



SEABOURN®

## ANNOUNCING UPDATES TO SEABOURN'S *BOOK WITH CONFIDENCE* POLICY

Dear Valued Travel Partner,

Our industry is experiencing a very fluid and dynamic situation with every company, and every individual having to manage the many new challenges and impacts almost on the hour, every hour, 7 days a week. As critical partners I believe it is exceedingly important to listen, respond and take action appropriately and I wish to thank all our travel partners around the world for your very positive outreach, recommendations and continued commitment to Seabourn during this unprecedented time.

We've heard you and we have listened to you, as a result, Seabourn is pleased to share an enhancement to our ***Book with Confidence policy***.

### **SEABOURN *BOOK WITH CONFIDENCE* (updated temporary policy)**

Effective immediately (and rolled back to March 6, 2020) for existing and new bookings made now and for sailings through July 31, 2020, guests will be able to cancel up to **48 hours** prior to sailing and receive a 100% Future Cruise Credit (FCC) of any monies paid to Seabourn and currently within cancellation fees. We are also extending the time for guests to make a new booking using the FCC, changing from the previous 90 days, to book by December 31, 2020 for any published voyage(s) departing prior to December 31, 2021.

### **SEABOURN COMMISSION PROTECTION (updated temporary policy)**

Further to demonstrate our sincere appreciation of the professional skill, knowledge and judgment you bring to our partnership we will continue to **protect commission** on all bookings inside of final payment AND should your clients elect to take advantage of the temporary *Book with Confidence* policy and are receiving a Future Cruise Credit in the full amount of cancellation fees, your earned commission will now be protected on BOTH the existing booking at 100% when inside final payment and the future reservation where the FCC is redeemed also at 100%.

We understand that many of your clients with future Seabourn bookings are quite naturally feeling pressure to make immediate decisions about maintaining or canceling their travel plans. Meanwhile, others are hesitant to make future bookings during the present uncertainty.

Our updated temporary *Book with Confidence* policy is aimed to provide a level of reassurance by offering your clients more flexible booking conditions. We want to assure them that they have time

to continue watching the situation but do not need to cancel right now. And they can book a future voyage with confidence that their non-refundable cancellation fees are not at risk.

Please review full terms and conditions: International travel advisors visit Seabourn's [Travel Advisor Center](#); North America travel advisors visit [GoSeabourn.com](#).

**For bookings with sail dates between August 1, 2020 to October 15, 2020** the initial *Book with Confidence* policy is still valid. Guests will be able to cancel up to 30 days prior to sailing and receive a 100% Future Cruise Credit of any monies paid to Seabourn and currently within cancellation fees.

Cruising remains one of the safest and most attractive vacation options available. As always the health and safety of our guests and onboard teams remains our first priority. You can find the latest Health Travel Advisory information and helpful guidance on the [News page](#) of our website.

Thank you for your past, present and future support and commitment to our partnership. We are all in this together and together we will prevail. Stay well...

With very best regards

Judy Hall CTC  
Business Development Manager





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