

# NEW SUITE PERCENT DEPOSIT

## FREQUENTLY ASKED QUESTIONS

UPDATED MAY 22, 2023

### 1. WHAT IS THE DEPOSIT AMOUNT?

Effective June 1st, 2023, deposits (**where applicable**) for suites, The Retreat, bookings will be calculated as 10% of cruise fare of the stateroom. If the 10% value is less than the current standard deposit\* amount, the standard amount will be applied. All other deposits for AquaClass®, Concierge Class, Balcony, Ocean View and Inside staterooms are unchanged.

*\*The standard deposit amount is NOK/SEK/DKK 2,000 or EUR 100 per person.*

### 2. WHEN WILL THIS CHANGE TAKE EFFECT?

This change will take effect for new suite bookings created on or after June 1st, 2023.

### 3. IS THIS A BRAND-WIDE CHANGE? ARE ALL SUITE CATEGORIES INCLUDED?

Yes, this change is brand-wide change and includes all suite categories including suite guarantees.

### 4. HOW WILL THE 10% DEPOSIT AMOUNT BE CALCULATED? WHAT HAPPENS IF MY BOOKING HAS A DISCOUNT APPLIED TO IT?

The 10% deposit is calculated based on cruise fare after all applicable discounts and promotions have been applied.

### 5. HOW DOES THIS IMPACT BOOKINGS THAT WERE MADE PRIOR TO JUNE 1ST, 2023? IF I MAKE A CHANGE TO MY EXISTING BOOKING ONCE THIS UPDATE TAKES EFFECT, WILL I BE RESPONSIBLE FOR THE NEW DEPOSIT AMOUNT?

Bookings made prior to June 1st, 2023, will not be impacted, even if there is a change to the booking to another ship or sail date.

### 6. WILL THIS CHANGE BE REFLECTED ON GUEST INVOICES AND BOOKING CONFIRMATIONS?

Yes. The new deposit rules will be reflected on guest invoices and booking confirmations.

### 7. IS THIS CHANGE APPLICABLE TO BOTH INDIVIDUAL AND GROUP RESERVATIONS?

This change is currently only applicable to Individual bookings and does not apply to contracted groups. Percent-based deposits are expected to be extended to groups later this year.

### 8. IF A SUITE RESERVATION IS TRANSFERRED INTO A GROUP, WHAT IMPACT WILL THIS CHANGE HAVE ON THE RESERVATION?

For suite bookings transferred into a group, the deposit will remain unchanged. Deposits will be based on the original booking type.

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### **9. DOES 10% DEPOSIT ALSO APPLY TO GALAPAGOS AND CRUISETOURS?**

Yes, the 10% new deposit policy applies to suites on all Galapagos and Cruisetour bookings.

### **10. HOW DO THESE CHANGES APPLY TO FUTURE CRUISE BOOKINGS?**

All Onboard Sales suite bookings made on June 1st, 2023, and beyond will require a 10% deposit per stateroom. Deposits for Cruise Later Onboard bookings will remain unchanged.

### **11. WHICH MARKETS WILL THE CHANGES APPLY TO?**

This change will apply to all markets.

### **12. WILL I BE NOTIFIED OF THE CHANGE WHEN MAKING A BOOKING IN THE ESPRESSO BOOKING PLATFORM?**

When making a booking in Espresso, a pop-up notification will be displayed if the stateroom category selected changes from AquaClass® or lower to a Suite. Agents will be advised the deposit amount has changed and will be prompted to review the Confirmation Page for the final deposit amount for the booking.

### **13. IF A GUEST ORIGINALLY BOOKED A NON-SUITE AND PAID A DEPOSIT, THEN LATER CHANGED THEIR BOOKING TO UPGRADE TO A SUITE, ARE THEY STILL REQUIRED TO PAY THE 10% AND WHEN IS IT DUE IF THEY HAVE PASSED THE OPTION DATE?**

Yes, if a booking was created on or after June 1st, 2023, and is later upgraded to a suite, the remaining deposit of 10% will be due at the time of the change. If the booking creation date was prior to June 1st and the guest later upgraded to a suite the deposit will not be recalculated and no additional deposit amount will be due.