing, their booking is in 25% penalty. The booking will remain in 25% penalty until 74 days prior to the NEW sailing date in 2021, after which the penalty schedule for the NEW sailing will apply.