

Captain's ClubSM Terms & Conditions

Effective Date: May 28, 2026.

The following supersedes all prior CC Program Rules. By participating or continuing to participate after the effective date, you agree to the following:

Captain's ClubSM (the "**Loyalty Program**") is the loyalty program offered and administered by Celebrity Cruises Inc. (the "**Company**") in connection with its cruise line brand, Celebrity Cruises ("**Cruise Line**").

These terms and conditions (the "**CC Program Rules**") govern the Loyalty Program and the Company's relationship with individuals enrolled in the Loyalty Program (collectively, "**Members**," and individually, a "**Member**" or "**you**"), as well as with third-party programs that have a business relationship with the Loyalty Program ("**Partner Programs**"). Capitalized terms used but not defined in context are defined in Section 1.

THESE CC PROGRAM RULES CONTAIN A BINDING ARBITRATION CLAUSE AND CLASS ACTION WAIVER THAT IMPACT YOUR RIGHTS ABOUT HOW TO RESOLVE DISPUTES WITH THE COMPANY. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT ACCESS OR PARTICIPATE IN THE LOYALTY PROGRAM.

The CC Program Rules shall include additional supplemental terms on specific Loyalty Program benefits, amenities, offers, status, awards and services, available on the [Supplemental Terms](#) and [Membership Benefits](#) pages (together the "**Supplemental Terms**"). To the extent that terms are capitalized in these CC Program Rules but not defined, those terms have the meanings defined in the Supplemental Terms.

By accessing or using your Member Account or Member Number, and/or receiving or redeeming benefits under the Loyalty Program, you agree that:

- you have read and accept these CC Program Rules; and you have read and accept the [Website Terms of Use](#) which are incorporated by reference herein; and
- you consent to the collection, use, sharing, receiving and disclosure of your personal data among the Company, the Loyalty Program and Partner Programs, and each of their respective subsidiaries, affiliates and agents in accordance with the [Company's Privacy Policy](#).

All Loyalty Program benefits, amenities, offers, awards and services are subject to availability and may be changed by the Company at any time without notice. The Company may terminate the Loyalty Program, in whole or in part, immediately, without notice, except in any jurisdiction if required to provide notice by applicable law. At the Company's sole discretion, the Company may choose to substitute a similar loyalty program for the Loyalty Program at any time immediately upon notice to active Loyalty Members. If the Loyalty Program is terminated, all unredeemed Benefits will be forfeited without any obligation or liability, and no Benefit claims will be honored.

These CC Program Rules supersede all previous terms and conditions applicable to the Loyalty Program. The Company reserves the right to change, amend, modify, or supplement these CC Program Rules and the structure for earning and redeeming benefits, with or without notice, at any time and in its sole discretion, even if such changes affect the value of Club Points or the ability to obtain certain benefits (collectively, "**Program Rule Changes**"). Any Program Rule Changes will be

effective immediately unless otherwise stated by the Company and may be posted to Celebrity.com. Members are responsible for remaining knowledgeable about the CC Program Rules and any Program Rule Changes. You waive any right you may have to receive specific notice of such Program Rule Changes, and your continued participation in the Loyalty Program constitutes your acceptance of any such Program Rule Changes.

1. **DEFINITIONS.**

1.1. **“Account” or “Member Account”** means your existing guest account with Cruise Line through which your Loyalty Program membership, Benefits, Club Points, including Solo Traveler Points, Power Up Points and Go Green Bonus Points are reflected and administered.

1.2. **“Member Number”** means the Loyalty Program number you were assigned.

1.3. **“Sailing”** shall mean any sailing on a Company Ship during which Members are eligible to earn the number of Club Points equivalent to the sailing length, and specifically exclude any sailings purchased at a reduced cruise fare, including but not limited to employee vacation, friends and family rates, travel agent rates, vendor rates, interlines rates, charters, net rates and other sailings designated by Company in its sole discretion, such as non-revenue sailings (e.g. speakers, employees, etc.) and Seminar at Sea.

1.4. **“Ship”** means any Company ship listed at <https://www.celebritycruises.com/cruise-ships>.

2. **HOW TO JOIN THE LOYALTY PROGRAM.**

2.1. **Eligibility.** Membership in the Loyalty Program is free and available to any natural person who: (a) is at least 18 years old; (b) possesses the legal capacity to agree to the CC Program Rules; (c) resides in a jurisdiction that legally permits participation in the Loyalty Program; (d) provides valid and accurate information when enrolling; (e) is not already a member of the Loyalty Program; and (f) has not previously been terminated from the Loyalty Program by the Company or any of the Partner Programs. Corporations, groups, and associations are not eligible to participate in the Loyalty Program. Employees, officers, directors, agents and representatives of the Company and the Partner Programs are eligible to join.

2.2. **Enrollment.** All eligible guests will be enrolled in the Loyalty Program upon completion of their first sailing. To enroll prior to completing a sailing, download the Celebrity Cruises mobile application (for [Apple](#) or [Google Play](#)), visit the [Celebrity Cruises Website](#), or contact 1-800-760-0654 if calling from the U.S. or Canada, or 1-316-554-5961 if calling from outside the U.S. or Canada.

2.3. **Enrollment Status.** Upon enrollment, your Loyalty Program membership will be reflected in your Account and your Member Number will be assigned. Upon receiving this Member Number, you become eligible to earn Club Points, including Solo Traveler Points, Power Up Points and Go Green Bonus Points.

2.4. **Conditions of Enrollment.** Members are responsible for reading and understanding the CC Program Rules, Account statements, and other communications about the Loyalty Program. Membership is void where prohibited by law or by a Member’s country of domicile. A Member must promptly notify the Company if the Member is not

eligible to participate in the Loyalty Program or if Club Points, Power Up Points, Tier status, or any other benefit has been credited to the Member’s Account that the Member did not earn or is not eligible to receive. Accounts are individual, and no joint or shared Accounts are permitted, even if Members reside in the same household. Loyalty Program benefits are non-transferable unless expressly stated otherwise. A Member may not maintain duplicate Accounts under the Loyalty Program at any time. Duplicate Accounts may be cancelled.

