

# FREQUENTLY ASKED QUESTIONS

## VOYAGE SUSPENSION

Regent Seven Seas Cruises®, along with our sister brands Oceania Cruises® and Norwegian Cruise Line®, has agreed to voluntarily suspend operations for cruises embarking through September 30, 2020, as well as all 2020 Canada & New England cruises.

### **Q) Which cruises are included in the suspension?**

A) Active reservations on these canceled sailings as of March 13, 2020:

*Seven Seas Splendor*™ — March 14, April 1  
*Seven Seas Explorer*® — March 12, March 24, April 3  
*Seven Seas Mariner*® — March 19, April 8, April 29  
*Seven Seas Navigator*® — March 13, March 28, April 7

A) Active reservations on these canceled sailings as of March 30, 2020:

*Seven Seas Splendor*™ — April 16, April 30  
*Seven Seas Explorer*® — April 17, April 27, May 4  
*Seven Seas Voyager*® — April 16  
*Seven Seas Navigator*® — April 25

A) Active reservations on these canceled sailings as of April 10, 2020:

*Seven Seas Splendor*™ — May 12  
*Seven Seas Voyager*® — May 11  
*Seven Seas Navigator*® — May 11

A) Active reservations on these canceled sailings as of April 24, 2020:

*Seven Seas Splendor*™ — May 21, May 28, June 4, June 16, June 26  
*Seven Seas Explorer*® — May 18, May 30, June 11, June 23, June 30  
*Seven Seas Voyager*® — May 23, June 4, June 14, June 24  
*Seven Seas Mariner*® — May 17, June 4, June 17, June 24  
*Seven Seas Navigator*® — May 22, June 5, June 15, June 30

A) Active reservations on these canceled sailings as of May 20, 2020:

*Seven Seas Splendor*™ — July 6, July 13, July 23  
*Seven Seas Explorer*® — July 10, July 17  
*Seven Seas Voyager*® — July 6, July 16, July 28  
*Seven Seas Mariner*® — July 1, July 8, July 15, July 22, July 29  
*Seven Seas Navigator*® — July 14, July 28

A) Active reservations on these canceled sailings as of June 16, 2020:

*Seven Seas Splendor™* – August 4, August 18, August 30, September 14, September 24

*Seven Seas Explorer®* – August 4, August 16, August 28, September 9, September 21

*Seven Seas Voyager®* – August 4, August 14, August 21, September 2, September 9, September 16, September 30

*Seven Seas Mariner®* – August 5, August 12, August 19, August 26, September 2, September 9, September 16, September 23

*Seven Seas Navigator®* – August 17, September 11, September 26, October 8, October 18

### **Q) What is the compensation?**

A) Guests who have paid in full will receive 100% Future Cruise Credit plus a Bonus 25% Future Cruise Credit, or 100% refund. The default compensation will be the Future Cruise Credits. Guests with bookings that are not paid in full will receive a 100% Refund for amounts paid for voyages canceled with the June 16<sup>th</sup> suspension.

### **Q) How long do guests have to request refunds?**

A) Refund request deadlines for canceled voyages are below:

Voyages canceled on March 13 and March 30 — refund request deadline was April 13, 2020.

Voyages canceled on April 10 — refund request deadline was April 29, 2020.

Voyages canceled on April 24 — refund request deadline was May 8, 2020.

Voyages canceled on May 20 — refund request deadline was June 3, 2020.

Voyages canceled on June 16 — refund request deadline is June 30, 2020

### **Q) When will they receive the refund?**

A) Refunds, if chosen, will be processed back in the same form of payment received within 90 days of completing the request form online for paid in full bookings. Non paid-in-full bookings with the June 16<sup>th</sup> suspensions will be automatically refunded within 90 days of the cancellation.

### **Q) Have we shut down?**

A) No, we have extended our voluntary temporary suspension of voyages embarking through September 30, 2020, as well as all 2020 Canada & New England voyages.

### **Q) Have we had an infected guest?**

A) No, we have not had any confirmed COVID-19 cases, thanks to our preventative measures and the tremendous job of the team on board.

### **Q) What if clients canceled prior to this suspension?**

A) Guests that chose to cancel their voyage prior to March 13/March 30/April 10/April 24/May 20/June 16 are subject to the terms communicated at the time of cancellation and are not eligible for this refund or enhanced Future Cruise Credits. Only those guests with active bookings on March 13/March 30/April 10/April 24/May 20/June 16 for those respective voyages are eligible for these enhanced Future Cruise Credits/Refund options because they did not choose to cancel their reservations; they were forced to cancel and accordingly that is why the compensation is different. We are not applying the new terms retroactively.

**Q) Is commission protected?**

A) Yes, commissions are protected on the bookings canceled due to the suspension of operations and on the 100% Future Cruise Credit provided. Bonus 25% Future Cruise Credits are non-commissionable and only applicable against cruise and inclusive air. For example, for guests who take advantage of the 100% Future Cruise Credit and Bonus 25% Future Cruise Credit, our partners will receive their standard commission on the bookings canceled by the temporary suspension of operations and on the 100% portion of the Future Cruise Credit, but the bonus 25% would not be commissionable. Commission is capped at once for the original cancellation and once when the FCC is applied for the same clients.

**Q) How long are the Future Cruise Credits good for?**

A) Future Cruise Credits will be good for one year and can be applied to all 2020-2022 sailings.

**Q) Can Future Cruise Credits be applied to multiple reservations?**

A) Yes, Future Cruise Credits can be applied to multiple reservations.

**Q) Can we split the compensation for these canceled voyages and get a 100% Future Cruise Credit and Bonus 25% Future Cruise Credit for one guest on the reservation, and a 100% refund for the other guest on the same reservation?**

A) No. All guests in the reservation must choose the same refund option. For bookings paid in full, guests can choose the 100% Future Cruise Credit PLUS Bonus 25% Future Cruise Credit, or 100% Refund. For bookings that are not paid in full, guests will receive a 100% Refund.