



# CRUISE WITH CONFIDENCE OUR NEW CANCELLATION POLICY

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## FREQUENTLY ASKED QUESTIONS

### 1. What precautions have been implemented to prevent the spread of the Coronavirus while onboard?

**At Silversea, our top priority is the comfort, safety and well-being of our guests and crew.** We have implemented a response plan based on the latest information from the World Health Organization and other leading public-health authorities.

**First, we have enhanced sanitation protocols across our entire fleet.** Our wonderful crew is Silversea's most important asset. They are going that extra mile to enforce deep-cleaning protocols around the ships. That includes strong antiviral cleaners to sanitize exposed surfaces, as well as in-depth protocols to regularly clean public and crew areas, service areas and equipment.

**Secondly, we have initiated protocols to ensure that we only board healthy guests and crew.** We start with a [daily call](#) with Silversea leadership and various professionals to review the latest data on Covid-19 from reliable sources worldwide.

- Our medical and security teams work with us to review all data from official sources, travel advisories and port information.
- We review the number of active cases in each region and monitor the trend in each country or location.
- After this analysis, we determine the list of countries considered at heightened risk for Covid-19. We communicate this information to our ships and staff, and post it on our Silversea website.

Health authorities generally estimate that the incubation period for Covid-19 is between 7 and 14 days. Accordingly, we now require all passengers, crew and technicians joining a Silversea ship to share their travel history in the 15 days prior to boarding. If they have traveled to, from or through any area considered at risk for Covid-19 spread, they are denied boarding.

All crew and guest technicians boarding a Silversea ship will undergo enhanced health screening including temperature checks. This includes determining whether they have been in close contact with, or cared for, any sick person. As a precaution, anyone suspected of exposure to Covid-19 will be denied boarding. All health protocols will be enforced regardless of nationality or country of origin.

In addition, Silversea has cancelled all non-compulsory visitors, scheduled sales events and lunches until further notice.

### 2. What is "Cruise with Confidence"

Cruise with Confidence is the new cancellation policy offered by Silversea together with the Royal Caribbean Cruises Ltd. group in addition to the existing relaxed cancellation for all bookings after June 1st.

### 3. What are my options if I want to cancel a cruise?

#### FOR SAILINGS DEPARTING FROM TODAY UNTIL MAY 31ST 2020 (Existing and future bookings).

- Guests are able to cancel their booking up to 2 days prior to departure and receive a Future Cruise Credit for the cruise-only portion of the booking. The Future Cruise Credit amount will exclude any amounts paid for air fees, air upgrades, deviation fees, pre, post and overland tours, transfers, hotels and insurance.
- If they cancel in the last 48 hours before sailing, penalty will be 100% of the booking.

#### FOR SAILINGS DEPARTING BETWEEN JUNE 1ST AND JULY 31ST 2020 (Existing and future bookings).

- If they cancel up until 30 days prior to sailing date they will receive a 100% cash refund\* (see below cash\* refund for details)
- The refund amount will exclude any amounts paid for air fees, air upgrades, deviation fees, pre, post and overland tours, transfers, hotels and insurance.
- If they cancel between 29 days and 48 hours prior to sailing they will receive a 100% Future Cruise Credit for the cruise portion of the booking (no refunds). The Future Cruise Credit amount will exclude any amounts paid for air upgrades, deviation fees, pre, post and overland tours, transfers and hotels.
- If they cancel in the last 48 hours before sailing, penalty will be 100% of the booking.
- Cancellations are subject to a \$200 (£130; AUD \$250; CAD \$250; €180) administrative fee.

#### FOR SAILINGS DEPARTING BETWEEN JULY 31ST UNTIL DEC 31ST 2020 (Existing and future bookings).

- Guests are able to cancel their booking up to 30 days prior to departure and receive 100% cash refund\* of the monies paid to Silversea.
- If they cancel inside of the last 30 days before sailing, penalty will be 100% of the booking.
- Cancellations are be subject to a \$200 (£130; AUD \$250; CAD \$250; €180) administrative fee.