2.5. **Additional Information.** If a Member has any questions about the Loyalty Program or these CC Program Rules, the Member should contact 1-800-760-0654 if calling from the U.S. or Canada, or 1-316-554-5961 if calling from outside the U.S. or Canada.

3. **ABOUT THE LOYALTY PROGRAM.** The Loyalty Program provides Members with exclusive access, booking benefits and onboard privileges, as further detailed in Section 5. Members are eligible to earn and accumulate Captain’s Club points (each a “**Club Point**” and together the “**Club Points**”) to reach tier status at “**Preview**” (0 Club Points), “**Classic**” (2-149 Club Points), “**Select**” (150-299 Club Points), “**Elite**” (300-749 Club Points), “**Elite Plus**” (750 – 2,999 Club Points), and “**Zenith**” (3,000 + Club Points) (each a “**Tier**”) as follows:

3.1. **Earning Club Points.** Members earn and accumulate Club Points at the rate defined in Section 3.1.a. (the “**Standard Club Points Earning Rate**”). Club Points are awarded at the stateroom category rate paid, not the stateroom category berthed. Accordingly, Members will not receive additional Club Points for complimentary, promotional and/or reduced rate upgrades (including but not limited to through MoveUp). Club Points will be earned and accrued at the end of each completed Sailing. The Member’s Member Number must be included on the Sailing reservation at the time of booking for the Member to earn the Club Points for the Sailing. Club Points cannot be accrued or applied mid-sailing. Club Points will post to the Member’s Account within thirty (30) business days of disembarkation from the completed Sailing. Club Points are not awarded for City Stays, Book & Go or any other vacation packages.

3.1.a. **Standard Club Points Earning Rate.** Members earn and accrue Club Points at a rate varying by stateroom category and cruise type as follows:

Ocean Cruises

ROOM CATEGORY	CAPTAIN’S CLUB POINTS
Inside & Ocean View	2 Club Points Per Night
Veranda & Infinite Veranda	3 Club Points Per Night
Concierge Class & AquaClass	5 Club Points Per Night
Panoramic Ocean View Suite, Deluxe Panoramic Ocean View Suite, Panoramic with Infinite Veranda Suite, Sky Suite, Aqua Sky Suite, Magic Carpet Sky Suite, & Sunset Sky Suite	8 Club Points Per Night
Celebrity, Signature, Horizon & Royal Suite	12 Club Points Per Night
Reflection, Penthouse & Edge Villa*	18 Club Points Per Night
Iconic Suite**	24 Club Points Per Night

Galapagos Cruises

ROOM CATEGORY	CAPTAIN'S CLUB POINTS
Sky Suite with Veranda	8 Club Points Per Night
Sky Suite, Premium Sky Suite, & Ultimate Sky Suite with Infinite Veranda	12 Club Points Per Night
Royal Suite & Penthouse	18 Club Points Per Night

River Cruises

ROOM CATEGORY	CAPTAIN'S CLUB POINTS
River View & Infinite Balcony	8 Club Points Per Night
Balcony	12 Club Points Per Night
Skylight Infinite Balcony & Vista Balcony Suites	18 Club Points Per Night

- i. *Historical Earning Rate.* See the Supplemental Terms for sailings prior to November 25, 2013 and conversion to Club Points.
- ii. *Cruisetours.* Members earn and accrue additional Club Point(s) per Cruisetour day at the completion of a Sailing at the Standard Club Points Earning Rate for their stateroom category
- iii. *Solo Traveler Club Points.* Members traveling as a single traveler in any stateroom, double occupancy, paid at the single pricing state will receive an additional award of Club Points in an amount equivalent to the Standard Club Points Earning Rate (“**Solo Traveler Points**”) per night of the Sailing, for a total award of double the Club Points earned at the Standard Club Points Earning Rate per night sailed on a Sailing.

3.1.b. Power Up Points. Members residing in select countries may be eligible to earn points for non-sailing activities (“**Power Up Points**”) including webinars, surveys and bookings (each a “**Power Up Activity**” and collectively “**Power Up Activities**”). Power Up Points awarded to a Member are automatically converted to Club Points at a ratio of 10:1 on a monthly basis and posted to the Member’s Loyalty Program Account within fourteen (14) days of the end of the calendar month in which the Power Up Points were earned, rounded up to the nearest whole Club Point. Power Up Points will only be awarded once per Member per Power Up Activity and are subject to the terms of conditions of the applicable Power Up Point Activity.

3.1.c. Go Green Bonus Points. Members that opt into the Company’s Go GreenSM program will receive an additional award of Club Points in an amount equivalent to one (1) night awarded at the Standard Club Points Earning Rate for the stateroom category sailed (“**Go Green Bonus Points**”). Members must opt in online before the Sailing by completing the [Go Green Opt-In Form](#), or onboard during embarkation day. Only one (1) Member per stateroom must opt-in and all Members in the same stateroom as the opted-in Member will receive the Go Green Bonus

Points for the Sailing. Go Green Bonus Points are awarded at the stateroom category rate paid, not the stateroom category berthed. Accordingly, Members will not receive additional Go Green Bonus Points for complimentary, promotional and/or reduced rate upgrades (including but not limited to through MoveUp). Go Green Bonus Points are earned and accrued at the end of each completed Sailing and will be posted to the Member's Account with any Club Points from the Sailing. If any guest opts out of the Go GreenSM program prior to the conclusion of the Sailing, no Go Green Bonus Points will be awarded for the Sailing.

3.1.d. **Bonus Club Points.** Any Club Points earned over and above the Standard Club Points Earning Rate, including but not limited to in connection with any promotional offer ("**Bonus Club Points**") are subject to the CC Program Rules. Offers awarding Bonus Club Points are not combinable each other. If a Member qualifies for two or more Bonus Club Points offers in connection with a Sailing, Club Points will be awarded at the offer with best rate, as determined by Company in its sole discretion.

