



## CRUISE WITH CONFIDENCE CANCELLATION PROGRAMME

### F.A.Q.

Updated 24 March 2021

## PART I: VOYAGES CANCELLED OR MODIFIED BY SILVERSEA

### 1. Why did Silversea decide to suspend all cruises globally?

The health, safety and well-being of our guests and crew is our highest priority, always. As a result, Silversea has embraced Royal Caribbean Cruises Ltd.'s initiative to temporarily suspend our cruise operations globally until it is safe for all of us to sail again.

Learn more about the resumption of our itineraries [here](#)

### 2. How are guests being notified if they are impacted by cruise cancellations?

Guests impacted by cruise cancellations, as well as their respective travel advisors, are notified via email and will be for future cancellations. The email will be deployed to the valid email address(es) in the reservation.

### 3. What is the guest's compensation for the recently suspended cruises?

Guests will receive UP TO 110% Future Cruise Credit (FCC). This is of incredible value to your clients and an opportunity to enhance their future cruise by choosing a longer itinerary or upgrading their stateroom category.

If guests decide to forego the FCC and the corresponding UP TO 10% additional benefit that Silversea is providing as part of the FCC, a cash refund option is also available.

If guests booked Net Rates, then they will receive a 100% FCC. This applies for voyages cancelled in July 2020 forward.

This compensation policy does not apply to Charter & Incentive rates. In case clients booked via a Tour Operator, they will have to first check with their policy.

### 4. If I cancelled before to the global cruise suspension, am I still eligible for this policy?

Unfortunately no. Guests who continued sailing now have no choice since their sailings have been cancelled as a result of our recent cruise suspensions, therefore those guests are receiving a difference compensation offer.

## **5. How long will it take to process the FCC?**

Upon cancellation of the voyage, Silversea will notify both guests and travel advisors about the cancellation and next steps via email. The FCC will be emailed separately and by default within 15 days of the cancellation notification to all bookings cancelled, except when we offer a Voyage to Voyage alternative, in which case the guest or the travel advisor is asked to confirm to Silversea the option selected.

In the case of trade guests, Silversea will email the FCC to the travel advisor only, and not to the guest (we will use the email address(es) of the travel advisor in the reservation). In the case of direct guests, the guest will receive the FCC via email directly.

This process offers a wonderful opportunity for our travel advisors to reach out to their clients who had cancelled voyage, to start planning their next voyage.

## **6. If my client's cruise was cancelled by Silversea, can guests request a cash refund over a Future Cruise Credit?**

If a full refund is preferred, we can process this for your client. It is worth reminding them that the selection of an FCC provides UP TO 10% higher value at 110% and also allows your client plenty of time to decide on their future travel plans. FCC redemption is valid to make a booking for 24 months from the date of issue, and it can be used on any published voyage commencing no later than one year after FCC expiry date.

## **7. If my client's cruise was cancelled by Silversea, will flights, air change fees and hotel, transfer, land programs (pre/mid/post), and tour fees be refunded?**

Yes, only if booked via Silversea and only pre-paid or Concierge tour fees will be refunded.

We will not refund or provide an FCC for any of these elements where they have been booked independently, whether by the travel advisor or the guest directly with third party suppliers. If they have been purchased independently, please check cancellation terms directly with the airlines.

## **8. Will guests get a refund for their booking if they are denied boarding?**

In the circumstance that guests are unable to meet the cruise due to the reasons outlined below, Silversea will offer the option of an FCC or a cash refund, with the exception of when a guest lacks the proper documentation to board the cruise, then neither the FCC or cash refund will be offered.

