

OPERATIONAL *Update*

Temporary Pause of Vessel Operations Frequently Asked Questions March 16, 2020

1. Why did Oceania Cruises temporarily pause vessel operations?

With COVID-19 impacting communities around the globe, we have decided after collaboration with federal officials to voluntarily suspend cruise voyages effective immediately (announced at 03:00PM Eastern on Friday, March 13, 2020). This action currently covers voyages with embarkation dates from March 13 to April 11, 2020.

2. Will I still be able to contact Oceania Cruises during this time?

Our corporate offices **remain open** and the entirety of our Sales, Marketing, and Guest Services teams are here to support and assist you in any way we can.

3. What cruises are impacted by the temporary pause of vessel operations?

All voyages through April 11, 2020 will be impacted by the temporary pause of vessel operations. Specifically, the following voyages have been canceled as a result of this action:

Ship	Sail Date	From/To
Insignia	March 15, 2020	Rio de Janeiro to Cape Town
Marina	March 15, 2020	Lima (Callao) to Buenos Aires
Sirena	March 18, 2020	Miami to Miami
Riviera	March 21, 2020	Miami to Miami
Riviera	March 31, 2020	Miami to Tarragona
Sirena	April 01, 2020	Miami to Miami
Marina	April 04, 2020	Buenos Aires to Lisbon
Insignia	April 09, 2020	Cape Town to Fremantle
Sirena	April 11, 2020	Miami to Barcelona

4. If my clients' cruise has been canceled will they receive compensation?

Guests who were scheduled to embark between March 13, 2020, and April 11, 2020, and were still booked at time of voyage cancellation, will be compensated as follows:

- All guests who were scheduled to sail on impacted voyages departing before March 20, 2020, will receive a 150% future cruise credit (FCC).
- All guests who were scheduled to sail on impacted voyages departing after March 20, 2020, will receive 125% future cruise credit (FCC).
- For guests who do not wish to avail themselves of the future cruise credit (FCC), a 100% refund of the fare paid will be reimbursed to the original form of payment within 90 days of the guests' request.

5. If my clients' cruise has been canceled will my commission be protected?

Your commission will be protected on the now canceled voyage regardless of whether your client chooses to take the future cruise credit or refund.

6. If my clients choose the future cruise credit (FCC) how long will they have to use their credit?

All future cruise credits can be redeemed within one year from issue date and can be used for sailings departing on or before December 31, 2022.

7. How do I notify Oceania Cruises whether my clients wish to take the future cruise credit (FCC) or refund?

Guests wishing to take advantage of the 125% or 150% future cruise credit need not take any further action as the credit will automatically be issued in their names. Guests wishing to receive a 100% refund will need to notify Oceania Cruises by Friday, March 27, 2020. **You can contact Oceania Cruises on your clients' behalf at 855-623-2642.**

8. What if my clients canceled their booking prior to the sailing being canceled?

Guests who elected to cancel their individual booking prior to the announcement of the temporary pause of vessel operations will not receive the 125%/150%/100% offer outlined in this FAQ; however, they may be eligible for Oceania Cruises Travelers Assurance Program.

9. What if my clients are currently sailing aboard an Oceania Cruises vessel?

As of March 16, All guests have successfully disembarked *Insignia*, *Nautica*, *Regatta*, and *Riviera*. *Sirena* will conclude its voyage on March 18, in Miami as previously scheduled. *Marina*, originally scheduled to end in Lima (Callao) on March 15, is now making its way to Miami where guests will disembark. More information to come as details are finalized.

10. Are there any other voyages outside the 30 days pause of vessel operations that will be impacted?

Due to ship positioning and other logistics the following voyages outside the 30 day window will also be impacted:

- **Insignia | Fremantle to Sydney | May 13, 2020:** Has been canceled and impacted guests will receive the 125% future cruise credit (FCC) or 100% refund.
- **Insignia | Sydney to Papeete | May 28, 2020:** Has been canceled and impacted guests will receive the 125% future cruise credit (FCC) or 100% refund.
- **Insignia | Papeete to San Francisco | June 16, 2020:** Has been canceled and impacted guests will receive the 125% future cruise credit (FCC) or 100% refund.