3.2. **Relationship Status.** A Member may link the Member's Member Account to the Member Account of another Member residing in the same household with whom the Member has an established Relationship (as defined in Section 3.2.a) by calling Member Support at 1-800-760-0654 if calling from the U.S. or Canada, or 1-316-554-5961 if calling from outside the U.S. or Canada. Club Points will be earned and accrued by each individual Member at the Standard Club Points Earning Rate; however, Members in a Relationship who link their Member Accounts will have access to the Club Points and Tier level associated with the Member in the Relationship who has the higher Club Point balance.

3.2.a. **Relationship.** For all Tiers, a Relationship is defined as a spouse or significant other. A significant other means someone in a similar relationship to an individual as that of a spouse. Up to two (2) Member Accounts may be linked per household.

3.2.b. **Termination of a Relationship.** If Members no longer reside in the same household, the Company may unlink the Member Accounts. Members may also unlink their Member Accounts by calling Member Support at 1-800-760-0654 if calling from the U.S. or Canada, or 1-316-554-5961 if calling from outside the U.S. or Canada. If a Relationship is dissolved, each Member's Tier will be adjusted to reflect the Club Points earned individually by that Member.

4. **PARTNER PROGRAMS.**

4.1. **Partner Programs.** The Loyalty Program is one of the loyalty programs for Royal Caribbean Group cruise brands, operated by Royal Caribbean Cruises Ltd. and its subsidiaries (collectively, "**RCG**"), including the Royal Caribbean International[®] loyalty program, Crown & Anchor[®] Society ("**Crown & Anchor Society**" or "**CAS**"), and the Silversea Cruises[®] loyalty program, Venetian Society ("**Venetian Society**" or "**VS**"). VS and CAS are together referred to as the Partner Programs.

4.2. **Loyalty Status Match.** Subject to the [Loyalty Status Match Rules](#), (the "**Loyalty Status Match Rules**") Members enrolled in Partner Program(s) and the Loyalty Program will receive complimentary Member Level (as defined in the Loyalty Status Match Rules) status across the Loyalty Program and Partner Program(s) commensurate with the program at which

they have completed the qualification requirements set forth in the applicable program’s rules to achieve the highest Member Level in accordance with the Loyalty Status Match Rules.

4.3. **Points Choice.** A Member may submit a request (“**Points Transfer Request**”) to convert points earned through a Partner Program (e.g., Cruise Points for CAS (“**CAS Points**”) or VS Days for VS (“**VS Days**”), each as defined in the applicable Partner Program) (the “**Partner Points**”) to Club Points, or Club Points to Partner Points, at a designated exchange rate (the “**Points Transfer**”) by completing and submitting the “**Points Transfer Form**”, as defined in Section 4.3.a below, at any time prior to the Sailing on which the Club Points or Partner Points, as applicable, will be earned, up to fourteen (14) days following their completion thereof.

4.3.a. **Points Transfer Form.** A Member may submit a request to convert Club Points to Partner Points by visiting the [Points Choice page](#) on our website and completing the Points Transfer Form. A Member must initiate a Points Transfer Request to transfer Partner Points to Club Points with the applicable Partner Program.

4.3.b. **Exchange Rate.** The exchange rate applicable to a Points Transfer (the “**Exchange Rate**”) varies by Partner Program and stateroom category as follows:

i. **Club Points to Partner Points.** A Member may convert Club Points to Partner Points at the following Exchange Rate:

2026 POINTS EXCHANGE RATE BY BRAND*
FOR CAPTAIN’S CLUB MEMBERS

Stateroom Category	 Captain’s Club Points per Night	 Crown & Anchor Points per Night	 Venetian Society VS Days per Night
Iconic Suite	24	2	1
Reflection, Penthouse & Edge Villa	18	2	1
Celebrity, Signature, Horizon & Royal Suite	12	2	1
Panoramic & Sky Suites	8	2	1
Concierge & Aqua Class	5	2	1 VS Day for every 2 Nights
Veranda & Infinite Veranda	3	1	1 VS Day for every 3 Nights
Inside & Ocean View	2	1	1 VS Day for every 4 Nights

*Exchange rates will be published annually.

ii. **Partner Points to Club Points.** A Member may convert VS Days to Club Points at the Exchange Rate available on the VS Points Choice Webpage [here](#). A Member may convert CAS Points to Club Points at the Exchange Rate available on the CAS Points Choice Webpage [here](#).

iii. **Solo Traveler Points through Points Choice.** Any Member who transfers Partner Points to the Loyalty Program with Points Choice

is eligible to receive Solo Traveler Points as if they had completed the sailing on a Company ship. Once Partner Points have been converted to Club Points, Solo Traveler Points will be awarded and automatically transferred to the Member's Loyalty Program Account along with the corresponding Club Points. To receive Solo Traveler Points, the Member must have paid the single pricing type applicable to that Royal Caribbean or Silversea Cruises sailing in any stateroom category, double occupancy. (Solo Traveler Points are awarded by the Loyalty Program, not transferred from the Partner Program).

4.3.c. Points Transfer Requirements and Restrictions.

i. *Member Account Requirements.* Members requesting to convert Partner Points earned through Partner Programs to Club Points with the Loyalty Program, or Club Points earned through the Loyalty Program to Partner Points with a Partner Program, must be members of both the Loyalty Program and the applicable Partner Program in order to complete the conversion successfully. A Member may submit a Points Transfer Request only to transfer Partner Points or Club Points between the Member's own Loyalty Program Account and the Member's own applicable Partner Program account, and may not transfer any such points to the account of another individual.

ii. *Restrictions.* Bonus Club Points, Go Green Bonus Points and Solo Traveler Points earned by a Member in connection with a Sailing cannot be transferred to a Partner Program and will be forfeited upon submission of a Points Transfer Request for such Sailing. Power Up Points and Club Points converted from Power Up Points are not earned by a Member in connection with a Sailing and as such are excluded from Points Choice. All Club Points earned by a Member in connection with a Sailing must be transferred to a Partner Program, no partial transfers of Club Points are permitted. No partial Partner Points are awarded. Any Points Transfer of Club Points to Partner Points that would result in a partial Partner Point will be rounded down to the nearest whole number. Club Points can only be transferred once and must have been earned by the Member on a Company Sailing.

4.3.d. General.