## **9. What are the reasons guests can be denied boarding?**

Under this policy, guests may be unable to meet the cruise or denied boarding for the following reasons:

- a. If guest or part of travelling party test positive to Covid-19 in the 28 days prior to

- sailing;
- b. If guests show signs of Covid-19 symptoms including common cold symptoms such as mild fever, coughing, sneezing etc. as assessed by the Silversea medical team;
  - c. If guest is departing from or transiting through a Covid-19 Red Zone prior to boarding;
  - d. Lack of proper documentation such as passport or required visas. The terms of this policy are not available to guests unable to meet the cruise for this reason, and no credit or refund will be offered to these passengers; in addition,

**For Australian and New Zealand markets:** If Government mandated travel restrictions such as a hard border that prevents the guest from leaving their home port or from arriving to the embarkation port, prevent the guest from travelling within 28 days of sailing, or if the guest is subject to a Government mandated paid hotel quarantine on return from the cruise;

Silversea reserves the right to deny boarding to guests for any other reason, at its sole discretion.

**COVID-19 Protection:** Should you or a **member of your travelling party** test positive within 30 days prior to the cruise, at the boarding terminal, or during the cruise, or if you are unable to meet your cruise or are denied boarding due to government mandated travel restrictions within 28 days prior to the cruise, or if you are subject to mandated hotel quarantine upon your return home, you will receive 100% Future Cruise Credit or 100% refund for the total booking amount.

**10. In the case guests are denied boarding, will Silversea offer assistance to get them home, such as assistance with booking flights as well as financial assistance to pay for those flights?**

For Silversea, the health and safety of our guests and crew is our top priority. As such, Silversea will evaluate each case individually. Silversea will do as much as it can to help guests book their return flights to get home safely.

If guests booked their air travel with Silversea, then Silversea will make all the air arrangements to get them home safely at no additional cost to the guest.

If guests did not book their air travel with Silversea, then guests will be asked to first try and change their active return ticket. Silversea will compensate for change fees, however Silversea will not compensate for air differential fees.

If guests are denied boarding for reasons not Covid-19 related, regardless of how guests booked their air, guests will have to make arrangements on their own for their return flight, including any fees incurred if air/sea.

**11. How long will my client have to redeem their FCC?**

All FCC s must be redeemed, that is used towards a cruise booking, within 24 months of issuance date printed on the FCC. They can be used on any published voyage at the time of booking.

## 12. How is the FCC calculated?

FCCs will be issued in the amount of the booking value paid at the moment of the cancellation. With "booking value" we refer to the cruise fare plus any other 3<sup>rd</sup> party items (air upgrades, deviations, transfers, insurance, hotel, land tours and pre and post and tours) purchased by Silversea.

## 13. My client simply wishes to change the ship and sail date. Is this an option?

We are excited that your client is ready to secure a new ship and sailing date. For an elevated offer, encourage them to take advantage of the 110% FCC. To do this we are required to cancel the reservation and issue an FCC. Thereafter simply rebook your clients on the desired future ship and sail date, deposit the booking to hold the reservation and apply the FCC once received.

## 14. Can I change my mind at any point in time and switch from FCC to Cash Refund?

In case guests opt for an FCC for cancellations of voyages sailing after 1 December 2020, they can switch it to a cash refund up until 30 June 2021. Should this happen, commission will be protected if the booking was paid in full. However if guests opt for an FCC for voyages cancelled by Silversea, and they apply it to a new booking, at this point they will not be able to change it back again to a cash refund.

Alternatively, if guests opt for a cash refund and then change their minds, they will have the chance to turn it into an FCC any time before the refund is processed (we will do our best to process the refund within 45 days from the request, however, in some instances, it may take up to 90 days).

## 15. What are the full Terms and Conditions of a Future Cruise Credit (FCC)?

FCC has **2 years of validity** from the issuing date. Any booking made using the FCC must be made prior to the expiry date above and the voyage must commence no later than one year after the expiry date. The FCC has no cash value and will be forfeited if not used prior to the expiration date.

**FCC will be issued in the amount of the booking value paid.** Booking value refers to the cruise fare plus any other item purchased via Silversea such as air upgrades, deviations, transfers, insurance, hotel, land tours, pre, post and tours. The FCC issued will be net of any penalties imposed to Silversea by these suppliers.

Cruises cancelled by Silversea: The FCC is computed on what has been paid on the day the cancellation is communicated by Silversea; NO additional payment will be accepted on cruises that Silversea has already announced to be cancelled.

