

Coronavirus FAQs Categorized—Updated 2nd March 22 - NEW

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

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
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
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 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?

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 and nonrefundable flights booked for UK and Ireland residents through Celebrity Cruises will automatically be refunded. 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.

QUESTIONS #4: 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.

To “Lift & Shift” the eligible booking, contact Celebrity Cruises at 0344 493 2042.

ELIGIBLE SAILINGS TO “LIFT & SHIFT”	GUIDELINES TO “LIFT & SHIFT” 2021 TO 2022	DEADLINE TO REQUEST A “LIFT & SHIFT”
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	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	APRIL 22, 2021

*Excluding any previously suspended sailings on these dates	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.	
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QUESTION #5: 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
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/GREELAND 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 date - s 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	March 31, 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 #6: 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 #7: 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, 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 #8: 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) must be used on a sailing that departs on or before 12/31/2022 or within one year from the original sailing date, whichever is later. 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#5 above.

CANCELLED SAIL DATES	FCC PROCESSED BY
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 XPLORATION 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 #9: 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.

QUESTION #10: 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 #11: 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. Please note only one Future Cruise Credit may be used by each person on the reservation.

QUESTION #12: How can I start the process for a full refund?

A: If you're a resident of the UK or Ireland and booked directly with Celebrity Cruises, you will need to contact our Celebrity Contact Centre at 0344 493 2042 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 #13: 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 #14: 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 #15: 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 Global Suspension and Cruise with Confidence FCCs (new and existing) must be used on a sailing that departs on or before 12/31/2022 or within one year from the original sailing date, whichever is later.

QUESTION #16. 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 #17. May I transfer my FCC to another guest?

A: Yes, we will allow a one-time transfer of an FCC from any sailing Celebrity Cruises cancelled due to global suspension of sailing. The deadline to request a transfer is March 31 2022. All FCCs (new and existing) must be used on a sailing that departs on or before 12/31/2022 or within one year from the original sailing date, whichever is later.

QUESTION #18. 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 #19. 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 on cruises cancelled by Celebrity Cruises 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, 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 #20. 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 #21. 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 #22. 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 #23. 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 #24. Will Groups bookings receive a 125% FCC?

A: To qualify for a 125% FCC, the group will need to be fully paid and within the final payment period at the time the sailing is suspended. The group will also need full legal names as per passports and for all guests on the booking.

QUESTION #25. 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.

CRUISE WITH CONFIDENCE

QUESTION #1: What does the current Cruise with Confidence program offer?

A: Our current *Cruise With Confidence* program offers guests the ability to cancel their sailing for any reason, within 48 hours of their sailing date, in exchange for a 100% Future Cruise Credit for amounts paid toward their cruise fare; The program also offers our Best Price Guarantee allowing guests to change their price or promotion up to 48 hours before sailing. These benefits are currently available on reservations made by March 31, 2022 on sailings departing on or before September 30, 2022. The ability to reschedule or Lift & Shift a booking to the following cruise year at existing rates expired on January 31, 2021 and is no longer available within the Cruise With Confidence program. Guests who would like to reschedule their sailing for another date must do so at prevailing rates.

QUESTION #2: Which bookings are eligible for the Best Price Guarantee?

A: Existing bookings and new bookings made May 6, 2020 through March 31, 2022, with departure dates through September 30, 2022, are eligible for the Best Price Guarantee.

QUESTION #3: How can I change the price or promotion on my booking under the Best Price Guarantee?

A: You may request a change in the cruise price and offer up to 48 hours prior to the departure date. You must contact your travel advisor or call Celebrity Cruises on 0344 493 2042 at least 48 hours prior to sailing. You may change the price and offer as many times as desired up to 48 hours before the scheduled departure of the sailing. If Celebrity Cruises' "best price guarantee" results in a decrease in the guest's cruise fare after the Final Payment due date, then the difference will be provided to guests in the form of a non-refundable onboard credit for use on the guest's cruise. If our "best price guarantee" results in a decrease in the guest's cruise fare before the Final Payment due date, the difference will be provided in a rate adjustment. Certain promotions will be excluded from the policy. A list of exclusions will be provided.

QUESTION #4: Where does Celebrity's original Best Price Guarantee apply?

A: Prior to March of 2020, Celebrity Cruises offered a *Best Price Guarantee* policy (in the US market), allowing guests to change the cruise fare price or promotion on their booking, at prevailing rates, before final payment was due. Due to the COVID-19 pandemic, the *Cruise With Confidence* program was launched allowing all guests the opportunity to change their price or promotion or even cancel their sailing up to 48 hours prior to sailing. Currently, *Cruise With Confidence* is available through March 31, 2022 on sailings departing on or before 30 September 22. All sailings departing on 1st October 2022 or after would be covered by the original *Best Price Guarantee* program.