Registration for Points Choice is not required but may be subject to eligibility criteria, from time to time, as set forth by the Loyalty Program and Partner Programs. Members engaging in a Points Transfer are required to ensure that the account holder name in both their Partner Program account and the Loyalty Program Account match to ensure that the Points Transfer transaction successfully posts to the Account. Once Partner Points have been converted to Club Points, Club Points will automatically be transferred to the Member's Loyalty Program Account. In most cases, Club Points transferred to the Loyalty Program from a Partner Program will be posted to the Member's Loyalty Program Account in up to thirty (30) days from Company's receipt of the Points Transfer Form and Member's completion of the Partner Program

sailing. The terms and conditions of the Partner Program control the use and transfer of Partner Points. Once a Points Transfer has been requested, cancellation, changes, reissuance, and/or refunds of Partner Points are not allowed. Upon transfer, the terms and conditions of the program to which the points were transferred apply.

The Loyalty Program and the Partner Programs have the right to terminate Points Transfer or to change the related policies, procedures, conditions of participation, benefits, awards, Exchange Rates, and special offers, in whole or in part, at any time, with or without notice. The Loyalty Program reserves the right, in its sole discretion, to prevent or cancel transactions where (i) the Loyalty Program has reason to believe that the identity of the Member converting Partner Points to Club Points does not match the identity of the person receiving the Club Points or (ii) the Loyalty Program suspects fraudulent activity. For details on joining a Partner Program, please refer to that Partner Program's applicable terms and conditions. The terms and conditions of each Partner Program control the distribution and transfer of Partner Points earned through that Partner Program. Points Transfer is subject to the terms and conditions of each applicable Partner Program.

5. **BENEFITS.**

5.1. **Benefits of Membership.** Members may receive certain membership benefits detailed in the Supplemental Terms ("**Benefits**") in accordance with their Tier status. Benefits are not exhaustive and are subject to limitations along with additional terms and conditions as the Company may implement from time to time, in its sole discretion, including but not limited to those in Section 5.2.

5.1.a. **Milestone Benefits.** Certain Milestone Benefits may be made available to Members in connection with achieving specified Club Point milestone thresholds of 1,500, 2,250, 3,000, 6,000, and 9,000 Club Points (each, a "**Milestone**," and the corresponding benefit(s), "**Milestone Benefit(s)**"). Milestone Benefits activate automatically upon achievement of the applicable Milestone. Any Milestone Benefits will be available to the Member on future Sailings after achievement of the applicable Milestone and may not be applied retroactively. Unless otherwise specified in the applicable Supplemental Terms (including any effective date), Milestone Benefits will apply to a Member's profile and remain active until the next Milestone is achieved; provided, however, that Milestone Benefits awarded at the 9,000-point Milestone (if any) represent the final Milestone level and continue to apply thereafter. Milestone Benefits are subject to availability, these CC Program Rules, and the applicable Supplemental Terms, and may be modified or discontinued by the Company at any time. See the Supplemental Terms for more information on Milestone Benefits.

5.2. **Benefits available through the Loyalty Status Match Program.** Members can only earn Club Points, including Go Green Bonus Points and Power Up Points, with the Loyalty Program. Members who have received complimentary Tier status in the Loyalty Program through the Loyalty Status Match Program, or otherwise hold Tier status but have not earned the corresponding number of Club Points are not eligible for certain benefits unless and until the requisite number of Club Points have been earned (the "**CC Excluded Benefits**"). The CC Excluded Benefits include but are not limited to:

- i. Milestone Benefits;
- ii. Complimentary Cruises for Zenith members;
- iii. Zenith Black Seapass Card;
- iv. Zenith Lunch;
- v. Zenith Milestone Kits;
- vi. WWF® donations; and
- vii. Retreat Lounge access when not staying in the Retreat (*Members will only be permitted to access the Retreat Lounge when not staying in the Retreat based on availability and at the sole discretion of Company*).

6. **ADDITIONAL TERMS OF PARTICIPATION IN THE LOYALTY PROGRAM.**

6.1. **Membership Termination.**

6.1.a. Termination by Member. A Member may cancel his/her membership in the Loyalty Program at any time by sending written notice of cancellation to Member Support. All Club Points, Power Up Points and Go Green Bonus Points accrued, as well as achieved member status, including Tier status, and Benefits will be forfeited immediately and may not be reinstated or transferred.

6.1.b. Termination by Company. The Company may cancel a Member's accumulated Club Points, including Solo Traveler Points, Bonus Club Points, Power Up Points, and Go Green Bonus Points, suspend Loyalty Program benefits, suspend Tier status, or cancel a Member's Account at any time, with immediate effect and without written notice, for any reason and in the Company's sole discretion, including, without limitation, if the Company believes that the Member has:

- i. Made any use of the Loyalty Program for commercial purposes or fraudulent activity, or attempted to manipulate or abuse the Loyalty Program;
- ii. Acted in a manner inconsistent with applicable laws, regulations, ordinances, or any Company policy or agreement;
- iii. Failed to pay any bill when due to the Company or "RCG" (defined below) or failed to fulfill a financial obligation;
- iv. Acted in an inappropriate, fraudulent, abusive or hostile manner;
- v. Breached or violated any of these CC Program Rules or the [Website Terms of Use](#);
- vi. Engaged in any misconduct or wrongdoing in connection with the Loyalty Program including, without limitation, with respect to Benefits, Tier, or any other Loyalty Program or Partner Program benefits.

6.1.c. Effect of Membership Termination.

- i. The Loyalty Program, Power Up Points, Club Points, Go Green Bonus Points, Benefits and Tiers and other related benefits and services

are the sole property of the Company, and not the property of Members. On cancellation of membership in the Loyalty Program for any reason, all unredeemed Benefits, and other related benefits and services will be forfeited and a Member will no longer be able to participate in the Loyalty Program. Power Up Points, Club Points, Go Green Bonus Points, Benefits and other related benefits and services have no cash value and the Company will not compensate or pay cash for any forfeited or unused Benefits.

ii. If the Company cancels a Member's Account for any reason, the Member may not reapply for membership in the Loyalty Program except in very limited circumstances at Company's sole discretion, and any unauthorized Account opened in the Member's name following cancellation, as well as Benefits, Power Up Points, Club Points, Go Green Bonus Points, Tiers and other related benefits and services earned in that Account will be forfeited upon discovery.

iii. If a Member cancels his/her Account, the Member may reapply for membership in the Loyalty Program at a later date, but no Benefits, Power Up Points, Club Points, Go Green Bonus Points and other related benefits and services previously forfeited or expired will be reinstated to the Member Account and any Tier status will not be reinstated.

iv. Any Tier status terminates upon cancellation of a Member Account.

