



Celebrity's ChoiceAir® program. Celebrity Cruises® is the first cruise line to offer Lowest Airfare Guarantee.



Assured Arrival:

We'll get you there. It's that simple. You can rest easy knowing we have experts on hand watching out for you. They monitor your flights, and if any delays or cancellations jeopardize your travel plans, they work quickly with your airline to get you on the next available flight to get you to your ship.



Your Choice Flights:

Choose your favorite airline and the best flights. Our system allows you the flexibility to search different airlines and flights, so it's easy to find exactly what you want. And, as an added benefit, we save you the trouble of filtering out flights that won't work with your scheduled cruise—we do that for you. We do everything we can to help make your travel planning as easy as possible—except choose your flights. That's up to you.



24/7 Support:

If you need assistance, we're here—every day, at any time. We have exclusive Celebrity Air Agents available 24/7 to help ensure your air travel is as carefree as your cruise itself. Just give them a call, and they'll do whatever they can to help.



Lowest Airfare Guarantee:

We'll get you the lowest airfare available. Period. Our Lowest Airfare Guarantee delivers the best value in air travel by finding you the lowest fares on available flights—a benefit no other cruise line offers. So, there's no need to jump from site to site-comparing rates—we do that for you. And, if we don't find you the lowest fare, we'll credit you 110% percent of the difference to spend onboard your cruise. Either way—you win.



No Fee Booking: Celebrity's ChoiceAir with all its benefits and services is absolutely free to use. All you pay for is your air travel, which is exactly the way it should be.

How the Lowest Airfare Guarantee works:

The lowest airfare guarantee would refund 110% of the difference in airfare in the form of an onboard credit.

The low fare guarantee expires 24 hours after booking the air.

A guest or travel partner must call Support Desk within 24 hours of confirming/adding ChoiceAir to their Celebrity cruise vacation at 1-800-533-7803. The Support Desk agent will validate the fares and advise the caller if the fares qualify or not.

When guest calls to invoke guarantee, the agent will go to website and verify that the claim applies.

The guest or travel partner must provide the Support Desk agent with the information for the lower advertised fare. This information must follow the guidelines described below:

- Must match booked ChoiceAir itinerary exactly (eg: same class of service, number of travelers, same flights, same gateway, same dates etc.)
- Price must be found on a US or Canadian website available to the general public.
- The special program/website/organization membership or any other reward or frequent flyer program that provides the guest with special discounted pricing is **NOT** eligible for the guarantee.

Once the claim has been approved, the 110% will be applied in an onboard credit format within 72 hours.

Only one price guarantee claim per cruise reservation **ONLY** allowed.



Does Celebrity's ChoiceAir[®] show all available air itineraries? Why is there a flight available online that ChoiceAir does not have?

The ChoiceAir tool provides all published airline schedules and fares on the internet plus our special contract rates; however, it is customized to meet the needs of our guests based on the cruise departure and arrival times. Therefore, consumer travel websites may show available flights that ChoiceAir may not display and it is normally due to the flight times not working with the needs of the vessel departure and arrival times.

ChoiceAir also displays the itineraries based on the fares from the lowest to highest cost. The rules within the tool are set to provide the best itineraries limiting multiple connections and long layovers. There may be times, guest will find a flight that ChoiceAir may not be displaying and it is usually due to the itinerary falling within our limitations. These flights may still be booked, if the customer is willing to take the itinerary as sold with its longer layovers or multiple connections, however a ChoiceAir Travel Agent would have to locate the flight and book it.

What have we improved in ChoiceAir?

We have found that the rules we set to provide a guest preferred selection of itineraries, without requiring the guest to scroll through hundreds of itineraries, was providing too many limitations in certain markets such as Asia, Australia and Europe. This was making us appear uncompetitive to the market or as if the ChoiceAir tool was not working. Great News! We are now managing these rules by markets and regions that will help us continue to improve the itineraries we display. You should begin to see these improvements immediately for the Constellation Black Sea and all Asia products. We are continuing to focus and test additional markets on a daily basis.

Special Attention: As we allow for more flexibility within ChoiceAir for these markets and others that may require it, it is important to note, itineraries that we would consider as not preferred due to 3 or more connections and extended airport layover (6- 12 hour layovers) will now be displayed and available for sale.

NOTE: If you or your customers find an itinerary of choice or a cost we are not displaying, please be sure to contact the ChoiceAir support Team.