

SPA CLASS PROGRAM UPDATE

1. Why was the decision made to discontinue the program?

As we navigate the global effects of the coronavirus COVID-19 and review current and future projects, the introduction of Spa staterooms for the 2021-2022 season is being discontinued.

2. Will my clients who had booked a Spa Class stateroom prior to the announcement still receive the amenities?

All clients who were booked in Spa Class will not receive the Spa Class amenities and, as compensation, will have their booking repriced to the prevailing fare of a comparable Ocean View Balcony and will also receive a refundable \$50 USD OBC per cabin that can be used anywhere onboard – including in the spa as well as pre-cruise.

3. What will happen to my clients' stateroom if they were booked in Spa Class?

Beginning on May 5, 2020, all bookings in a Spa stateroom will be temporarily moved from their stateroom into a guarantee stateroom. Once the accommodation process is complete, your clients will be moved back into their original stateroom with the stateroom location, dimensions, and cabin number all remaining the same. No action is needed from you as this process is completed.

4. My clients' cruise fare amount did not change. Can you tell me why?

Since pricing can fluctuate based on the stateroom category reserved, the date your clients' reservation was created, and the different promotions available at that time, not every client will receive a lower cruise fare. In the event your clients' cruise fare increased after our updates were completed, we protected their original cruise fare amount.

5. Are my clients able to cancel as a result of the change?

We'd hate to see your clients go, but cancellations are certainly an option, if desired. Please note that standard cancellation policies will apply.

6. How will commission be calculated on my clients' bookings if they were booked in a Spa Class stateroom?

Commission will be calculated based on the final commissionable amount paid on the reservation.

7. Will a communication be circulated to all impacted guests?

Yes, all impacted guests and travel partners with upcoming bookings on those applicable ships will be communicated to as well.

8. What should I do with any marketing that mentions the Spa Class program?

Please make every effort you can to update your agency's digital marketing materials soon after the May 5th announcement and update your agency's printed materials no later than June 30, 2020.