

CRYSTAL CONFIDENCE

BOOK WITH PEACE OF MIND
travel assurance for new & existing bookings



UPDATED: CRYSTAL CONFIDENCE POLICIES EFFECTIVE JUNE 8, 2020

OCEAN | RIVER | YACHT

As with every aspect of the Crystal Experience, we want to ensure your total peace of mind when making travel plans with us. **Effective June 8, 2020** we are updating our reduced deposit, final payment and cancellation policies to provide more flexibility for our guests who book by **July 31, 2020**. These adjustments may continue to evolve as more information becomes available.

Thank you for choosing Crystal. As always, we remain at your service.

The All-Inclusive CRYSTAL EXPERIENCE®

INCLUDES

- ♦ **2-FOR-1 FARES** including **BOOK NOW SAVINGS**
- ♦ **OPEN BARS & LOUNGES** with complimentary fine wines, champagnes, spirits & specialty coffees
- ♦ **MICHELIN-INSPIRED CUISINE** in up to 11 dining venues plus 24-hour in-suite dining
- ♦ **SPECIALTY DINING** aboard all ships, including Umi Uma® by Chef Nobu on Ocean & Expedition
- ♦ **ENRICHMENT PROGRAMS**
- ♦ **NIGHTLY ENTERTAINMENT**
- ♦ **COMPLIMENTARY, UNLIMITED WI-FI**
- ♦ **PRE-PAID GRATUITIES**



OCEAN



RIVER



YACHT

REDUCED DEPOSITS FOR 2020 VOYAGES

CRYSTAL CRUISES

Effective June 8, 2020, the reduced deposit is \$100 per guest for new Ocean voyages, regardless of length.

CRYSTAL RIVER & YACHT CRUISES

The reduced deposit is \$500 per guest for new River and Yacht voyages.

FINAL PAYMENT POLICY FOR 2020 BOOKINGS

CRYSTAL CRUISES

Effective June 8, 2020, Final Payment for existing and new Ocean bookings is 60 days prior to first service for voyages regardless of length.

CRYSTAL RIVER & YACHT CRUISES

Final Payment is 120 days prior to first service for new River and Yacht bookings regardless of voyage duration.

CANCELLATION POLICY FOR 2020 BOOKINGS

Effective June 8, 2020 and until further notice, Crystal has established a temporary cancellation policy to provide more flexibility for our guests traveling aboard our Ocean, River and Yacht experiences:

- ◆ Cancel up to 7 days prior to first service and receive a 100% Future Cruise Credit (FCC) for cruise monies paid
- ◆ Applicable to all bookings made on Ocean, River and Yacht
- ◆ Future Cruise Credit (FCC) is redeemable on cruises through the end of 2023

CANCELLATION SCHEDULE

Days Shown are Before First Service

| | Ocean | Yacht | River |
|---|------------|-------------|-------------|
| Refund of Monies Paid <i>Less Admin Fee</i> | +61 Days | +121 Days | +121 Days |
| Admin Fee Schedule | \$100 | \$500 | \$500 |
| 25% FCC / 75% Refund | 60-31 Days | 120-31 Days | 120-31 Days |
| 100% FCC / No Refund | 30-8 Days | 30-8 Days | 30-8 Days |
| No FCC / No Refund | <= 7 Days | <= 7 Days | <= 7 Days |



CRYSTAL®

Standard cancellation penalties will apply to insurance and Personal Select Air. Pre- and post-cruise packages will mirror the updated temporary cancellation penalties. Port charges, taxes, and fees paid will be refunded to the original form of payment. Future Cruise Credit may be applied to new bookings or existing bookings that have not been paid in full. Future Cruise Credit may not be used for initial deposit or split over multiple bookings and there is no refund value. Future Cruise Credit must be applied by 12/31/2020 to a booking departing by the end of 2023. Future Cruise Credit may be applied to guests' profile within 30 days. Program's cancellation, reduced deposit and final payment policies do not apply to charters or contracted groups. These temporary policies may change occasionally as conditions and events evolve. SA200222_C