The FCC can be applied towards land programs, hotels, air and other non-cruise components of the new booking, excluding Insurance. Ad hoc exceptions can be evaluated by Silversea.

For Net Rates, the FCC will be issued at 100% of what was paid.

The FCC can be moved voyage to voyage towards any other 2021 voyage.

If the value of this certificate is applied to a cruise fare of less than its assigned value, a new FCC for the remainder of the certificate's value will be issued subject to the same terms and conditions as stated herein. Once applied toward future cruise(s), the FCC will be rendered null and void.

The FCC will be honored in the name(s) of the Guest(s) included on the FCC, or as a one-time exception the FCC can be transferred with a notarized letter from the FCC holder, naming the friend(s)/relative(s) the Credit is being transferred to.

The FCC cannot be used for a past booking, partially paid existing bookings or a booking that has been paid in full. It must be used for new bookings only.

If guests have an FCC that was applied to the cancelled booking, this FCC will be reinstated with the previous amount used with the original expiration date, or extend the expiration date to 31 December 2021, whichever is further out. Once re-activated, it can be combined with the Cruise with Confidence FCC on the new booking. Commissions will only be protected on the originally cancelled voyage and the FCCs will not reduce the commission on the new voyage.

In case guests opt for an FCC, for cancellations of voyages sailing after 1 December 2020, they can switch it to a cash refund up until 30 June 2021. Should this happen, commission would be protected if the booking was paid in full.

FCC can be combined with current promotions, meaning the FCC can be applied towards a booking with a promotional pricing.

## **16. What are the full Terms and Conditions in the case of a Cash Refund?**

The refund of the booking cruise fare and **3rd party items purchased via Silversea**, such as air upgrades, deviations, transfers, insurance, hotel, land programs (pre/mid/post) and tours (only prepaid or concierge).

Silversea will not provide an FCC or Cash Refund on any independent Air, Hotel, Transfer, Tour or other arrangements booked independently either by a travel advisor or the guest directly with third party suppliers.

The cash refund of the booking to be credited to the original method of payment could take up to 90 days but will typically be received within 30 to 45 days of guest's request, due to exceptional workload Silversea is facing.

Unless the refund has already been processed, clients can change their mind and ask for the FCC at any time.

**About insurance (Only applicable in the US):** AON and Allianz insurance policies are now fully refundable if Silversea cancels the voyage and the guests' active booking is therefore cancelled due to our cruise cancellation.

#### **17. Why does it take so long to process the cash refund?**

Covid-19 has created an unprecedented situation and significant operational disruptions for Silversea and for all of us working in the travel industry. We have had to make massive adjustments to our operations affecting our teams and our normal service levels. We are faced with unprecedented work from home scenarios, and in some cases staff shortages.

We hope your clients will understand that we are doing our best to handle a situation that was out of our control.

#### **18. Will Travel Partner commission be protected in the case of cruises cancelled by Silversea?**

Commissions are protected on the original cancelled booking if paid in full, whether the client selects an FCC or a cash refund. Commission protection in the case of cash refunds applies retroactively to all cruises cancelled by Silversea.

To qualify for such protection, bookings need to be paid in full within the day Silversea notifies about the cancellation; NO additional payment will be accepted for cruises already announced as cancelled.

The FCC issued for these cancellations will NOT reduce the commission on the new booking.

This "protected" commission will NOT count against commission override for 2020 sailing year.

If clients cancelled their cruise before Silversea announced the cruise cancellation, then this protection does not apply.

In the case guests combine an FCC from prior to March 2020, with an FCC from a voyage cancelled by Silversea, then commissions will only be protected on the voyage cancelled by Silversea and the FCCs will not reduce the commission on the new voyage.

In case guests cancel a cruise and get the FCC, then apply the FCC on another voyage which also gets cancelled later on, commissions on this second booking are not protected; the commission will be protected on the original booking, paid with new monies. The FCC will get back to the client and commission will be paid once this FCC is reapplied towards another voyage.

Silversea will protect commissions in the event that Silversea proactively cancels a cruise in which the client has paid without the use of an FCC. Should an FCC be accepted for that cancelled booking, the new reservation which is made using that FCC will also be commissionable once it sails, inclusive of the FCC value.