6.2. Monitoring Member Accounts. The Company reserves the right to monitor the Accounts of all Members, at any time and without notice, for compliance with the CC Program Rules. The Company may review all Club Points, Go Green Bonus Points, Power Up Points and transaction history including, without limitation, requests for Benefits.

6.2.a. Correction of Club Points, Power Up Points, Go Green Points and/or Benefits. At any time and in the Company's sole discretion (including, without limitation, where a Member was not eligible to earn a specific benefit pursuant to these CC Program Rules), the Company may correct (i) the amount of points credited to a Member's Account, and (ii) any other benefit that has been credited to a Member's Account, including, without limitation, any Tier or Tier status. The Company also reserves the right, in its sole discretion, to prevent, cancel, or reconcile any transaction where the Loyalty Program suspects there has been fraudulent activity connected with the transaction.

6.3. Taxes. Benefits may be subject to income or other taxes. The Member is responsible for paying all such taxes and for making all applicable disclosures to third parties including, without limitation, the party who paid for the transaction from which the Member earned points. The Company will not be liable for any tax liability, duty or other charges in connection with the issuance of Club Points, Go Green Bonus Points, Power Up Points, Benefits, and other Member benefits.

6.4. Interpretation of CC Program Rules. All interpretations of these CC Program Rules regarding membership are at the Company's sole discretion, and the Company's decisions

will be final. In the event of any discrepancy between the English version and any translated version of these CC Program Rules, the English language version will govern.

6.5. Limitation of Liability. IN NO EVENT WILL CELEBRITY CRUISES INC., ITS SUBSIDIARIES AND AFFILIATES, AND EACH OF THEIR RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, AND AGENTS BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, EXEMPLARY, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER BASED IN CONTRACT, TORT OR OTHERWISE, WHICH ARISE OUT OF OR ARE IN ANY WAY CONNECTED WITH THE LOYALTY PROGRAM, THESE CC PROGRAM RULES, OR THE OPERATION OF THE LOYALTY PROGRAM.

6.6. Governing Law; Time Limits to Bring Suit; Arbitration; Class Action Waiver. In this Section 6.5 only, inclusive of all subsections, references to “we” “us”, and “our” include Company and its past, present, and future parents, subsidiaries, affiliates and joint venturers, as well as our and each of those entities’ agents, employees, predecessors, successors, and assigns. In this Section 6.5 only, inclusive of all subsections, references to “you” and “your” includes Member, as well as your and each of those person’s assignees, heirs, trustees, agents, or other representatives.

6.6.a. TIME LIMITS TO PROVIDE NOTICE AND FILE A CLAIM.

NO CAUSE SHALL BE MAINTAINABLE AGAINST COMPANY UNLESS COMMENCED WITHIN ONE (1) YEAR FROM THE DATE SUCH CAUSE AROSE OR BE FOREVER BARRED, NOTWITHSTANDING ANY PROVISION OF LAW OF ANY STATE, TERRITORY OR COUNTRY TO THE CONTRARY.

6.6.b. CLASS ACTION WAIVER.

YOU MAY BRING CLAIMS AGAINST COMPANY ONLY IN YOUR INDIVIDUAL CAPACITY. EVEN IF APPLICABLE LAW PROVIDES OTHERWISE, YOU AGREE THAT ANY ARBITRATION OR LEGAL ACTION AGAINST COMPANY SHALL BE MAINTAINED BY YOU INDIVIDUALLY AND NOT AS A MEMBER OF ANY CLASS OR AS PART OF ANY CLASS OR REPRESENTATIVE ACTION, AND YOU EXPRESSLY AGREE TO WAIVE ANY LAW ENTITLING YOU TO PARTICIPATE IN A CLASS OR REPRESENTATIVE ACTION.

6.6.c. MANDATORY ARBITRATION.

PLEASE READ THIS SECTION CAREFULLY. IT AFFECTS YOUR RIGHTS IF THERE IS A DISPUTE.

Except as otherwise provided in the [Cruise Ticket Contract](#), any dispute or claim between you and us must be arbitrated. This agreement to arbitrate is intended to be broadly interpreted.

These CC Program Rules require you and us to resolve most disputes in arbitration after first attempting to resolve them informally between us. Arbitration is less formal than a lawsuit in court and uses a neutral arbitrator instead of a judge or jury. Discovery is more limited in arbitration than in a court proceeding. Arbitrators can award the same individualized remedies that a court can award. Their rulings are legally binding and subject to very limited review by courts. Arbitration will take place on an individual basis.

Class and representative proceedings are not allowed, and you and we cannot seek, and arbitrators cannot award, relief on behalf of others. BY AGREEING TO ARBITRATE, YOU AND WE EACH WAIVE THE RIGHT TO SUE IN COURT, TO TRIAL BY JURY, OR TO PARTICIPATE IN A CLASS OR REPRESENTATIVE ACTION. This Section shall survive termination of the CC Program Rules or any other agreement between you and us.

i. *Pre-Arbitration Notice of Disputes and Informal Resolution.*

Before either you or we commence arbitration, the claimant must first send a written notice of dispute to the other (“**Notice**”). Any such Notice to Company must be sent by U.S. certified mail or professional courier service to Company c/o: Legal Dept, Celebrity Cruises Inc., 1050 Caribbean Way, Miami, Florida 33132 (“**Notice Address**”). Any such Notice to you will be sent to your address on file with us, or an address we may ascertain after conducting a public records search. The Notice must include: (a) the claimant’s name, mailing address, email address, and phone number; (b) the claimant’s Member Number (if applicable); (c) a description of the nature and basis of the claim or dispute; and (d) the specific relief sought. The Notice must be personally signed by you (if you are the claimant), or by our business representative (if we are the claimant). Electronic signatures are not acceptable. If you have retained an attorney to submit your Notice, please also provide signed written authorization allowing us to share your data with your attorney.

