



## **Coronavirus (COVID-19) Fleetwide Precautions, Peace of Mind & Cancellation Policy Updated March 9th, 2020**

We wanted to personally reach out to our loyal guests and address the current situation with the coronavirus. Every day brings new developments related to the virus, and the uncertainty can be unsettling. Our hearts go out to those who've been impacted.

Please be assured that Celestyal Cruises is closely monitoring the situation, we continue to maintain close contact with health professionals and regulators around the world, including local authorities, the World Health Organization (WHO) and Cruise Lines International Association (CLIA), we are continually assessing and modifying policies and procedures as developments emerge to guard against coronavirus (COVID-19) transmission. Our top priority is always the safety of you and our colleagues and for this reason we continue with our rigorous antiviral sanitation processes onboard coupled with enhanced pre-embarkation screening measures including mandatory temperature screening for all guests and crew using digital, non-touch thermal scanners.

We have today updated our advisory and precautionary health measures for all guests and crew who are due to travel on any of our cruises.

The enhanced changes are to ensure the health and well-being of everyone onboard our ships and to take into account, a number of significant restrictions being imposed on Celestyal by a growing number of destinations that impact our key source markets globally and subsequently planned sailings over the next couple of months.

### **Introduction "Peace of Mind" for New & Current Bookings + Low Deposit Policy**

At Celestyal Cruises, we are optimistic about the future and hope you feel that way too. Today we launch our Peace of Mind policy so that guests can take comfort in knowing that any cruise purchased between March 9 and April 30, 2020 for travel during 2020/2021 can be changed without incurring cancellation fees up to 7 days before sailing date. We hope the combination of our BIG Cruise Sale fares, now extended till April 30, 2020 our low deposits for new bookings made till April 30, 2020 of USD/GBP/EUR/AUD/NZD 50.00 per stateroom and our Peace of Mind policy, will help those who continue to travel but are concerned their plans may change.

As importantly, we want to reassure our current guests that are due to travel between March 9<sup>th</sup> and June 30, 2020 that they too have flexibility and comfort to alter their plans should the need arise. Therefore, guests due to travel during this period up to June 30, 2020 may also change without incurring cancellation fees up to 7 days before sailing date. You will receive a 100% Future Cruise Credit that can then be applied towards a future 2020 or 2021 cruise. Guests sailing on the March 14, 2020 7-night Three Continents departure and March 16, 2020 4-night Iconic Aegean may also take advantage of this Peace of Mind policy despite being within 7 days.

In recognition and appreciation of those guests that keep their cruise holiday as currently planned and not change, we want to show our gratitude by way of the following:

On departures through June 30, 2020, we will thank those guests with an Onboard Spending Credit of €30/€50/€100 per stateroom for 3-night/4-night/7-night respectively. This onboard credit can be applied to a wide number of great experiences such as, additional shore excursions, spa treatments, enjoying the platinum drinks menu and enhancing your dining with our ala carte menu selection or specialty restaurant. Make this onboard spending credit go even further with a 15% discount on onboard purchases (excluding Casino & Retail). This will be automatically applied to your shipboard account, as a thank you.

How Peace of Mind works:

#### **For new individual bookings**

- To be applicable, the new booking must be made between March 6 and April 30, 2020 for sailings departing in either 2020 or 2021.
- Guests will be able to cancel up to 7 days prior to sailing and receive a 100% Future Cruise Credit for any monies paid to Celestyal Cruises.
- Notification must be received by us no later than 7 days prior to sailing date.
- Future Cruise Credit is only valid on cruises sailing in 2020 & 2021.
- The value of the Future Cruise Credit is non-transferrable and not redeemable for cash.
- All cruises are subject to availability at time of booking.
- Celestyal's standard terms & conditions apply as per the original booking date.