QUESTION #5: What sailings qualify for Cruise with Confidence?

A: All sailings (excluding charters) through September 30, 2022, are included in the Cruise with Confidence program. For contracted groups, the compensation available under Cruise with Confidence would be offered to the travel partner or direct purchaser who entered into the contract and guests would need to deal with that party directly. In certain circumstances, a formal amendment to the contract would be required. The terms of the FCC offered to a contracted group may not be the same.

QUESTION #6: How long will I have to redeem my Future Cruise Credit (FCC)?

A: All FCCs (new and existing) must be used on a sailing that departs on or before 12/31/2022 or within one year from the original sailing date, whichever is later.

QUESTION #7: How can I cancel and receive a Cruise with Confidence FCC?

A: If your sailing falls within the qualifying timeframe, you can submit your request to cancel your reservation and receive the Cruise with Confidence future cruise credit (FCC). To be eligible for a Cruise with Confidence FCC, your request must be submitted no later than 48 hours prior to the scheduled departure time of your sailing. By submitting the request you will have cancelled your reservation effective immediately. The future cruise certificate will be issued to you within 30 days. By requesting a Cruise with Confidence FCC, you are cancelling your reservation and waiving any right you may have had to receive any refund of the cruise fare paid, even if the sailing is later canceled by Celebrity Cruises. The Cruise with Confidence FCC will be equal to 100% of the cruise fare you paid to Celebrity Cruises for your booking.

Your travel agent can also submit the request for you online by accessing the request form for travel agencies on www.Cruisingpower.com or for travel agents access: www.rclcares.co.uk

QUESTION #8: What will happen to my Celebrity Passages onboard credit if I take advantage of the Cruise with Confidence program?

A: Should you choose to cancel and receive a Cruise with Confidence FCC, your Celebrity Passages onboard credits will be applied to the new sailing when you rebook. Additionally, if you received an onboard credit as a result of a redeployment, charter, or other goodwill gesture, it will also follow you to your new booking. If you choose to cancel without opting for a Cruise with Confidence FCC, the Celebrity Passages onboard credit will be forfeited. Any promotional onboard credits will be forfeited.

QUESTION #9: If I don't want a Future Cruise Credit and simply wish to cancel for a refund, what are my options?

A: If you do not opt-in to receive a Cruise with Confidence FCC, the cancellation policy tied to your reservation at the time of booking will continue to apply. This means that, if you cancel prior to the final payment due date, we will refund any payments we received toward the cruise fare except for any non-refundable deposits. If you cancel after the final payment due date, you will be subject to cancellation charges as determined by the cancellation schedule for your booking.

QUESTION #10: What happens if there is a difference in cruise fare between the Future Cruise Credit (FCC) issued for my cancellation and what I want to book next?

A: If the cruise fare on your new booking exceeds the value of your FCC, you will be responsible for the difference. Alternatively, if the new cruise fare is lower than the value of the FCC, the remaining funds will continue to be available on the initial FCC until the FCC expires or the balance is zero, whichever occurs first.

QUESTION #11: Are Future Cruise Credits interchangeable between Royal Caribbean Group's cruise brands?

A: No. Future Cruise Credits acquired through the Cruise with Confidence program can only be redeemed on the cruise brand with which you made the booking you cancelled.

QUESTION #12: What about hotel and transfers? Will I receive a refund for those?

A: If pre- or post-cruise hotel stays or transfers were purchased through Celebrity Cruises and we cancelled the cruise, the hotels and transfers will be refunded, however, any applicable hotel cancellation penalties will not be waived. Anything purchased outside of Celebrity Cruises will need to be addressed directly with the property/operator.

QUESTION #13: Do standard Final Payment timelines still apply?

A: Yes, full payment is still required at 75 days to departure for sailings of one to four nights in length and 90 days to departure for sailings of five night or more. For guests residing in the UK and Ireland, full payment is required at 57 days prior to departure.

QUESTION #14: How are Non-Refundable Deposit bookings impacted by this policy update?

A: Non-Refundable Deposit bookings sailing on or before September 30, 2022, are eligible for the Cruise with Confidence program. Prior to the final payment due date, if you wish to change a Non-Refundable Deposit booking to an alternate ship you can do so without incurring a change fee; the change fee will be waived.

QUESTION #15: If I cancel, will I be credited for my pre-cruise purchases, such as beverage packages, shore excursions, and specialty dining?

