



## **TRAVELERS ASSURANCE PROGRAM NO-PENALTY CANCELLATIONS + BEST PRICE GUARANTEE**

Guests and Travel Partners can now have total peace of mind knowing that should they need to cancel, for any reason, they will not lose a dollar. Guests may cancel up to 48 hours prior to their departure and receive a Future Cruise Credit equal to 100% of the cruise fare paid.

Additionally, consumers and travel advisors can book with confidence knowing that up to the day of sailing, should there be another applicable Oceania Cruises public promotion that offers a better value through amenities or price, they may take advantage of that promotional offer and/or price.

### **PROGRAM APPLICABILITY AND CONDITIONS:**

#### **NO-PENALTY CANCELLATIONS**

- Cancel for any reason up to 48 hours prior to departure and receive a Future Cruise Credit equal to 100% of the cruise fare paid
- Valid for all existing reservations for scheduled voyages departing through September 30, 2020
- Valid for all new reservations booked by June 30, 2020, for scheduled voyages departing through September 30, 2020
- Future Cruise Credit is valid for redemption for one year from date of issue for travel departing no later than December 31, 2022

#### **BEST PRICE GUARANTEE**

- Valid for all bookings, sailings, and destinations
- Valid for all Oceania Cruises public, published, pricing and amenity-based promotions
- Promotion or Pricing Adjustment requests are subject to voyage and accommodation category availability at time of request
- Pricing adjustments after final payment date will be in the form of a shipboard credit, future cruise credit, or upgrade, at Oceania Cruises' discretion

## FREQUENTLY ASKED QUESTIONS

### 1) What is Oceania Cruises' Travelers Assurance Program?

Our Travelers Assurance Program is a new temporary policy that seeks to give you and your clients the confidence to plan their Oceania Cruises vacation. It provides assurances in two important ways:

- The Travelers Assurance Program allows new and existing bookings that have paid in full to cancel up to 48 hours from departure date and receive a 100% future cruise credit (FCC)
- Up to the day of sailing if there is an Oceania Cruises promotion offering a better value, price, or amenity on the sail date booked, you and your clients can take advantage of the new offer

### 2) What sailings qualify under the Travelers Assurance Program?

The Travelers Assurance Program applies to all new and existing **bookings made through June 30, 2020, for voyages scheduled to depart through September 30, 2020**. Please note: this program does not apply to bookings canceled prior to March 1, 2020, nor to sailings departed prior to March 10, 2020.

### 3) What is the "departure date" my clients need to cancel 48-hours prior to in order to take advantage of the Travelers Assurance Program?

For Oceania Cruises air inclusive bookings the departure date refers to the date a guest's flight is scheduled to depart. For Oceania Cruises cruise-only bookings the departure date refers to the date a guest is scheduled to embark the vessel.

### 4) If my client cancels their booking will my commission be protected?

Under the Travelers Assurance Program the full commission on the cruise portion of the canceled booking will be protected and paid approximately 30 days prior to sail date.

If a guest forgoes the Travel Assurance Program, and future cruise credit, the commission will revert to the standard policy (commission only paid if booking is under 100% penalty).

### 5) When I rebook my clients on their new cruise will I earn commission?

In addition to the commission earned on the canceled booking, under the Traveler Assurance Program, the 100% future cruise credit is also commissionable when applied to your clients new booking.

**6) If I have a group and the cancellation causes me to fall below the group minimum to earn Tour Conductor Credit(s) or OCAPP Awards, will my credit(s)/awards be protected?**

If a booking or bookings cancel under the Travelers Assurance Program those canceled bookings will continue to count towards your Tour Conductor Credit or OCAPP Award; with the credit either applied towards the cost of a booking or included in your commission payment approximately 30 days prior to the original sailings departure. The canceled booking(s) must qualify under the Travelers Assurance Program and be fully paid.

**7) If my clients decide to cancel how is the value of their future cruise credit (FCC) calculated?**

The future cruise credit will be based on 100% of the cruise fare paid less applicable taxes. Ancillary items will be refunded back to the credit card used for payment with the exception of Oceania Cruises Travel Protection Plan (insurance) if purchased; which will be included in the future cruise credit amount. Also of note: Pre and post hotel and land packages canceled within 60 days from sailing will not be refunded and will instead be added to the total future cruise credit amount.

**8) If my clients cancel under the Travel Assurance Program what items will be refunded?**

In addition to the future cruise credit the following ancillary items purchased through or charged by Oceania Cruises will be refunded to the original credit card used for payment:

- Applicable taxes
- Group and/or private transfers
- Shore excursions and/or shore excursion packages
- Reservations for the Culinary Center, La Reserve and/or Privée
- Visas and/or visa packages
- Air upgrades, custom air fees, and related air differentials
- Oceania Cruises Travel Protection insurance
- Pre and post hotel and land packages (if canceled outside 60 days from sailing)

**9) What happens to the costs associated with any ancillary items purchased independently of Oceania Cruises such as airfare, pre or post hotel stays, travel insurance, etc.?**

For arrangements, products, or services confirmed through independent companies and carriers we recommend that you and your clients contact the travel provider directly for further guidance.

