

CANCELLATION POLICY FAQs

Your clients may have questions regarding refunds on a cancelled cruise. See the FAQs and answers below for information on how to address these questions.

FAQ #1: If I have to cancel my cruise, will I get a refund?

Answer: You will get a full refund if you notify Celebrity Cruises® or Royal Caribbean International® in writing at least 75 days prior to your sailing date (60 days for 3 & 4-night cruises or 90 days for holiday sailings). Consult the Cancellation Policy Chart to determine cancellation charges applicable later.

FAQ #2: What Happens if I do not show up for the cruise?

Answer: No refunds will be made if you do not show up for your cruise or if you interrupt or cancel your vacation once it has begun.

FAQ #3: How are the days prior to sailing calculated?

Answer: When calculating the days prior to sailing, the day of sailing should not be considered as one of the days. The day of sailing is considered the first day of the cruise, therefore, the penalty period will commence one day prior to the day of sailing.

FAQ #4: If the cancellation schedule will now begin at 74 days, will this change impact the final payment date?

Answer: Final payment for all sailings 6 nights or longer will now have a final payment option at 75 days prior to sailing (excluding holiday sailings, which is 90 days prior.)

FAQ#5: What happens if I make a change to a booking created before August 1, 2010?

Answer: Your cancellation schedule remains with our old policy, however the payment option dates may reflect an earlier final payment date based upon the sailing length. (Please reference the updated cancellation grid).

The cancellation policy applies when reserving with our US Office only. Guests should contact their local Royal Caribbean International Office or local Travel Agent for full details of applicable cancellation policies.

