

Royal Caribbean Cruises Ltd. enhances Cruise with Confidence policy

On March 6th, 2020 Royal Caribbean Cruises Ltd launched a new policy allowing guests flexibility in booking their cruise holidays. The original policy allowed guests sailing through 31 July 2020, up to 48 hours prior to sailing, to reschedule or cancel their cruise in exchange for Future Cruise Credit. On March 30th the policy was extended to sailings through 1 September 2020.

As of 6 May we have launched an enhanced programme with additional features as outlined below for **all** existing sailings, as well as new sailings booked by August 1st, on all voyages through April 30, 2022 for Royal Caribbean & Azamara and May 4, 2022 for Celebrity Cruises.

Flexibility:

Guests may cancel or change their cruise up to 48 hours prior to sailing.

- Guests will receive a 100% Future Cruise Credit (FCC) for their cruise fare paid

Lift and Shift:

Guests wanting to book the same cruise one year from original sailing, can move with the original promotion booked

- We will protect their original price/promotion (cruise fare amount) when selecting an alternative sailing of the same itinerary type, cruise length and stateroom category within 4 weeks of the original sailing date. (Same ship class for Celebrity Cruises sailings only)
- The decision to reschedule a booking for same time next year can only be made once and must be actioned by August 1st
- If shifting within a penalty period, penalties will move with the booking. If the booking is cancelled at a later date original penalty amounts will apply.
- Only guests originally booked on a Holiday sailing may move to a Holiday sailing the following year. (not applicable to Azamara sailings)

Best Offer Guarantee:

Guests may change their price and/or promotion up to 48 hours prior to cruise.

- Please call the relevant brand to request a change of price or promotion.
- Guest may change their offer as many times as desired up to 48 hours before sailing.
- For bookings within final payment, any amounts owed will be refunded in the form of nonrefundable Onboard Credit, for bookings outside of final payment, any amounts owed will be refunded to the original form of cruise fare payment.



- Certain promotions will be excluded from the policy. See excluded pricing types below.
 - Travel Agent Rates
 - Interline (Strategic or Tactical)
 - EMP (Employee), EMP Family Fares, Friends/Family Rates
 - Charters, Group Contracted Rates
 - TA FAM / Travel Agent Friends and Family
 - Casino Fares
 - Nets (Deep Discount / Tactical / Net Rate)

Other important information

- All existing bookings and new bookings made by August 1st will qualify for the Best Offer Guarantee and the ability to cancel in exchange for a Future Cruise Credit, 48 Hours Prior to Sailing.
- For guests who have booked refundable airfare through one of our brands and wish to modify their sailing date, we will handle all re-accommodations and waive change fees.
- Bookings made with FCCs from suspended sailings will also benefit from the new Cruise With Confidence policy.
- All FCCs issued under the new Cruise with Confidence policy must be redeemed by 31 December 2021 on sailings departing on or before April 30, 2022 for Royal Caribbean & Azamara and May 4, 2022 for Celebrity Cruises.

For further policy conditions and specific brand FAQ's please visit the individual brand websites below

Royal Caribbean:

<https://www.royalcaribbean.com/swe/sv/cruise-with-confidence>

<https://www.royalcaribbean.com/nor/no/cruise-with-confidence>

<https://www.royalcaribbean.com/cruise-with-confidence>

Celebrity Cruises:

<https://www.celebritycruises.com/no/cruise-with-confidence>

<https://www.celebritycruises.com/se/cruise-with-confidence>

<https://www.celebritycruises.com/cruise-with-confidence>

Azamara: <https://www.azamara.com/cruise-with-confidence>

