



CANCELLED SAILINGS FAQ'S

1. Originally, Celebrity Cruises made the decision to suspend sailings through April 10th, 2020.

Why are sailings now suspended through May 11th, 2020?

The health and safety of our guests and crew remain our utmost priority. As the spread of Coronavirus (COVID-19) continues to pose growing concerns and travel restrictions persist, Royal Caribbean has now decided to voluntarily suspend ship operations through May 11th, 2020, in an abundance of caution.

2. While the ships pause from normal cruise operations, where will they be located?

Each ship has activated their own, unique plan to withstand the time out-of-service. We remain hopeful that all ships will return to cruising as of May 12th, 2020. The only known exception to this is the return date of July 2nd, 2020 for the kick-off of the Alaska season.

3. I recently cancelled my client's cruise due to concerns around COVID-19 and received 100% Future Cruise Credit.

Can I switch to the higher value Future Cruise Credit?

Celebrity Cruises' Cruise with Confidence policy launched on March 6th, 2020 and granted your client the flexibility to wait until 48-hours prior to sailing to cancel. With this policy, the option to sail was still available, which is why a 100% Future Cruise Credit value was offered to those guests who preferred to cancel. With the most recent news on March 14th, 2020, announcing the suspension of all sailings through April 10th, guests that decided to wait-it-out now have no option to sail which is why a higher FCC value of 125% was provided. As a result, we will be upholding the FCC offer that was available at the time of the cancellation.

4. If my client prefers a refund over a Future Cruise Credit, is this an option?

If a full refund is preferred, we're happy to process this for your client. The selection of a Future Cruise Credit provides a higher value and also allows your client plenty of time to make the best decision for him/her. FCC redemption is valid on sailings departing on-or-before December 31st, 2021. Should your client wish to forfeit his/her higher value 125% Future Cruise Credit and receive a lower value 100% refund of the cruise fare, please indicate such by clicking [here](#). Upon processing the refund and reimbursing the original form of payment, the Future Cruise Credit will be deactivated. No need to decide now – refund requests are available through December 31st, 2021, giving your clients ample time to consider their options. Refunds can be expected approximately 30 business days after the request was submitted.

5. What if my client has incurred extra expenses such as air change fees or hotel fees as a result of these cancellations?

If your client booked refundable air or hotel accommodations through Celebrity Cruises, we have it covered. If your client booked non-refundable air through Celebrity Cruises or reserved hotel or air accommodations on their own, please reach out to the airline carrier, tour operator, or hotel supplier/chain directly to discuss options.

6. If my client wishes to cancel, are all guests booked in their stateroom required to select the same form of compensation?

Yes, all guests sharing a stateroom must agree to the same compensation offer.

7. How quickly will my client receive the Future Cruise Credit in order to secure their next cruise vacation?

For sailings through April 10th, 2020, your client will receive his/her Future Cruise Credit via email no later than Monday, April 13th, 2020. Future Cruise Credits for recently suspended sailings departing between April 11th – May 11th, 2020 can be expected on-or-before Monday, April 30th, 2020.

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

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

9. How is my client's Future Cruise Credit calculated?

The FCC compensation amount for impacted sailings is based on the total cruise fare paid at the guest-level and is exclusive of taxes, fees, and prepaid gratuities which are being refunded to the original form of payment.

10. My client isn't interested in cancelling and simply wishes to change the ship and sail date. Is this an option?

We are excited that your client is ready to secure a new ship and sailing date. For an elevated offer, encourage him/her to take advantage of the 125% Future Cruise Certificate. In order to do this, it's required that we cancel the reservation and issue an FCC. Thereafter, simply rebook your clients on the desired future ship and sail date, deposit the booking to hold the reservation, and apply the FCC once received. If the issued FCC covers the full amount of the cruise, request a refund for the original deposit amount at that time.

11. When can my client expect to be refunded for all pre-cruise purchases such as shore excursions, specialty dining, beverage package, and other add-ons?

- For sailings departing on-or-before April 10th, 2020, once the reservation is cancelled, refunds can be expected within 7-10 business days.
- For sailings departing April 11th – May 10th, 2020, guests can elect to convert their purchases into an onboard credit (OBC) valued at 125% of the amount paid via the Cruise Planner tool. Guests and/or travel partners must opt-in to take advantage of this option on-or-before Wednesday, April 8th, 2020 – at which time the offer will expire. Thereafter, all guests who did not opt-in for the elevated OBC will automatically receive a refund to the original form of payment. Please allow 7-10 business days for processing.

12. Will travel partner commission be protected?

We know how hard you work for your clients and we want to make sure you are appropriately compensated; therefore, we will be protecting your base commission, not only on the cancelled sailing, but also on the future reservation where the Future Cruise Credit is applied.