After the Notice containing all of the information above has been received, within 90 days, either you or we may request an individualized discussion (by telephone or videoconference) regarding settlement (“**Informal Settlement Conference**”). You and we must work together in good faith to select a mutually agreeable time during business hours for the Informal Settlement Conference (which can be after the 90-day period). You and our business representative must both personally participate in the Informal Settlement Conference, unless otherwise agreed in writing. Your and our lawyers (if any) may also participate.

Any applicable statute of limitations or contractual limitations periods will be tolled during the “**Informal Resolution Period**,” which is the period between the date that a fully complete Notice is received by either you or us and the later of: (i) 60 days later; or (ii) the date an Informal Settlement Conference is completed, if timely requested.

ii. *Commencing Arbitration.*

An arbitration proceeding cannot be commenced until after the Informal Resolution Period has ended. Any court of competent jurisdiction will have authority to enforce this Section including the power to enjoin the filing or prosecution of arbitrations without first providing a fully complete Notice and participating in a timely requested Informal Settlement Conference. Any court of competent jurisdiction also may enjoin the assessment or collection of arbitration fees incurred as a result of such arbitrations. Further, unless prohibited by applicable law, the arbitrator

shall not accept nor administer any arbitration unless the claimant has complied with the Notice and Informal Settlement Conference requirements.

iii. *Arbitration Procedure.*

The arbitration will be governed by the Consumer Arbitration Rules (“**AAA Rules**”) of the American Arbitration Association (“**AAA**”), as modified by this Section, and will be administered by the AAA. (If the AAA is unavailable or unwilling to administer arbitrations consistent with this Section another arbitration provider shall be selected by mutual agreement or by the court.) The AAA Rules are available online at www.adr.org or by writing to the Notice Address. As in court, you and we agree that any counsel representing someone in arbitration certifies that they will comply with the requirements of Federal Rule of Civil Procedure 11(b), including a certification that the claim or the relief sought is neither frivolous nor brought for an improper purpose. The arbitrator is authorized to impose any sanctions available under that rule, the AAA Rules, or applicable federal or state law against all appropriate represented parties and counsel. The arbitrator may consider rulings in arbitrations involving different claimants against us, but an arbitrator’s ruling is not binding in other proceedings. Except as provided in this Section below, the arbitrator shall apply the substantive law that governs these CC Program Rules, and can award the same individualized remedies (including punitive and statutory damages and statutory attorney’s fees and costs) that a court could award under applicable law. Unless you and we agree otherwise, the arbitration will be decided based on papers submitted by you and us. The arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based.

During the arbitration, the amount of any settlement offer shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which either you or we are entitled.

iv. *Arbitration Fees.*

We will pay all AAA filing, administration, case-management, hearing, and arbitrator fees (“**AAA Fees**”) if we initiate an arbitration. If the aggregate value of your claims is US\$750 or less, we will pay all AAA Fees, so long as you have fully complied with the Notice and Informal Settlement Conference requirements in this Section. In such cases, we will pay the filing fee directly to the AAA upon receiving a written request at the Notice Address that you have commenced arbitration or, if the AAA makes you pay the filing fee, we will send that amount to the AAA and request that the AAA reimburse you. If, however, the arbitrator finds that either the substance of your claim or the relief you seek is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all such fees will be governed by the AAA Rules. If the aggregate value of your claims is US\$750 or more, you will pay all AAA Fees. In such cases, you agree to reimburse us for all monies previously disbursed that are otherwise your obligation to pay

under the AAA Rules or this Section. For mass arbitration filings, you agree to pay all administrative fees for AAA to initiate the mediation process for the mass arbitration filings.

v. *Requirement of Individual Arbitration.*

The arbitrator may award declaratory or injunctive relief only in favor of the individual claimant seeking relief and only to the extent necessary to provide relief warranted by that claimant's individual claim. YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, REPRESENTATIVE, OR PRIVATE ATTORNEY GENERAL PROCEEDING. Further, unless both you and we agree otherwise, the arbitrator may not consolidate the claims of more than one person, and may not otherwise preside over any form of a representative, class, or private attorney general proceeding. If, after exhaustion of all appeals, any of these prohibitions on non-individualized declaratory or injunctive relief; class, representative, and private attorney general proceedings; and consolidation are found to be unenforceable with respect to a particular claim or with respect to a particular request for relief (such as a request for injunctive relief), then that claim or request for relief shall be severed and decided by a court after all other claims and requests for relief have been arbitrated.

vi. *Mass Arbitrations.*

If 25 or more claimants submit Notices or seek to file arbitrations raising similar claims and are represented by the same or coordinated counsel (whether such cases are pursued simultaneously or not), all the cases must be resolved in staged proceedings. You agree to this process even though it may delay the arbitration of your claim. In the first stage, we and claimants' counsel will each select up to 25 cases (50 cases total) to be filed in arbitration and resolved individually by different arbitrators. In the meantime, no other cases may be filed or proceed in arbitration, and the AAA must not assess or demand payment of fees for the remaining cases or administer or accept them.

The arbitrators are encouraged to resolve the cases within 120 days of appointment or as swiftly as possible thereafter, consistent with fairness to the parties. After the first stage is completed, the claimants must engage in a single mediation of all remaining cases, and we will pay the mediation fee. If the remaining claimants and we cannot agree how to resolve the remaining cases after mediation, we and claimants' counsel will repeat the process of selecting and filing up to 50 cases to be resolved individually by different arbitrators, followed by mediation.

If any claims remain after the second stage, the process will be repeated until all claims are resolved, with four differences. First, a total of 100 cases may be filed in the third and later stages. Second, the cases will be randomly selected. Third, arbitrators who decided cases in the first two stages may be appointed in later stages if different arbitrators are not

available. Fourth, mediation is optional at the election of counsel for the claimants.

Between stages, counsel will meet and confer regarding ways to improve the efficiency of the staged proceedings, including whether to increase the number of cases filed in each stage. Either party may also negotiate with AAA regarding the amount or timing of AAA fees.