A: Yes, pre-cruise purchases will be refunded to the original form of payment.

QUESTION #16: Who will receive notification once a Future Cruise Credit is issued?

A: All Future Cruise Credits will be sent directly to the affected guest, with the associated travel advisor in copy, if the guest booked through one.

QUESTION #17: What if a Future Cruise Credit (FCC) was used to pay for my existing cruise, and now I want to change to Cruise with Confidence?

A: If a Future Cruise Credit was used to pay for either all or a portion of your existing reservation, we are making it easy for you by combining all funds into one FCC. The value of the original FCC will now be added to the new FCC at 100% of its original value, plus the addition of any amount paid. All FCCs (new and existing) must be used on a sailing that departs on or before 12/31/2022 or within one year from the original sailing date, whichever is later.

QUESTION #18: To qualify for the new Cruise with Confidence policy, what is the last day to cancel?

A: The Cruise with Confidence program is available to guests who submit a Cruise with Confidence cancellation request 48 hours or more prior to the date of departure. Please reference the chart below.

SAILING DEPARTURE DAY	LAST DAY TO CANCEL is the prior
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	Monday
Friday	Tuesday
Saturday	Wednesday

QUESTION #19: Are Cruise with Confidence Future Cruise Credits applicable to existing bookings?

A: Yes. These FCCs may be used 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.

QUESTION #20: Can I use the Future Cruise Credit across multiple itineraries, or does it have to be used for a single booking?

A: Yes, your Future Cruise Credit may be used across multiple itineraries if there is a remaining balance after initial use. Any remaining funds on the FCC will continue to be available until the FCC expires or the balance is zero, whichever occurs first. Please note only one Future Cruise Credit may be used by each person on the reservation.

QUESTION #21: If I cancel a cruise using the Cruise with Confidence program, and I'm issued a Future Cruise Credit, can I apply it to a holiday sailing?

A: Yes. Future Cruise Credits can be applied to 2020 and 2021 Christmas and New Year's holiday sailings.

Question #22: When does my Global Suspension or Cruise With Confidence FCC expire?

A: Celebrity has extended the expiration date of previously issued FCCs issued as compensation from a suspended sailing or participation in the Cruise With Confidence program. All FCCs (new and existing) must be used on a sailing that departs on or before 12/31/2022 or within one year from the original sailing date, whichever is later. A recent enhancement now allows multiple FCCs to be applied per guest within the same reservation

Question #23: If I book a future sailing (such as for 2021 or 2022) that is eligible for CWC, and I then decide to cancel 48 hours or more prior to departure and receive a CWC FCC – what will be the expiration date of the FCC?

A: All FCCs (new and existing) must be used on a sailing that departs on or before 12/31/2022 or within one year from the original sailing date, whichever is later.

QUESTION #24. May I transfer my FCC to another guest?

A: Yes, we will allow a one-time transfer of a Cruise With Confidence FCC to be used for a 2021 sailing. Deadline to request a transfer is March 31, 2022. FCC may be transferred to another guest in an Individual or non-contracted Group booking.

Question #25: How is the value of my client's Future Cruise Credit determined?

A: Your client's Future Cruise Credit will be reflective of the total cruise fare (commissionable plus non-commissionable cruise fare) amount paid to Celebrity Cruises. It will not include any less taxes & fees, as those will be refunded to the original form of payment.

Question #26: Do the same parameters apply to both Group and Individual reservations?

A: At this time, Individual and named non-contracted Group reservations qualify for the same "Cruise with Confidence" guidelines. Contracted group eligibility may vary. Chartered sailings are excluded.

Question #27: Will Travel Partner commissions be protected for guests who choose to cancel their existing reservation?

A: Yes, travel partner base commission will be protected on the cancelled booking and travel partners will have the opportunity to earn commission on the future reservation where the Cruise with Confidence Future Cruise Credit is applied. Please note that commission will be paid on cancelled reservations only if: (i) it is paid in full; (ii) it is subject to 100% cancellation charges; and (iii) the guest has opted to cancel and take the Cruise with Confidence FCC. If the booking is paid in full and the guest misses the cancellation deadline of 48-hours prior to the sail date and requests cancellation, full penalties will be assessed and commission will be protected. Please note that FCC commission earnings are payable only on sailed reservations.

**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.*

Question #28: Will earned Tour Conductors be protected?

A: Under the Cruise with Confidence program, group TCs will be protected, however, the minimum number of staterooms required to qualify still apply.

Question #29: What price programs are excluded from Best Offer Guarantee?

