



## **Cruise With Confidence FAQs**

### **Q. What sailings qualify for Cruise with Confidence?**

A. Cruises through 7/31/2020 are automatically included in the program.

### **Q. Do the Future Cruise Credits expire?**

A. Yes. All Cruise with Confidence Future Cruise Credits must be redeemed on sailings departing on-or-before December 31, 2021.

### **Q. How can guests cancel using Cruise with Confidence?**

A: Guests with qualifying sailings need to call us no later than 48 hours to sailing and their FCCs will be issued in 1 weeks' time.

### **Q. What if I want to use my FCCs on a cruise that's not the same price as the original booking?**

A. Just like any FCC, you will be responsible for paying the difference between the new cruise fare and the amount of the FCC (if any).

If you apply the FCC on a cruise that's less expensive, the cruise fare will be covered in full. Any leftover amount will be issued as a remaining balance FCC 30 days after the sailing and must be used within 6 months.

### **Q. Are Future Cruise Credits interchangeable between brands?**

A. Cruise with Confidence FCCs can only be applied on the brand by which they were originally issued. That means a guest would not be able to apply a Cruise with Confidence FCC from a Celebrity Cruises sailing on a new Royal Caribbean sailing.

### **Q. Do Groups reservations qualify for Cruise with Confidence?**

A. Yes. Cruise with Confidence works with both individual and group bookings.

### **Q. Does Cruise with Confidence protect airfare?**

A. Yes, if you booked air through our Flights by Celebrity program and now wish to alter your plans, you can do so with confidence. Celebrity Cruises will handle all re-accommodations and we'll cover any change fees; you will be responsible for any additional charges.

If you booked your air independently, please reach out to your air carrier for assistance with cancelling or changing your flight accommodations. We will not be covering any change fees for air purchased independently.

### **Q. Do standard Final Payment timelines still apply?**

A: Yes, full payment is still required at 75 days-to-sailing for departures 1-4 nights in length and 90 days-to-sailing for 5+ nights.

**Q: Does Cruise with Confidence work with Non-Refundable Deposits?**

A: Yes. There are no restrictions with regard to Refundable/Non-Refundable fares.

**Q: What if I already purchased beverage packages and shore excursions and choose to cancel using Cruise with Confidence?**

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

**Q: If I use Cruise with Confidence to cancel and then rebook using my FCCs, will the promotional OBC and discounts I had on the original booking carry over?**

A: No. When you rebook using your Cruise with Confidence FCCs, you will have the opportunity to take advantage of any current promotions and prevailing fares currently available when you make the new booking.

As always, Future Cruise OBC will be reapplied.

**Q: What steps are we taking to prevent the spread of Coronavirus onboard?**

A: All terminal and ship access points are being thoroughly sanitized before and after all sailings. In addition, high traffic areas onboard, including restrooms and public areas, are undergoing extensive cleaning each evening, over and above the normal procedures. Daily announcements are being made to remind guests to wash their hands often, use recommended coughing etiquette, and report any illness symptoms immediately.

Likewise, additional medical staff has been added and are providing complimentary medical consultations during each sailing. More recently, a temperature check will be administered to all guests prior to boarding.

**Terms & Conditions**

The "Cruise with Confidence" program allows individual and guests in non-contracted groups booked on Royal Caribbean International, Celebrity Cruises, Azamara and Silversea ("RCCL") to cancel up to 48 hours up to the scheduled departure of the cruise. The "Cruise with Confidence" program applies only to guests sailing on or before July 31, 2020, excluding bookings made by residents of mainland China, Hong Kong, Macau and Taiwan. If the guest opts for the "Cruise with Confidence" program, and cancels their cruise, a Future Cruise Credit (FCC) will be issued for the amounts paid to the cruise line. The FCC is non transferrable and may not be redeemed for cash. The FCC certificate's value may be applied toward the cruise fare due on a new booking on the brand originally purchased. All bookings are subject to availability at the time of the request. Any booking made using the FCC must be used for a sailing that commences on or before December 31, 2021. If not used on or before December 31, 2021, the certificate will automatically expire and have no value. Restrictions may apply on stateroom category and applicable pricing and promotions. Guest will remain responsible for paying the applicable deposit amounts, taxes/fees, port expenses and gratuities for the new booking. RCCL reserves the right to correct any errors, inaccuracies or omissions at any time without prior notice or liability. Offer can be withdrawn without notice. ©2020 Celebrity Cruises Inc. Ships' registry: Malta and Ecuador.