

FREQUENTLY ASKED QUESTIONS

VOYAGE SUSPENSION

Q) Which cruises have been suspended?

A) Regent Seven Seas Cruises® has agreed to voluntarily suspend operations for cruises embarking through December 31, 2020. In addition, we have suspended our Full 2021 World Cruise, along with voyages departing through April 2021 aboard *Seven Seas Mariner*®, the January 5, 2021 voyage aboard *Seven Seas Voyager*®, and the January 6, January 21 and February 4, 2021 voyages aboard *Seven Seas Explorer*®.

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 November 2 and November 9 suspensions.

Q) How long do guests have to request refunds?

A) For voyages suspended on November 2, refunds must be requested by November 16. For voyages suspended on November 9, refunds must be requested by November 23. Bookings that have not yet been paid in full will be automatically refunded within 60 days.

Q) When will guests receive the refund?

A) Refunds, if chosen, will be processed back in the same form of payment received within 60 days of completing the request form online for paid in full bookings. Non paid-in-full bookings will be automatically refunded within 60 days of the cancellation.

Q) If guests already received an FCC from a suspended voyage and applied it towards another voyage that has now been suspended, can they receive a refund?

A) No; once FCC's are chosen, that path will continue. Any additional payments on the booking will be refunded.

Q) What if guests canceled prior to this suspension?

A) Guests that chose to cancel their voyage prior to our announcement of suspensions 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 paid-in-full bookings at the time of suspension 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) How long are the Future Cruise Credits good for?

A) Future Cruise Credits will be valid for one year and can be applied to any voyage departing through December 31, 2022.

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

A) No, Future Cruise Credits earned off one booking may only be applied against another singular booking.

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.