



April 16th, 2020

Dear Guest,

We are facing truly unprecedented times as the coronavirus pandemic continues to have unexpected consequences on our communities and businesses. Celebrity Cruises will therefore be extending the suspension of global operations for all sailings departing on-or-before June 11th, 2020.

Our extended suspension will include cancellation of the voyage on which 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. Though hopeful that returning to service ahead of summer vacation plans would be an option, we all must continue to do our part in the global efforts to further contain the spread of this illness.

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 April 30th, 2022. The value of the FCC will be calculated based on the amount paid for your cruise and will be processed by Wednesday, May 22nd, 2020 via email. Cruise taxes and fees will be refunded automatically to your original form of payment within at least 45 days of cancellation. 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 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 45 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 May 4th, 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 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