



March 24, 2020

Dear Guest,

Less than two weeks ago, Celebrity Cruises announced the temporary suspension of our global cruise operations. Since then ports around the world continue to close, travel restrictions and advisories abound, as the world works to protect the health and welfare of all. The situation continues to change rapidly. At Celebrity Cruises, we strive to act in the best interest of our guests, crew and employees.

Given the gravity of the public health crisis confronting the world, we have decided to extend the suspension of our global cruise operations through May 11th; we will suspend our Alaska sailings through July 1st, as the region will remain closed to cruise ships through the early summer.

Additionally, Canada/New England sailings departing May 19th, May 28th and June 16th will be modified, as Canada will also remain closed to cruise ships until July 1st. Guests booked on these dates will be contacted directly with details regarding their new itinerary.

Our extended suspension will include cancellation of the voyage you are currently scheduled to sail. 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.

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. The value of the FCC will be calculated based on the amount paid for your cruise and will be processed by Wednesday, May 13th, 2020 via email. Should you prefer the lower value, 100% refund to your original method of payment, as opposed to the FCC, you may contact us anytime up until the expiration date of your FCC. To avoid waiting on the phone to cancel, please [click here](#) and we will get the process started for you. You can expect to receive a refund for cruise taxes and fees within 10 days and the remainder of your refund will be processed within 30 days after you submit your request. 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 April 8th, 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. 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 and keep our guests and crew healthy and safe. 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. I look forward to the calm seas ahead and seeing you onboard.

Sincerely,
Lisa Lutoff-Perlo,
President & CEO, Celebrity Cruises