



## **Coronavirus (COVID-19) Fleetwide Precautions, Peace of Mind & Cancellation Policy Updated March 6th, 2020**

We wanted to personally reach out to our loyal guests and address the current situation with the coronavirus. Every day brings new developments related to the virus, and the uncertainty can be unsettling. Our hearts go out to those who've been impacted.

Please be assured that Celestyal Cruises is closely monitoring the situation, we continue to maintain close contact with health professionals and regulators around the world, including local authorities, the World Health Organization (WHO) and Cruise Lines International Association (CLIA), we are continually assessing and modifying policies and procedures as developments emerge to guard against coronavirus (COVID-19) transmission. Our top priority is always the safety of you and our colleagues and for this reason we continue with our rigorous antiviral sanitation processes onboard coupled with enhanced pre-embarkation screening measures.

We have today updated our advisory and precautionary health measures for all guests and crew who are due to travel on any of our cruises.

The enhanced changes are to ensure the health and well-being of everyone onboard our ships and to take into account, a number of significant restrictions being imposed on Celestyal by a growing number of destinations that impact our key source markets globally and subsequently planned sailings over the next couple of months.

### **Introduction of "Peace of Mind" & Low Deposit Policy**

At Celestyal Cruises, we are optimistic about the future and hope you feel that way too. Today we launch our Peace of Mind policy so that guests can take comfort in knowing that any cruise purchased between March 6 and April 30, 2020 for travel during 2020/2021 and can be changed or cancelled without incurring cancellation fees up to 7 days before sailing date. We hope the combination of our BIG Cruise Sale fares, now extended till April 30, our new low deposits of USD/GBP/EUR/AUD/NZD 50.00 per stateroom and our Peace of Mind policy will help those who continue to travel but are concerned their plans may change.

How Peace of Mind works:

- To be applicable, the new booking must be made between March 6 and April 30, 2020 for sailings departing in either 2020 or 2021.
- Guests will be able to cancel up to 7 days prior to sailing and receive a 100% Future Cruise Credit for any monies paid to Celestyal Cruises.
- Notification must be received by us no later than 7 days prior to sailing date.
- Future Cruise Credit is only valid on cruises sailing in 2020 & 2021.
- The value of the Future Cruise Credit is non-transferrable and not redeemable for cash.
- All cruises are subject to availability at time of booking.

**Updated Travel Policy**

**1. Regardless of nationality, we will deny boarding to:**

- a. All guests who have travelled from, to or transited via airports in South Korea, Iran, China, including Hong Kong and Macau, and any municipality in Northern Italy subject to quarantine measures by the Italian Government, as designated by the Ministry of Foreign Affairs (Anyone who lives in, or has travelled to, from or through any of the following towns in central northern Italy in the past 14 days, or visited will be denied access: Casalpuusterlengo, Codogno, Castiglione d'Adda, Fombio, Maleo, Somaglia, Bertinico, Terranova dei Passerini, Castelgerundo, San Fiorano and Vò. This policy is aligned with CLIA guidelines, within 14 days prior to embarkation.
- b. Any guest who has come in contact with anyone 14 days prior to embarkation that has travelled from, to or through mainland China, Hong Kong, Macau, Iran, South Korea, and any municipality in Northern Italy subject to quarantine as currently reflected above. The health authorities characterize contact with an individual as coming within six feet (2m) of a person.
- c. Any person who within 14 days prior to embarkation, has had contact with, or helped care for, anyone suspected or diagnosed as having COVID-19, or who are currently subject to health monitoring for possible exposure to COVID-19.
- d. Guests who report feeling unwell or demonstrate any flu-like symptoms.

**2. NEW: Special Entry Requirements for Turkey, effective immediately.**

Please note that guests from these restricted countries are permitted to cruise subject to meeting the requirements of item 1. (Denied boarding, irrespective of nationality requirements above) and not arriving within the 14 days prior to embarkation. Select guests will not be able to disembark the ship in Turkey due to the below requirements; however, you can enjoy the Greek Islands on the remainder of the cruise.

TURKEY		
ANY GUESTS THAT VISITED THE BELOW COUNTRIES THE LAST 14 DAYS, WILL NOT BE ALLOWED TO VISIT TURKEY		
	VISITED	IN TRANSIT
1	CHINA	NOT PERMITTED
2	HONG KONG	NOT PERMITTED
3	MACAU	NOT PERMITTED
4	SINGAPORE	NOT PERMITTED
5	THAILAND	NOT PERMITTED

6	ITALY	NOT PERMITTED
7	SOUTH KOREA	NOT PERMITTED
8	JAPAN	NOT PERMITTED
9	IRAN	NOT PERMITTED
10	IRAQ	NOT PERMITTED

**3. IMPORTANT UPDATE NOTICE:** Specific to 7-Night Three Continents Itinerary Only for sailings between March 07 & March 28, 2020 inclusive.

This does not impact the other planned sailings for the Three Continents in late October, November and December 2020.

