



For cancellations made now through April 30, 2020, the following applies:

- For cancellations made on or before 31 days prior to departure date, the applicable cancellation penalty will be issued in the form of a future cruise payment valid on Ocean, River, Yacht and Expedition voyages embarking on or before December 31, 2021;
- These new cancellation guidelines apply only to active bookings and new bookings made prior to April 30, 2020;
- This policy is not retroactive to any reservations cancelled prior to March 4, 2020;
- Future cruise payment may not be applied to existing bookings that have already been paid in full;
- Future cruise payment may not be split across multiple bookings;
- If a cancellation is made, there is no further action to be taken by the guest or travel partner. The future cruise payment will automatically be posted to the guest profile;
- Future cruise payment is based only on the value of cruise fare paid and cannot be transferred, refunded and has no cash value;
- Standard cancellation policies apply to add-ons such as air, hotel and insurance;
- If a cancellation is made 30 days or less prior to departure date, standard cancellation penalties apply with no future cruise payment and no refund of any amount.

We will continue to monitor updates from CLIA and all relevant health authorities and will respond with care and consideration and as quickly and diligently as possible. Please be sure to continue to check our website for Crystal's Advisory Alert as we update it as needed in this evolving travel environment.

As always, we look forward to welcoming our guests on board our ships and delivering the celebrated Crystal Experience that they have come to love. The entire Crystal Family – from our ships to shoreside offices – remains ready, at their service.

Thank you for reading this important information.