#### **For current individual bookings**

- Applicable on currently **named and paid (deposit and/or full payment)** bookings on all sailings up to June 30, 2020.
- Guests will be able to cancel up to 7 days prior to sailing and receive a 100% Future Cruise Credit for applicable monies paid to Celestyal Cruises.
- Notification must be received by us no later than 7 days prior to sailing date. Guests currently due to sail on March 14, 2020 7-night Three Continents and March 16, 2020 4-night Iconic Aegean departure may also cancel under this new policy despite being within 7 days.
- Celestyal's standard terms & conditions apply as per the original booking date.

#### **Updated Travel Policy**

##### **1. Regardless of nationality, we will deny boarding within 14 days prior to embarkation to:**

a. All guests who have travelled from, to or transited via airports in South Korea, Iran, China, including Hong Kong and Macau, and any municipality in Italy subject to quarantine measures by the Italian Government, as designated by the Ministry of Foreign Affairs

<https://www.esteri.it/Mae/en/> 14 days prior to embarkation for all . This policy is aligned with CLIA guidelines.

b. Any guest who has come in contact with anyone 14 days prior to embarkation that has travelled from, to or through mainland China, Hong Kong, Macau, Iran, South Korea, and any municipality in Italy subject to quarantine as currently reflected above. The health authorities characterize contact with an individual as coming within six feet (2m) of a person.

c. Any person who within 14 days prior to embarkation, has had contact with, or helped care for, anyone suspected or diagnosed as having COVID-19, or who are currently subject to health monitoring for possible exposure to COVID-19.

d. Guests who report feeling unwell or demonstrate any flu-like symptoms.

**2. Special Entry Requirements for Turkey, effective immediately.**

Please note that guests from these restricted countries are permitted to cruise subject to meeting the requirements of item 1. (Denied boarding, irrespective of nationality requirements above) and not arriving within the 14 days prior to embarkation. When embarking your cruise from Piraeus, Athens, select guests will not be able to disembark the ship in Turkey due to the below requirements; however, you can enjoy the Greek Islands on the remainder of the cruise.

TURKEY		
ANY GUESTS THAT VISITED THE BELOW COUNTRIES THE LAST 14 DAYS, WILL NOT BE ALLOWED TO VISIT TURKEY		
	VISITED	IN TRANSIT
1	CHINA	NOT PERMITTED
2	HONG KONG	NOT PERMITTED
3	MACAU	NOT PERMITTED
4	SINGAPORE	NOT PERMITTED
5	THAILAND	NOT PERMITTED
6	ITALY	NOT PERMITTED
7	SOUTH KOREA	NOT PERMITTED
8	JAPAN	NOT PERMITTED
9	IRAN	NOT PERMITTED

**3. IMPORTANT UPDATE NOTICE:** Specific to 7-Night Three Continents itinerary only for sailings between March 07 & March 28, 2020 inclusive.

This does not impact the other planned sailings for the Three Continents in late October, November and December 2020.

Following today's (March 9<sup>th</sup>) notification from Israeli authorities, who have once again expanded their already comprehensive list of restricted countries, Egypt has now been added. Due to this development, we are having to suspend our planned visit to Ashdod, Israel, for the sailings between March 7 and March 28, 2020 inclusive.

As a result, we have adjusted this itinerary by adding a second day in Egypt, a key highlight of this itinerary, and the remainder of the ports are unaffected.

**4. Three Continents, Eclectic Aegean & Idyllic Aegean 7-Night sailings between March 14 & June 30, 2020 inclusive.**

This does not impact the other planned sailings for the Three Continents in late October, November and December 2020; Eclectic Aegean in October 2020; and Idyllic Aegean in July, August, September & October.