Following recent notification from Israeli authorities on March 4th, they have added an extensive list of new western European countries, namely Austria, Germany, Italy, Spain, Switzerland and France, to their restricted entry list in addition to those previously listed, effective immediately. We will deny boarding to all nationalities who have travelled from, to or through (as reflected in the below chart) the named countries as follows:

ISRAEL		
ANY GUESTS THAT VISITED THE BELOW COUNTRIES THE LAST 14 DAYS, WILL NOT BE ALLOWED TO EMBARK		
	VISITED	IN TRANSIT
1	CHINA	NOT PERMITTED
2	HONG KONG	
3	MACAU	
4	SINGAPORE	
5	THAILAND	
6	ITALY (ENTIRE COUNTRY)	NOT PERMITTED
7	SOUTH KOREA	NOT PERMITTED

8	JAPAN	
9	IRAN	
10	IRAQ	
11	AUSTRIA	
12	GERMANY	
13	SPAIN	
14	FRANCE	
15	SWITZERLAND	
16	SYRIA	
17	LEBANON	

The following are the available options for those restricted guests only:

**Option 1:**

- Rebook on any alternate 7-night sailing in either 2020 or 2021 without penalty or fare difference\*
- ✓ **PLUS:** 100.00 EURO per stateroom onboard credit on the rebooked cruise
- ✓ **PLUS:** a one category stateroom upgrade
- ✓ **PLUS:** a 10% discount/refund against their current paid cruise fare

**Applicable Conditions:**

\*All alternate sailing dates and stateroom categories are subject to availability at the time of booking.

\*One-time "free of charge" rebooking change will be permitted, and standard terms & cancellation policies apply based upon original booking / sailing date. For the avoidance of doubt, the rebooked sailing date does not constitute a reset of our standard cancellation policy and the original departure date will prevail.

**Option 2:**

- We issue a Future Cruise Credit for the full value of the cruise fare paid to be used against any future 2020/2021 cruise. This option may be useful to guests that are unable to rebook right away and take advantage of Option 1.

**Option 3:**

- 7-night cruise and stay package with 4-night Iconic Aegean all-inclusive cruise & Athens 3-night stay including guided tours.

**Option 4:**

- Cancel with full refund of the cruise fare only.

**4. NEW UPDATED POLICY: Eclectic Aegean 7-Night Sailings between April 04 & May 09, 2020 inclusive.**

This does not impact the other planned sailings for the Eclectic Aegean in October 2020.

- Applicable to guests originating from the following countries that can't travel due to government imposed restrictions and additionally, guests that have travelled from, to or through any municipality in Northern Italy subject to quarantine measures by the Italian Government, that forms part of a wider two-centre land-tour, that includes designated areas prior to arrival in Greece and before embarkation:

7-NIGHT ECLECTIC: RESTRICTED COUNTRIES		
ANY PASSENGERS THAT VISITED THE BELOW COUNTRIES THE LAST 14 DAYS, WILL NOT BE ALLOWED TO EMBARK.		
	OPTIONS 1, 2, 3 & 4	OPTIONS 1, 2 & 3
1	CHINA	JAPAN
2	HONG KONG	SINGAPORE
3	MACAU	TAIWAN
4	IRAN	THAILAND
5	SOUTH KOREA	
6	NORTHERN ITALY: Casalpuusterlengo, Codogno, Castiglione d'Adda, Fombio, Maleo, Somaglia, Bertonico, Terranova dei Passerini, Castelgerundo, San Fiorano and Vò.	



The following are the available options for those restricted guests impacted:

**Option 1:**

- Rebook on any alternate 7-night sailing in either 2020 or 2021 without penalty or fare difference\*
- ✓ **PLUS:** 100.00 EURO per stateroom onboard credit on the rebooked cruise
- ✓ **PLUS:** a one category stateroom upgrade
- ✓ **PLUS:** a 10% discount/refund against their current paid cruise fare

**Applicable Conditions:**

\*All alternate sailing dates and stateroom categories are subject to availability at the time of booking.

\*One-time "free of charge" rebooking change will be permitted, and standard terms & cancellation policies apply based upon original booking / sailing date. For the avoidance of doubt, the rebooked sailing date does not constitute a reset of our standard cancellation policy and the original departure date will prevail.

**Option 2:**

- We issue a Future Cruise Credit for the full value of the cruise fare paid to be used against any future 2020/2021 cruise. This option may be useful to guests that are unable to rebook right away and take advantage of Option 1.

**Option 3:**

- 7-night cruise and stay package with 4-night Iconic Aegean all-inclusive cruise & Athens 3-night stay including guided tours.

**Option 4:**

- Cancel with full refund of the cruise fare only.