If this Section applies to a Notice, the Informal Resolution Period for the claims and relief set forth in that Notice will be extended (including the tolling of any applicable statute of limitations or contractual limitations period for the claims and requested relief) until that Notice is selected for a staged proceeding, withdrawn, or otherwise resolved. A court will have the authority to enforce this Section, including by enjoining the mass filing, the prosecution or administration of arbitrations, or the assessment or collection of AAA fees.

This subsection and each of its requirements are intended to be severable from the rest of Section. If, after exhaustion of all appeals, a court decides that the staging process in this Section not enforceable, then the cases may be filed in arbitration and the payment of AAA filing, administration, case-management, hearing, and arbitrator fees will be assessed as the arbitrations advance and arbitrators are appointed rather than when the arbitrations are initiated.

vii. *Future Changes to this Section.*

Notwithstanding any provision in these CC Program Rules to the contrary, you and we agree that if we make any future change to this Section (other than a change to the Notice Address), you may reject that change by sending us written notice within thirty (30) days of the first notice of the change to the Notice Address provided above. To be effective, your rejection must include your name, mailing address, email address, phone number, booking reference, and a statement personally signed by you that you wish to reject the change to this Section. By rejecting that future change, you are agreeing that you will arbitrate any dispute or claim between you and us in accordance with the language of this provision, as amended by any changes that you did not timely reject.

Captain's Club Supplemental Terms & Conditions

Club Points Historical Earning Rates

Prior to November 25, 2013, Members earned one credit per sailing, one additional credit for itineraries of 12-nights or longer, including Cruisetours (applicable to sailings on or after January 1, 2003); and one additional credit per sailing in a Concierge Class stateroom, AquaClass® stateroom, or Suite (applicable to sailings on or after January 1, 2004). Effective November 25, 2013, membership tiers are based on Club Points instead of credits, with existing credits converted at a rate of 1 credit to 30 Club Points.

Sailings that returned prior to February 12, 2022, Edge Villas earned 12 points per night and the Iconic Suite earned 18 points per night.

Relationship Points and Status

A Member can link their Member Account to a member in the same household to which there is an established Relationship, by calling 1-800-760-0654 pursuant to the CC Program Rules. Members in a Relationship who link their Member Accounts will have access to the Club Points and Tier level associated with the Relationship Member who has the higher Club Point balance. For example, if member A has 100 points and member B has 175 points, individually, member A is a Classic member, and member B is a Select member. However, if member A and member B link their accounts, member A would then have 175 "relationship" points and Select status as well.

- If member A takes another sailing and earns an additional 35 points, member A would then have 135 "individual" points but still only 175 "relationship" points and Select status.
- If member A and B stop residing at the same address and the accounts are unlinked, member A would have 135 "individual" points and revert back to Classic status. Member B would retain all 175 "individual" points and remain at Select status.

Single Travelers

Single travelers receive one set of offers per sailing. However, any bonus points that a single traveler qualifies for will not also be doubled. For example, a single traveler that qualifies for a double points promotion will receive their Solo Traveler Points in addition to their Club Points and an extra set of Club points for booking a qualifying sailing for a total of 3x Club Points.

Captain's Club Benefits & Milestone Benefits

Benefits do not combine with any other promotion, unless stated otherwise. Benefits may change without notice. A Member is eligible to receive Milestone Benefits upon reaching Milestones at 1,500, 2,250, 3,000, 6,000, and 9,000 Club Points. Milestone Benefits are available on future Sailings departing on or after June 11, 2026 after achieving the applicable Milestone. No Milestone Benefit can be applied retroactively.

Discount on Drink Packages

Members may purchase a Classic or Premium drink package with their discount pre-cruise only, by calling Captain's Club at 1 800-760-0654. Discount does not apply to drink packages purchased onboard. Discount does not apply to promotional drink packages, including promotional package upgrade. Not combinable with other offers.

Discount on Drink Package Upgrade

Members may purchase a drink package upgrade from the Classic Package to the Premium Package with their discount pre-cruise, by calling Captain's Club at 1-800-760-0654. Discount does not apply to upgrades purchased once onboard. Discount does not apply to promotional drink packages, including promotional package upgrade. Not combinable with other offers.

Specialty Dining Discounts

Members receive a discount on specialty dining cover charges, varying by Tier as provided in the [Membership Benefits](#) page.

As Members reach certain Milestones, their specialty dining discount on the cover charge increases. At the 1,500 Club Point Milestone the discount is 20%; at the 2,250 Club Point Milestone the discount is 25%; and at the 3,000 Club Point Milestone, the discount is 35%. Discount is available onboard only, applies only to the Member's cover charge, and is not combinable with any other offers. [Members with Zenith tier status through Status Match who have not earned 3,000 Club Points will receive the 25% discount applicable at the 2,250 Club Point Milestone \(not the 3,000-point 35% rate\).](#)

Additionally, at the 6,000 Club Point Milestone, the Member becomes eligible to enjoy one complimentary specialty dining lunch cover charge for lunch on embarkation day, subject to restaurant operating schedules and availability. At the 9,000 Club Point Milestone, the Member becomes eligible to enjoy one complimentary specialty dining lunch cover charge, redeemable on any day of the cruise, subject to restaurant operating schedules and availability. The Member must contact the call center pre-cruise to secure and select their preferred restaurant.

Laundry Services

Offers exclude Express Service. Wash/Dry/Fold not valid on final 3 days of cruise. Only one bag of laundry may be submitted at a time. Guests will not be able to submit another bag until the previous one has been returned. Pressed items do not include dry cleaning. Pressing and Dry-Cleaning offers not valid on the final day of the cruise. Please note services may not be available on some cruises if water restrictions are in place.

Wi-Fi

Members receive a discount on Wi-Fi packages and upgrades as well as complimentary premium minutes, varying by Tier as provided in the [Membership Benefits](#) page. Discounts apply to the total price of the Wi-Fi package or upgrade purchased and are only combinable with the pre-cruise advantage.