- Applicable to guests originating from the following countries that can't travel due to government imposed restrictions and additionally, guests that have travelled from, to or through any municipality in Italy subject to quarantine measures by the Italian Government <https://www.esteri.it/Mae/en/>, that forms part of a wider two-centre land-tour, that includes designated quarantine areas prior to arrival in Greece and before embarkation:

7-NIGHT THREE CONTINENTS, ECLECTIC & IDYLLIC AEGEAN: RESTRICTED COUNTRIES		
<p>ANY GUESTS THAT VISITED THE BELOW COUNTRIES THE LAST 14 DAYS, WILL NOT BE ALLOWED TO EMBARK.</p>		<p><b>Exception:</b> Guests can embark in Piraeus, Athens but cannot go ashore in Turkey if from Japan, Singapore, Thailand &amp; Taiwan – See Item. 2</p>
	OPTIONS 1, 2, 3 & 4	OPTIONS 1, 2 & 3
1	CHINA	JAPAN
2	HONG KONG	SINGAPORE
3	MACAU	TAIWAN
4	IRAN	THAILAND
5	SOUTH KOREA	
6	<p>ITALY: Quarantined municipalities as designated by the Ministry of Foreign Affairs  <a href="https://www.esteri.it/Mae/en/">https://www.esteri.it/Mae/en/</a></p>	

The following are the available options for those restricted guests impacted:

**Option 1:**

- Rebook on any alternate 7-night sailing in either 2020 or 2021 without penalty or fare difference\*
- ✓ **PLUS:** 100.00 EURO per stateroom onboard credit on the rebooked cruise
- ✓ **PLUS:** a one category stateroom upgrade
- ✓ **PLUS:** a 10% discount/refund against their current paid cruise fare

**Applicable Conditions:**

\*All alternate sailing dates and stateroom categories are subject to availability at the time of booking.

\*One-time "free of charge" rebooking change will be permitted, and standard terms & cancellation policies apply based upon original booking / sailing date. For the avoidance of doubt, the rebooked sailing date does not constitute a reset of our standard cancellation policy and the original departure date will prevail.

**Option 2:**

- We issue a Future Cruise Credit for the full value of the cruise fare paid to be used against any future 2020/2021 cruise. This option may be useful to guests that are unable to rebook right away and take advantage of Option 1.

**Option 3:**

- 7-night cruise and stay package with 4-night Iconic Aegean all-inclusive cruise & Athens 3-night stay including guided tours.

**Option 4:**

- Cancel with full refund of the cruise fare only.

**5. Iconic Aegean 3 & 4-Night Sailings departing between March 16 & June 30, 2020 inclusive.**

This does not impact the other planned sailings for the Iconic Aegean sailings in July, August, September, October and November 2020.

- Applicable to guests originating from the following countries that can't travel due to government imposed restrictions and additionally, guests that have travelled from, to or through any municipality in Italy subject to quarantine measures by the Italian Government, that forms part of a wider two-centre land-tour, that includes designated areas prior to arrival in Greece and before embarkation:

3 & 4-NIGHT ICONIC AEGEAN RESTRICTED COUNTRIES		
<p>ANY PASSENGERS THAT VISITED THE BELOW COUNTRIES THE LAST 14 DAYS, WILL NOT BE ALLOWED TO EMBARK.</p>		<p><b>Exception:</b> Guests can embark in Piraeus, Athens but cannot go ashore in Turkey if from Japan, Singapore, Thailand &amp; Taiwan – See Item. 2</p>
	OPTIONS 1, 2 & 3	OPTIONS 1 & 2
1	CHINA	JAPAN
2	HONG KONG	SINGAPORE
3	MACAU	TAIWAN
4	IRAN	THAILAND
5	SOUTH KOREA	
6	<p>ITALY: Quarantined municipalities as designated by the Ministry of Foreign Affairs  <a href="https://www.esteri.it/Mae/en/">https://www.esteri.it/Mae/en/</a></p>	

The following options are available for all currently booked guests on these select itineraries and sailing dates only:

**Option 1:**

- Equivalent rebook on any alternate 3 or 4-night sailing (same stateroom category as original booking) in 2020 without penalty or fare difference\*
  - ✓ PLUS: 30 EURO per stateroom onboard credit (OBC) on the rebooked 3-night cruise
  - ✓ OR: 50 EURO per stateroom onboard credit (OBC) on the rebooked 4-night cruise

**Applicable Conditions:**

\*All alternate sailing dates and stateroom categories are subject to availability at the time of booking.

