



FROM THE OFFICE OF
The President

Dear Agent Partner,

American Cruise Lines is dedicated to providing our guests, crew, Travel Advisors, and partners an extraordinary experience in the safest possible environment. Part of that responsibility is to offer guests the flexibility to manage their travel plans, given the rapidly changing situation surrounding COVID-19.

Our new *Cruise with Comfort* program offers this peace of mind. Guests who opt in have the flexibility to cancel their cruise up to 24 hours before the cruise package is scheduled to begin and will receive cruise vouchers equal to 100% of all amounts paid. The program is offered to all new and existing bookings on cruises departing between March 9, 2020 and August 31, 2020. More details can be found [here](#).

Travel Advisor commissions will be fully protected on cruise vouchers issued. This ensures that you are compensated for your efforts during this challenging time.

We are taking these steps proactively, to provide our guests flexibility in managing their bookings and to encourage anyone that is uncomfortable traveling to stay home. After speaking with hundreds of guests directly, I am relieved that the *Cruise with Comfort* program is putting so many minds at ease. The loyalty of our guests, Travel Advisors, and partners during this time has been remarkable and is greatly appreciated by everyone at American Cruise Lines.

We are strong, and the future continues to be bright for American Cruise Lines. In the next 20 months we will introduce three new ships for the Mississippi River, expanding our fleet faster than ever before.

Sincerely,

A handwritten signature in blue ink that reads "Charlie B. Robertson".

Charlie B. Robertson
President & CEO