**5. NEW UPDATED POLICY: Iconic Aegean 3 & 4-Night Sailings departing between March 16 & April 27, 2020 inclusive.**

- Applicable to guests originating from the following countries that can't travel due to government imposed restrictions and additionally, guests that have travelled from, to or through any municipality in Northern Italy subject to quarantine measures by the Italian Government, that forms part of a wider two-centre land-tour, that includes designated areas prior to arrival in Greece and before embarkation:

RESTRICTED COUNTRIES		
ANY PASSENGERS THAT VISITED THE BELOW COUNTRIES THE LAST 14 DAYS, WILL NOT BE ALLOWED TO EMBARK.		
	OPTIONS 1, 2 & 3	OPTIONS 1 & 2
1	CHINA	JAPAN
2	HONG KONG	SINGAPORE
3	MACAU	TAIWAN
4	IRAN	THAILAND
5	SOUTH KOREA	
6	NORTHERN ITALY: Casalpusterlengo, Codogno, Castiglione d'Adda, Fombio, Maleo, Somaglia, Bertonico, Terranova dei Passerini, Castelgerundo, San Fiorano and Vò.	

The following options are available for all currently booked guests on these select itineraries and sailing dates only:

**Option 1:**

- Equivalent rebook on any alternate 3 or 4-night sailing (same stateroom category as original booking) in 2020 without penalty or fare difference\*
  - ✓ PLUS: 30 EURO per stateroom onboard credit (OBC) on the rebooked 3-night cruise
  - ✓ OR: 50 EURO per stateroom onboard credit (OBC) on the rebooked 4-night cruise

**Applicable Conditions:**

\*All alternate sailing dates and stateroom categories are subject to availability at the time of booking.

\*One-time "free of charge" rebooking change will be permitted in the equivalent stateroom category as original booking, and standard terms & cancellation policies apply based upon original booking / sailing date. For the avoidance of doubt, the rebooked sailing date does not constitute a reset of our standard cancellation policy and the original departure date will prevail.

**Option 2:**

- We issue a Future Cruise Credit for the full value of the cruise fare paid to be used against any future 2020 cruise. This option may be useful to guests that are unable to rebook right away and take advantage of Option 1.

**Option 3:**

- Cancel with full refund (for 3 & 4-Night sailings between March 16 and April 27, 2020 inclusive)

**Important Requirement for Items. 4 & 5:** For guests booked to travel from, to or through any municipality in Northern Italy subject to quarantine measures by the Italian Government, are required to provide named, documented proof to Celestyal Cruises of their itinerary substantiating travel from, to or through the stated municipalities in Northern Italy before one of the stated three options can be granted.

**Precautionary Measures**

**Until further notice, Celestyal Cruises will be adopting the additional precautionary measures as follows:**

**Mandatory pre-embarkation screening**

Screening protocols allow for informed decisions on a case-by-case basis whether a guest or crewmember will be denied boarding.

- Guests of all nationalities are required to complete a mandatory pre-embarkation health questionnaire to ensure no one boards their ship who has travelled from, to or transited via airports in South Korea, Iran, China, including Hong Kong and Macau, and any municipality in Northern Italy subject to quarantine measures by the Italian Government, as designated by the Ministry of Foreign Affairs (Anyone who lives in, or has travelled to, from or through any of the following towns in central northern Italy in the past 14 days, or visited will be denied access: Casalpusterlengo, Codogno, Castiglione d'Adda, Fombio, Maleo, Somaglia, Bertonico, Terranova dei Passerini, Castelgerundo, San Fiorano and Vò.
- Mandatory non-touch thermal scans using cameras will be conducted for all passengers and crew prior to embarkation for every sailing. Persons with signs or symptoms of illness such as fever or feverishness, chills, cough or difficulty breathing will be denied boarding. Additionally, any person who within 14 days prior to embarkation, has had contact with, or helped care for, anyone suspected or diagnosed as having COVID-19, or who are currently subject to health monitoring for possible exposure to COVID-19.
- It's incumbent upon all guests to ensure they have adequate travel insurance to cover such eventuality. Celestyal Cruises cannot be held responsible for any repatriation/air ticket amendment fees, hotel, etc. in the event any guest is deemed unwell to cruise. This cost will be for the guest's personal account; however, Celestyal Cruises will provide a full





refund or Future Cruise Credit for the relevant cruise fare portion only, providing the guest/s have not travelled from, to or through mainland China, Hong Kong, Macau, Iran, South Korea, and any municipality in Northern Italy subject to quarantine as currently stated, in the past 14 days prior to embarkation

- In addition, Celestyal is elevating the frequency of antiviral sanitation of all our ships.

#### **Additional Medical Measures**

- Rapid testing kits will be available for use by our qualified on-board medical team. Following the rapid test, if it's decided not to allow embarkation in an abundance of caution for the remaining guests and crew, Celestyal will provide a full refund or Future Cruise Credit of the cruise fare paid. However, despite our stated policy, if a guest/s arrives at the ship even though they travelled from, to or through mainland China, Hong Kong, Macau, Iran, South Korea, and any municipality in Northern Italy subject to quarantine as currently stated in the past 14 days prior to embarkation, it will be their responsibility (and risk) to travel to the ship regardless, no refund or rebook option will apply and Celestyal's relevant cancellation policy will prevail.
- We have rigorous medical protocols in place to help passengers and crew members who feel unwell while sailing. Our protocols include professional medical treatment; quarantine of unwell individuals from the general ship population; and intensified ship cleaning, air filtration, and sanitization procedures.

**This Advisory supersedes all previous versions and will be updated as required**