\*One-time "free of charge" rebooking change will be permitted in the equivalent stateroom category as original booking, and standard terms & cancellation policies apply based upon original booking / sailing date. For the avoidance of doubt, the rebooked sailing date does not constitute a reset of our standard cancellation policy and the original departure date will prevail.

**Option 2:**

- We issue a 100% Future Cruise Credit for the full value of the cruise fare paid to be used against any future 2020 cruise. This option may be useful to guests that are unable to rebook right away and take advantage of Option 1.

**Option 3:**

- Cancel with full refund (for 3 & 4-Night sailings between March 16 and June 30, 2020 inclusive)

**Important Requirement for Items. 4 & 5:** For guests booked to travel from, to or through any municipality in Italy subject to quarantine measures by the Italian Government, are required to provide named, documented proof to Celestyal Cruises of their itinerary substantiating travel from, to or through the stated quarantined municipalities before one of the stated three options can be granted.

**Precautionary Measures**

**Until further notice, Celestyal Cruises will be adopting the additional precautionary measures as follows:**

**Mandatory pre-embarkation screening**

Screening protocols allow for informed decisions on a case-by-case basis whether a guest or crewmember will be denied boarding.

- Guests of all nationalities are required to complete a mandatory pre-embarkation health questionnaire to ensure no one boards their ship who has travelled from, to or transited via airports in South Korea, Iran, China, including Hong Kong and Macau, and any municipality in Italy subject to quarantine measures by the Italian Government, as designated by the Ministry of Foreign Affairs <https://www.esteri.it/Mae/en/> 14 days prior to embarkation.
- Mandatory non-touch thermal scans using cameras will be conducted for all passengers and crew prior to embarkation for every sailing. Persons with signs or symptoms of illness such as fever or feverishness, chills, cough or difficulty breathing will be denied boarding. Additionally, any person who within 14 days prior to embarkation, has had contact with, or



helped care for, anyone suspected or diagnosed as having COVID-19, or who are currently subject to health monitoring for possible exposure to COVID-19.

- It's incumbent upon all guests to ensure they have adequate travel insurance to cover such eventuality. Celestyal Cruises cannot be held responsible for any repatriation/air ticket amendment fees, hotel, etc. in the event any guest is deemed unwell to cruise. This cost will be for the guest's personal account; however, Celestyal Cruises will provide a full refund or Future Cruise Credit for the relevant cruise fare portion only, providing the guest/s have not travelled from, to or through mainland China, Hong Kong, Macau, Iran, South Korea, and any municipality in Italy subject to quarantine as currently stated, in the past 14 days prior to embarkation.
- In addition, Celestyal is elevating the frequency of antiviral sanitation of all our ships.

#### **Additional Medical Measures**

- Rapid testing kits will be available for use by our qualified on-board medical team. Following the rapid test, if it's decided not to allow embarkation in an abundance of caution for the remaining guests and crew, Celestyal will provide a full refund or Future Cruise Credit of the cruise fare paid. However, despite our stated policy, if a guest/s arrives at the ship even though they travelled from, to or through mainland China, Hong Kong, Macau, Iran, South Korea, and any municipality in Italy subject to quarantine as currently stated in the past 14 days prior to embarkation, it will be their responsibility (and risk) to travel to the ship regardless, no refund or rebook option will apply and Celestyal's relevant cancellation policy will prevail.
- We have rigorous medical protocols in place to help guests and crew members who feel unwell while sailing. Our protocols include professional medical treatment; quarantine of unwell individuals from the general ship population; and intensified ship cleaning, air filtration, and sanitization procedures.

**This Advisory supersedes all previous versions and will be updated as required**