13. The final payment date for my client's cruise is during the period when Celebrity Cruises has suspended operations. Will the final payment date be adjusted?

Shoreside operations will continue and, therefore, payment deadlines will not change.

14. My client purchased Celebrity Cruises Travel Protection. Will the cost of it be refunded?

Yes, the full cost of the Celebrity Cruises Travel Protection will be refunded back to the original form of payment.

15. Are group bookings, including incentive and contracted business, eligible for this compensation offer?

Yes, group bookings are eligible and follow the same guidance.

16. What if my client used a Future Cruise Credit to pay for their cancelled cruise?

The original Future Cruise Credit will be reinstated with the prior FCC amount and expiration date. If expired or due-to-expire before October 31st, 2020, your client will be granted an extension to redeem through October 31st, 2020. Your client will also receive a new Future Cruise Credit based on the remaining amount paid and can be redeemed on any sailing departing on-or-before December 31st, 2021.

If your client was impacted by the first global suspension (sailings through April 10th, 2020) and paid additional monetary funds on a new booking within this extended suspension period, your clients are eligible for two 125% FCCs: one for the original booking and another equal to 125% of any monies paid towards the cruise fare on the new booking. In this example, your client can opt-in to refund one or both via the "Request Refund" link.

17. Are Future Cruise Credits, specifically those associated with Cruise with Confidence and our global sailing suspension, applicable to existing bookings?

We do understand that your client may have an existing booking with a balance where they wish to use their Future Cruise Credit and, in such instances, the FCC can be applied to cover the amount due for the cruise fare portion only. Please note that FCCs do not cover taxes & fees or other booking components - such as prepaid gratuities or transfers. Should the value of the FCC be greater than the balance owed, the variance will be reissued in the form of a Future Cruise Credit.

18. As my clients await the delivery of their Future Cruise Credit, how do I ensure that their new reservations are secure and don't cancel?

Option dates will automatically be extended to May 31st, 2020, for bookings made on-or-after March 18th, 2020, specifically for guests awaiting the issuance of a Cruise with Confidence or Global Sailing Suspension FCC. Final payments remain unchanged and are not included as part of this option extension. As a reminder, applicable FCCs must be redeemed on sailing departing on-or-before December 31st, 2021 – at which time the FCC expires.

19. Can Future Cruise Credits be used to pay for the deposit due on my client's reservation?

Future Cruise Credits cannot be leveraged to pay the deposit to hold a booking; however, guests opting for Cruise with Confidence or impacted by the Global Sailing Suspension can take advantage of the automatic option extension to May 31st, 2020, to await the delivery of their FCC, apply the respective amount, and then pay any remaining balance of the cruise fare at that time.

20. When will my client's Future Cruise Credit expire?

To ensure your client has plenty of time to plan his/her next cruise vacation, FCC's can be redeemed on any sailing departing on-or-before December 31st, 2021.

21. Will the 70 and older age requirement be lifted by May 11th, 2020?

The safety and well-being of our guests and crew is our top priority. At this time, it continues to be part of the health screening and boarding protocol. You can keep checking our most up-to-date alerts, which includes screening information on our site here: <https://www.celebritycruises.com/travel-alert>.

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23. What should cruise passengers expect with Canada closing their ports?

We understand the Canadian government has banned cruise ship travel containing more than 500 passengers. This situation remains fluid, and we are unsure how long this ban will be in place. We are evaluating alternative options for our itineraries that visit Canada. If we have to make a change, guests and travel advisors will be contacted immediately.

24. Is #CruisesForHeroes going to be rescheduled?

Sadly, at this time, they are canceled.

25. Will guests booked on the #CruisesForHeroes sailings be eligible to receive 125% Future Cruise Credit or reimbursement for canceled airfare and hotel?

Compensation will not be offered for the Hero cruises as these sailings were complimentary. For air fare or hotel cancellation, guests should contact their air and hotel provider directly as most travel industry partners are waiving cancellation fees and penalties.

26. I converted Captain's Club points to shipboard credit for my upcoming cruise that has been canceled or rescheduled. Will they be refunded or transferred to my new cruise? Who should I contact to confirm?

Any points used for this sailing will be returned to your account. If you would like to confirm, feel free to call our Customer Engagement Center at 1-800-556-8209

27. If Celebrity should change the embarkation/disembarkation ports, will guests who have booked their air travel through Flights by Celebrity be rerouted at no additional cost?

Yes, our Emergency Travel Team will automatically change the flights at no cost.

28. If my client has a unique scenario, specifically related to the redemption of their Future Cruise Credit, is there a process that I should follow to assist in servicing such requests?

We understand that there may be one-off scenarios that need special attention or unique consideration. For such situations, please contact our support team at 1-800-437-3111 (1-800-963-0311 for group reservations)