*\*Cash refund means original amount paid in the original currency refunded to the original method of payment.*

**There are no changes to the payment terms, as per the standard terms and conditions. The above applies to all FIT bookings, including reduced rates and net fares.**

**Silversea always reserves the right to update, make exceptions, correct any errors or omissions, or cancel this Amendment at any time, without notice or liability in its sole discretion.**

Please refer to the visual chart on the following page with Cancellation Policy

## CANCELLATION POLICY

DEPARTURE DATE	DAYS TO DEPARTURE		
	up to 30 ▼	29 - 2 ▼	2 - 0 ▼
March	Future Cruise Credit	Future Cruise Credit	Penalty Applies
April	Future Cruise Credit	Future Cruise Credit	Penalty Applies
May	Future Cruise Credit	Future Cruise Credit	Penalty Applies
June	Cash Refund	Future Cruise Credit	Penalty Applies
July	Cash Refund	Future Cruise Credit	Penalty Applies
August	Cash Refund	Penalty Applies	Penalty Applies
September	Cash Refund	Penalty Applies	Penalty Applies
October	Cash Refund	Penalty Applies	Penalty Applies
November	Cash Refund	Penalty Applies	Penalty Applies
December	Cash Refund	Penalty Applies	Penalty Applies

#### **4. How long will my client have to redeem his/her Future Cruise Credit?**

All Future Cruise Credits must be used on sailings within 2 years of the date of issuance.

#### **5. What are the Terms and Conditions of a Future Cruise Credit (FCC)**

- FCC has 2 year validity from the issuing date.
- FCC will be issued in the amount of the cruise fare less the cost of insurance and any penalties assessed by hotels and airlines; FCC cannot be applied towards land programs, hotels, air and other non-cruise component of the future booking.
- Once FCC is granted, payments for hotels and air will be refunded net of any penalties assessed by the suppliers.
- Trade Commission are protected on the original booking where the FCC amounts to 100% of the cruise fare. For bookings that are canceled where FCC for 15%-50%-75% are issued no commission will be paid.
- The Cruise Credit has no cash value and may only be applied towards (1) future cruise booking: once applied the Cruise Credit will be rendered null & void with no residual amount available.
- The Cruise Credit may only be used by the guest/s named on the Certificate to book a Silversea cruise. No booking will be honored if the guest to whom the Cruise Credit is issued to is not included in the booking.
- The Cruise Credit can only be redeemed against a new booking, and cannot be used to pay the deposit or applied to a past booking or a booking that has been paid in full.

#### **6. Will Travel Partner commission be protected for guests who choose to cancel their reservation?**

Yes, with the revised Cruise with Confidence policy, travel partner commissions will now be protected on both the cancelled booking, as well as the future reservation where the correlating FCC is applied. Please note that commission protection will only occur on cancelled reservations that are paid in full, fall within the final payment window, and where guests have opted to take advantage of the FCC option. If a guest misses the cancellation deadline of 48-hours prior to vacation start date and requests a late cancellation, full penalties will be assessed, and commission will be protected.

- All commissions already paid on any cruise sailing between 9th March 2020 and 31st Jul 2020 will not be recalled.
- The Future Cruise Credit issued within "Cruise with Confidence" programme, differently from SSC standard policy on FCC, will NOT reduce the commission on the new booking.

## 7. What is the process for cancelling or re-accommodating my clients?

Should your guests be interested in cancelling and opting for a Future Cruise Credit, please contact your local Trade Support & Service teams for assistance, please do so at:

Asia:	+ 61 2 9255 0600
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Australia/New Zealand:	+ 1300-306-872
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Europe:	+ 377-9770-2424
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Latin America:	+ 954-713-3951
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United Kingdom/Ireland:	+ 0844-770-9030 or Resuk@silversea.com
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United States & Canada:	+ 1800-722-9955
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We appreciate your patience as call volume may be higher than normal.

## 8. What happens if there's a difference in cruise fare between the Future Cruise Credit issued for my client's cancelation and what they would like to book next?

If the cruise fare on their new booking exceeds the Future Cruise Credit's value, your client will be responsible for the difference. Alternatively, if the new cruise fare is lower than the Future Cruise Credit's value, a new Future Cruise Credit will be issued for the balance, opening yet another great opportunity to cruise with us again!

## 9. Will my client's air change fees be protected?

Any guest who has secured air accommodations through Silversea's air program and now wishes to alter their plans can do so with confidence as we will handle all accommodations and fee protection. For flight arrangements confirmed through independent carriers, it's recommended that you and/or your clients contact the travel provider directly for further guidance.

## 10. Do standard Final Payment timelines still apply?

Yes, full payment is still required at 120 days-to-sailing.

## 11. Do these same cancellations apply if I booked through a Tour Operator?

If you reserved your Silversea cruise as part of a holiday package with a third party tour operator, please contact the tour operator to review their cancellation policies.

As of March 9, 2020.