

**Temporary Pause of Vessel Operations
Frequently Asked Questions
March 30, 2020**

1. Why did Oceania Cruises temporarily pause vessel operations?

With COVID-19 impacting communities around the globe, we decided after collaboration with federal officials to voluntarily suspend cruise voyages. This action initially covered voyages with embarkation through April 11, 2020. As of March 30, 2020, this action now covers voyages with embarkation through May 10, 2020.

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

Yes! We have instituted a company-wide work from home initiative yet are working as normal. The Sales, Marketing, and Guest Services teams are here to support and assist you in any way we can. Please note a temporary change in operating hours:

Reservations

Monday to Friday | 9:00 a.m. – 7:00 p.m. ET

Documentation, Group Services, Special Services & Visa Administration

Monday to Friday | 9:00 a.m. – 6:00 p.m. ET

Sales Resource Center

Monday to Friday | 9:00 a.m. – 5:00 p.m. ET

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

Guests who were scheduled to embark between March 13, 2020, and May 10, 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 future cruise credit equal to 100% of the cruise fare of their now canceled booking. Additionally, guests will also receive an additional 50% future cruise credit. In total these two future cruise credits will equal 150%.
- All guests who were scheduled to sail on impacted voyages departing after March 20, 2020, will receive a future cruise credit equal to 100% of the cruise fare of their now canceled booking. Additionally, guests will also receive an additional 25% future cruise credit. In total these two future cruise credits will equal 125%.
- For guests who do not wish to avail themselves of the future cruise credits, a 100% refund of the fare paid will be reimbursed to the original form of payment within 90 days of the guests' request.

4. 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.

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5. **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. Guests can apply multiple future cruise credits to a booking.
6. **Is there a limit to how many future cruise credits (FCC) can be applied to one booking?** Guests are welcome to apply multiple future cruise credits to a booking.
7. **What if there is a difference between the amount(s) of future cruise credit(s) and the fare on the future booking?**
If the cruise fare on the new booking exceeds the amount issued on the future cruise credit(s) 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.
8. **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.
9. **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.
10. **If my clients choose the future cruise credit (FCC) will I earn commission on the new booking when redeemed?**
We value the work it will take to encourage and book your clients on a future voyage using their FCC. Therefore, in addition to the earned commission on the now canceled voyage Oceania Cruises will also pay commission on the 100% future cruise credit applied to the new booking. The additional future cruise credit issued at 25% or 50% remains non-commissionable as it exceeds the original cruise fare.
Note: invoices for the new booking may not initially show the full commission on the 100% future cruise credit. We expect to have the system updated by June 2020.
11. **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 credits need not take any further action as the credits will automatically be issued in their names. Guests wishing to receive a 100% refund will need to notify Oceania Cruises by **Wednesday, April 15, 2020**. You can contact Oceania Cruises on your clients' behalf at 855-623-2642 or by following the link and submitting the form online: [Request Refund](#)
12. **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.

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

All voyages through May 10, 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 |
|----------|----------------|-------------------------------|
| Riviera | March 11, 2020 | Miami to Miami |
| Regatta | March 15, 2020 | Papeete to Papeete |
| 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 |
| Regatta | March 25, 2020 | Papeete to Papeete |
| Riviera | March 31, 2020 | Miami to Tarragona |
| Sirena | April 1, 2020 | Miami to Miami |
| Marina | April 4, 2020 | Buenos Aires to Lisbon |
| Regatta | April 4, 2020 | Papeete to Papeete |
| Insignia | April 9, 2020 | Cape Town to Fremantle |
| Sirena | April 11, 2020 | Miami to Barcelona |
| Regatta | April 14, 2020 | Papeete to San Francisco |
| Riviera | April 19, 2020 | Monte Carlo to Barcelona |
| Sirena | April 25, 2020 | Barcelona to Athens |
| Riviera | April 29, 2020 | Barcelona to Athens |
| Marina | May 1, 2020 | Lisbon to Barcelona |
| Regatta | May 2, 2020 | San Francisco to Vancouver |
| Sirena | May 5, 2020 | Athens to Athens |
| Riviera | May 9, 2020 | Athens to Athens |