



May 20th, 2020

Dear Guest,

We continue to face truly unprecedented times as the consequences of the coronavirus pandemic inflict unexpected consequences on our communities and businesses. Celebrity Cruises is therefore extending the suspension of global operations for all sailings departing on-or-before July 31st, 2020.

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.

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 amount paid for your cruise and will be processed by June 30th, 2020 via email. Cruise taxes and fees will be refunded automatically to your original form of payment within 30 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 visit <https://cancellation.celebritycruises.com/?brand=C> 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 give us or your travel partner a call by June 10th 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 visit <https://125pcpoffer.questionpro.com/> to submit your request. If we have not received your choice of compensation for these pre-booked items by June 10th, 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. Your safety and well-being are our highest priority. We look forward to welcoming you aboard soon for an amazing Celebrity Cruise vacation.

Sincerely,

Celebrity Cruises