



October 6th, 2020

Dear Guest,

We are reaching out to provide an update on the status of your upcoming cruise vacation. In order to ensure the most effective initiatives are in place for a healthy return to service, Celebrity Cruises will be extending the suspension of global operations for all sailings departing on or before November 30th, 2020, as well as our Winter 2020/21 season in Asia and Australia. Unfortunately, our extended suspension now includes cancellation of your upcoming voyage.

Please know this decision was not made lightly, as we value your vacation time and want to ensure you have the best experience possible on a Celebrity Cruise. As the world continues to confront the many challenges resulting from COVID-19, our primary goal continues to be a healthy return to service for our guests, crew and the communities we visit. With the goal of a healthy return to service in mind, Celebrity Cruises, as part of the Royal Caribbean Group, has assembled a "Healthy Sail Panel" of globally recognized experts, who are working alongside our public health and medical team, to guide the cruise industry's way forward in response to the pandemic.

In order to compensate you for this cancellation, all booked guests will automatically receive a 125% Future Cruise Credit (FCC) valid until December 31st, 2021, for use on sailings through May 4th, 2022. The value of the FCC will be calculated based on the amounts paid toward your cruise and will be processed by November 4th, 2020 via email. Please note, when redeeming your Future Cruise Credit, only one FCC may be applied per person, per reservation. Cruise taxes and fees will be refunded automatically to your original form of payment within 30 days of cancellation. If you prefer a 100% refund to your original method of payment, as opposed to the FCC, you may contact us anytime up until December 31, 2020.

To avoid waiting on the phone to cancel, please contact your travel partner or [click here](#) and we will get the process started for you. You can expect to receive a refund within at least 30 days after you submit your request. You also have the option of keeping your cruise vacation plans to the same destination and rescheduling for next year on a date within four weeks of your originally scheduled departure. Just contact us or your travel partner by October 16th, and your reservation will be shifted at the same rate including any promotion you currently have on the booking. Please note, if you have already cancelled your sailing by taking advantage of our Cruise With Confidence policy you will not be eligible to receive the compensation noted above.

If you pre-booked any shore excursions, beverage, internet, specialty dining or other onboard packages, through Celebrity Cruises, you will have the option of receiving 125% Onboard Credit (OBC) to be used on your next sailing, or you may choose a 100% refund. In order to select the 125% Onboard Credit please [click here](#) to submit your request. If we have not received your choice of compensation for these pre-booked items by October 16th, you will automatically receive a full refund to your original method of payment. Guests with independent shore excursion arrangements should contact their tour operators as soon as possible.

Guests with refundable air travel and hotel booked through Flights by Celebrity will be refunded automatically. You will not need to call in to initiate the process. Guests with nonrefundable flights booked through Flights by Celebrity or independent air arrangements need to contact their air carriers directly to make all required cancellations.

First and always, please take care of yourselves and your family. We appreciate your understanding as we do our part in minimizing the spread of the coronavirus. If you have any questions, please feel free to contact Celebrity Cruises at 1-844-418-6824 in North America or (316) 554-5961 worldwide. We look forward to welcoming you aboard soon for an amazing Celebrity Cruise vacation.

Sincerely,

Celebrity Cruises