



March 8, 2020

Dear Guest,

We have some urgent information to provide regarding your upcoming Dubai, Suez Canal & Greece cruise aboard Celebrity Constellation®

As we monitor global developments related to the coronavirus, our priority remains the health and safety of our guests and crew, as well as providing amazing vacation experiences. Each morning our executive team reviews daily updates from the CDC and WHO regarding the situation.

In addition to India closing all ports, we have just learned that the UAE is no longer allowing entry to cruise ships. We have therefore made the difficult decision to cancel the Constellation voyage of 4/1/20. Up until today we did not intend to cancel this voyage, however, in an abundance of caution we feel this is the best decision for the health and safety of all. 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 receive a full refund to their original method of payment and a 25% Future Cruise Credit (FCC).

If you pre-booked any shore excursions through Celebrity Cruises, you'll receive a full refund to the original form of payment. Guests with independent arrangements should contact their tour operators as soon as possible. If you pre-purchased any beverage, internet, specialty dining or other onboard packages, you will also receive a full refund to your original form of payment.

Guests with air travel and hotel booked through Flights by Celebrity will be refunded automatically. Guests with independent air arrangements need to contact their air carriers directly to make all required cancellations. For any airline flight change fees incurred, you may receive up to \$300 per person reimbursement. In order to receive reimbursement, you must send us a copy of the air change fees assessed. Please email to, [celebrityengagementcenter@celebrity.com](mailto:celebrityengagementcenter@celebrity.com)

We know how important your vacation time is and we sincerely apologize for the inconvenience of this cancellation. Your safety and well-being are our highest priority. We hope to welcome you aboard soon for an amazing Celebrity Cruise vacation.

Sincerely,

**Celebrity Cruises**