Zenith Wi-Fi Benefit: Zenith Members receive complimentary premium Wi-Fi for one (1) device. If premium Wi-Fi is already included in the Member's cruise fare, the Member will receive premium Wi-Fi on two devices total. If basic Wi-Fi is included in the Member's cruise fare, the Member's Zenith Benefit will provide an upgrade to premium Wi-Fi on one (1) device and the basic Wi-Fi may be used by another guest in their stateroom. If both guests are Zenith Members, each will receive premium Wi-Fi for one (1) device.

Elite/Elite Plus Wi-Fi Benefit: Elite members receive 90 complimentary premium Wi-Fi minutes, Elite Plus members receive 240 complimentary premium Wi-Fi minutes. These complimentary minutes must be used before any basic Wi-Fi included in your cruise fare. At 1,500 Club Point Milestone, the Member's Wi-Fi Benefit increases to 480 total minutes. At 2,250 Club Point Milestone, the Member's Wi-Fi Benefit increases to 720 total minutes.

Photo

Members receive a discount on digital photo packages, varying by Tier as provided in the [Membership Benefits](#) page. Discounts cannot be used on Wedding packages and group photos.

As Members reach certain Milestones, they receive additional digital photo benefits, including one (1) digital photo at the 1,500 Club Point Milestone, two (2) digital photos at the 2,250 Club Point Milestone, and three (3) digital photos at the 3,000 Club Point Milestone.

Spa

The Spa multi-use discount applies to most treatments; excludes MedSpa and retail. No complimentary access to Thermal Suite on Edge Class ships. Persian Garden pass only available on Millennium and Solstice Class ships while ship is in port.

Shore Excursions

The Captain's Club shore excursion discount applies to small group discovery tours only. When booked pre-cruise, this benefit is combinable with other pre-cruise discounts and will be applied onboard.

In-room amenity

Beginning at the 1,500 Club Point Milestone, a Member will receive a complimentary in-stateroom congratulatory amenity on the first sailing taken after reaching each new Milestone. The amenity provided may vary and may be enhanced at higher Milestone levels. This benefit is awarded once per Milestone, through and including the 9,000 Club Point Milestone, after which no further in-room amenity awards are made.

Hollywood Hot Glass

The Captain's Club Hollywood Hot Glass discount is applicable on Celebrity Equinox and Celebrity Eclipse only. When booked pre-cruise, this benefit is combinable with other pre-cruise discounts and will be applied onboard.

Casino

Match Plays are one-time use and require a table's minimum bet for use. Match Plays, Bingo cards, and Deal or No Deal cards are not available for pre-cruise purchase and are only available onboard. Bonus Card(s) redeemable at the start of the select play session and expire

at the end of the voyage. Bonus Cards are non-transferable and not redeemable for cash or onboard credit. After sailing, all sales are final. You must have an established folio account to play, be at least 18 years old (21 on Alaska sailings) and must be present to win. No limit on number of Bingo or Deal or No Deal cards sales and can only be used for the session date for which they are purchased.

One-Category Upgrade

One-category upgrade requests cannot be done when booking online. You must request upgrade at the time of booking through a Celebrity Cruises representative or your travel advisor and are subject to availability within the same supercategory. Example of a super category upgrade in AquaClass: A2 to A1. Upgrades available from categories 11- A1 on all Celebrity ships except Galapagos voyages.

Captain's Club one-category upgrade excludes categories: IS, ES, SV, UV, SC, UC, PO, DO, DI, DV, Z, Y, X, EX, XC, XA and W.

This offer cannot be used with certain restricted fares including but not limited to Exciting Deals, Interline, travel agent or employee rates. Upgrades apply for one stateroom per cruise. Stateroom assignments only. Not valid on holiday sailings.

Zenith Retreat Lounge/Michael's Club Access

Retreat Lounge and Michael's Club access is limited and will vary by ship and sailing – The Retreat Sundeck and Luminae are excluded for non-suite guests.

Access to Concierge Lunch

Zenith members are invited to join the Concierge Lunch in the Main Dining Room from 11:30am-1:00pm (times may vary by sailing).

Luggage Valet

Zenith members receive complimentary Luggage Valet where available, airline fees still apply. Must be flying on the entirety of the journey with the same air carrier, flight needs to be the same day of ship's arrival and must be on a 7 night or longer sailing. Currently available in Miami, Fort Lauderdale and Seattle on select airlines and itineraries.

Extend your Stay

Upon reaching the 2,250 Club Point Milestone, a Member becomes eligible for Extend Your Stay, which provides the opportunity for a later departure time on disembarkation day, subject to availability.

Preferential Debarkation

Subject to availability.

Priority Tender Service

Subject to availability.

Priority Waitlist for Shore Excursions

Subject to availability.

Pre-sailing Specialty Restaurant Reservations

You can make dinner reservations for a Specialty Restaurant anywhere from 60 days to 4 days prior to your sailing date when booking a cruise on any Celebrity ship except Galapagos voyages. You can make your reservation online via our dining reservation tool. Proper attire is required.

Pre-Sailing Specialty Restaurant Reservations Available Through Captain's Club Desk

Benefit does not apply to specialty dining packages.

Zenith Member Complimentary Stateroom at 3,000 Club Points and Every 3,000 Club Points Thereafter

Upon reaching the Zenith tier at 3,000 Club Points, a Member becomes eligible to receive a one-time complimentary veranda stateroom on select 7-night Caribbean or Bermuda cruise. Upon reaching 6,000 Club Points, the Member becomes eligible to receive one complimentary AquaClass® stateroom on select 7-night Caribbean or Bermuda cruises, and upon reaching 9,000 Club Points and every additional 3,000 Club Points thereafter, the Member becomes eligible to receive one complimentary Sky Suite stateroom on select 7-night Caribbean or Bermuda cruises. Taxes, fees, gratuities and other cruise enhancements are additional and apply. All stateroom assignments are subject to availability and applicable program rules. All complimentary cruises are subject to blackout dates and must be redeemed within 1 year of reaching the required point threshold or will expire. Single travelers are responsible for any companion traveler fare. The value of the complimentary sailing may be applied on a pro rata basis toward another sailing, as determined by Celebrity Cruises in its sole discretion. Additional fees may apply.