A:

- Travel agency reduced rates
- TAFF
- EMP / EMP family fares
- Family / Friend rates
- Charters, group contracted rates, rates quoted via Siebel
- Net Rates (deep discount, tactical nets and Net Rate)
- Perishable/Strategic Certificate (offer)
- Seminar at Sea
- Blue light/military offers

Question #30: Is there a change for the Group milestones schedule?

A: For January 2021 through March 31, 2022 Group business, we are waiving the checkpoint to allow Travel Partners time to hold onto their Group space. Please note, no action is needed from you or your travel agents. However, the Final Payment due date will remain intact for such groups.

QUESTION #31. What happens to my points if my customer chooses to cancel their sailing under the Cruise with Confidence policy, applicable to sailings departing before September 1, 2020?

A: We are protecting points for any bookings that fall under our March 6, 2020 Cruise with Confidence policy, for sailings through September 1, 2020. Please note, when your customer rebooks using their Future Cruise Certificate, the new booking will not be eligible to earn points.

Points claimed for rebooks using Future Cruise Certificates or any cancelled bookings that fall outside of the above policies will be removed from your account, as per our standard terms and conditions.

QUESTION #32. If a booking is outside of final payment period and a guest is opting to cancel under CWC, what happens to flights, hotels, transfers on a booking?

If a booking is outside of final payment period and a guest is opting to cancel under CWC. If there are flights, hotels etc on a booking: these elements are fully refundable if they have been paid for. **Please note that non refundable flights, hotels, transfers will remain as non refundable. See Question # 34**

QUESTION #33. If a guest cancels under cruise with confidence and they have non-refundable flights/hotels on their booking – will they get a refund for these elements?

Any non-refundable elements such as flights or hotels will remain as non-refundable. (Guests would have been advised of this at time of booking.) Guests will need to make a claim on their insurance policy.

QUESTION #34. If a booking is inside of final payment period and a guest is opting to cancel under CWC, what happens to flights, hotels, transfers on a booking?

- Guest gets FCC for cruise portion
- All other elements (flights, hotels etc) will incur the booking cancellation charges that apply according to when the guest is opting to cancel under CWC: 50%, 75%, 90% and 100%
- The sliding scale of 50% to 100% relates to the amounts on the booking for flights, transfers, hotels.
- **Please note that non refundable flights, hotels, transfers will remain as non refundable. See Question # 34**

QUESTION #35. How will Cruise with confidence work with free air on a booking and if a guest cancels under CWC?

Where free flights are on a booking, these free flights cannot be refunded as these flights were only able to be sold as part of the original packaged cruise holiday.

BOOKING A FUTURE CRUISE

QUESTION #1: Will I still get the same perks when I rebook a new cruise?

A: Unfortunately, at the time of cancelation, all promotional offers, amenities, and value adds are removed and will not carry-over to future reservations. Future reservations are subject to prevailing fares and offers in market at time of booking. If you have booked any shore excursions, beverage packages, or other pre-cruise purchases, you will receive a refund to the original form of payment.

QUESTION #2: If I had a cruise canceled as part of the global suspension, can I rebook a future sailing now?

A: Yes, all FCCs (new and existing) must be used on a sailing that departs on or before 12/31/2022 or within one year from the original sailing date, whichever is later.

TRAVEL RESTRICTIONS

QUESTION #1: Is there a requirement for anyone over a certain age to have a physician form certifying they are fit to travel?

A: No.

We are concentrating all efforts on developing a cohesive return to service plan which will include enhanced health and safety protocols for all travelers. We are collaborating with CLIA, the Centers for Disease Control (CDC), and other government and health officials to assemble new processes and standards for the cruise experience, including boarding at terminals. These new processes and protocols are in the final stages of development, and once finalized, will be shared with guests and travel advisers.

These health and safety measures will mitigate the risk of exposure but cannot eliminate it entirely. Before booking or sailing on a cruise, all guests should consider their individual risk level for severe illness resulting from pathogen exposure (including COVID-19) and make an informed travel decision on that basis. Guests with a higher risk of severe illness may wish to consult with their doctor prior to booking or sailing with us.

QUESTION #2: What about passengers who did not cancel their reservation but were notified that government restrictions or travel bans meant they would be denied boarding? What kind of compensation will they receive?

A: Any guest who was advised by Celebrity Cruises in advance of travelling that they would not be permitted to sail because of travel restriction will receive a Future Cruise Credit for 100% of the amounts paid to us toward their cruise fare.

ITINERARY MODIFICATIONS

QUESTION #1: 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?

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

** See full terms & conditions of these offers for additional details.*

**Calls cost no more than calls to geographic numbers (01 or 02) and may be included in your landline or mobile free call allowance*