**10) How long will my clients have to redeem their future cruise credit (FCC)?**

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.

**11) What can my clients future cruise credit (FCC) be applied to on their future booking?**

The future cruise credit can be applied to the cruise fare portion of the new booking excluding government fees and taxes, ancillary items, shipboard credits, or other onboard amenities.

**12) What if there is a difference between the future cruise credit (FCC) amount and the fare on the future booking?**

If the cruise fare on the new booking exceeds the amount issued on the future cruise credit your clients will be responsible for the difference. Alternatively, if the cruise fare on the new booking is lower than the amount applied then a new future cruise credit will be issued for the difference for your clients use. The new future cruise credit will retain the original expiration date and must be used on a sailing departing on or before December 31, 2022.

**13) If my client uses their future cruise credit (FCC) and then needs to cancel that future cruise, will they be able to reapply their credit on another booking?**

In the event that a guest needs to cancel their future cruise, outside of penalty, then the future cruise credit would remain valid and may be applied to another cruise as long as it is booked within one year of the original issue date for sailings departing on or before December 31, 2022.

**14) Can my client transfer promotional amenities from their canceled booking to their new booking?**

Guests can take advantage of any publicly available promotion at the time their new booking is made and their future cruise credit is applied. Any promotion on the original and now canceled booking would not be transferable to their new booking.

**15) Is the future cruise credit (FCC) transferable?**

The future cruise credit is issued to the guest(s) electing to cancel their booking under the Travel Assurance Program and is not transferable to any other guest or client.

**16) If my clients have not paid in full can they take advantage of the Travelers Assurance Program?**

The no penalty cancellation is meant for those guests who have paid in full. For bookings outside of final payment, the standard cancellation schedule would apply and can be found in the terms and conditions on our website:

<https://www.oceaniacruises.com/legal/terms-conditions/>

**17) Can my clients elect not to take advantage of the Travelers Assurance Program even if they have paid in full?**

If a guest wishes to cancel and forgo the future cruise credit then the standard cancellation schedule would apply and can be found in the terms and conditions on our website:

<https://www.oceaniacruises.com/legal/terms-conditions/>

**18) Can my clients follow the standard cancellation guidelines and receive a partial refund and a future cruise credit (FCC) for just the penalized amount?**

The Travelers Assurance Program offers a 100% future cruise credit in lieu of Oceania Cruises' standard cancellation schedule. If a guest elects to cancel and receive a partial refund of their cruise fare, in line with the standard cancellation schedule, then no future cruise credit will be issued.

**19) Can one guest in a stateroom choose the Travelers Assurance Program while the second guest elects to abide by the standard cancellation schedule?**

All guests associated with the booking being canceled would need to take the same option – taking advantage of the Traveler Assurance Program or the standard cancellation schedule.

**20) If one guests chooses to take advantage of the Travelers Assurance Program and the second guest wishes to continue on the cruise as scheduled, is that allowed and will the second guest need to pay an additional supplement?**

If the guest, and not the booking, is being canceled then the remaining guests are welcome to continue on the cruise as scheduled with no additional supplement being due.

**21) Does the Travelers Assurance Program change my clients' final payment date?**

Oceania Cruises' deposit and final payment schedule remains unchanged and can be found in the terms and conditions page on our website:

<https://www.oceaniacruises.com/legal/terms-conditions/>

**22) If my client already has a future cruise booked can they apply their new future cruise credit (FCC) to the existing future cruise?**

Often guests have multiple cruises booked at the same time. If a guest elects to cancel one of their upcoming cruises under the Travelers Assurance Program they can apply their future cruise credit to either a new or existing booking provided that final payment has not been made on that future new or existing booking.

**23) If my clients decide to cancel how do I let Oceania Cruises know that they are taking advantage of the Travelers Assurance Program?**

If a guest elects to cancel their paid in full booking simply notify us at time of cancellation that they would like to take advantage of the no penalty cancellation and a future cruise credit will be issued to each guest. Cancellations under the Travelers Assurance Program must be done directly with Oceania Cruises by calling 855-623-2642. Cancellations completed online will default to the standard cancellation schedule.

**24) How much does the Travelers Assurance Program cost and how do I enroll my clients?**

Guests booked on or before June 30, 2020, for voyages departing through September 30, 2020, automatically have access to the Travelers Assurance Program at no additional cost.