## 19. Do Venetian Society (VS) Members accumulate VS days on the cancelled voyage?

Yes, on voyages cancelled by Silversea due to Covid-19 circumstances, from 1 March 2020 onwards, VS members will accumulate VS days on the cancelled voyage as well as on the new voyage, when they select an FCC instead of a cash refund. The guest will accumulate VS days of the original cancelled booking and ones associated with the new booking. If subsequent cruises booked using the FCC from the first cancelled voyage also get cancelled, then that/those cruises DO NOT earn VS days. VS days are earned on the first cancelled cruise and on the last cruise where the original FCC is applied after that last cruise sails. It is combinable with all public fares and promotions excluding reduced rates and net deals. Only eligible for the guests included in the original booking. If FCC is cancelled and the guest opts for a cashback instead, then the additional VS days will be removed. Other restrictions may apply.

## PART II: CRUISE WITH CONFIDENCE

### 1. What is "Cruise with Confidence"?

"Cruise with Confidence" is the cancellation programme offered by Silversea together with the Royal Caribbean Group. "Cruise with Confidence" applies to all FIT and Group Bookings. All cruises, including Grand Voyage Q1 2021. "Cruise with Confidence" does not apply to Chartered and Incentive sailings. Net Rates have special terms.

### 2. What are my options if my client wants to cancel a cruise?

In order to provide your clients much needed peace-of-mind and to encourage them to book a cruise with Silversea, we have extended our "Cruise with Confidence" programme:

CLIENTS CAN CANCEL UP TO 30 DAYS PRIOR TO DEPARTURE, FOR ALL VOYAGES UNTIL 31 DECEMBER 2021, FOR BOOKINGS MADE BEFORE 31 MAY 2021; AND RECEIVE 100% FUTURE CRUISE CREDIT.

The 100% FCC is equivalent to the portion of the booking paid. In case clients opt for a cash refund, standard Silversea cancellation terms will apply.

**COVID-19 Protection:** Should authorities in a guest's country of residence prohibit travel or should a guest test positive for COVID-19, the guest will be able to cancel their booking without penalty, paying only an administration fee, or convert their booking into a 100% Future Cruise Credit up to sailing.

#### **When clients cancel less than 30 days prior to departure:**

Penalty will be 100% of the booking for voyages in 2022 and 2023.

However, for a limited time for voyages in 2021 we have relaxed the penalty terms for guests who prefer a cash refund as follows:



- When a guest cancels up to 61 days prior to their sail date, our standard administration fee will be applied
- When a guest cancels between 60-31 days prior to their sail date, the penalty will be 50% of the booking.
- When a guest cancels 30 or less days prior to their sail date, the penalty will be 100% of the booking.

For DACH markets: 29-20 days prior to the initial sailing date: 60% of the total cruise fare per person; 19-1 days prior to the initial sailing date: 80% of the total cruise fare per person. On the initial sailing date or nonappearance at the time of sailing: 95% of the total cruise fare per person.

## **PAYMENT TERMS**

There are no changes to the payment terms, as per the standard terms and conditions. The above applies to all FIT, Group bookings, and Net Rates including reduced rates; not applying to Charter & Incentive rates. In case clients booked via a Tour Operator, they will have first to check with them their T&Cs.

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

The FCC has a two year validity from the issuing date. Any booking made using the FCC must be made prior to the expiry date above and sailing must commence no later than one year after the expiry date. The FCC has no cash value and will be forfeited if not used prior to the expiration date.

The FCC will be issued in the amount of the booking value paid. Booking value refers to the cruise fare plus any other purchased via Silversea such as air upgrades, deviations, transfers, insurance, hotel, land tours and pre and post and tours. The FCC issued will be net of any penalties imposed to Silversea by these suppliers.

The FCC can be applied towards land programs, hotels, air and other non-cruise component of the new booking, excluding insurance. Ad hoc exceptions can be evaluated by Silversea.

For Net Rates, the FCC will be issued at 100% of what was paid.

The FCC can be moved voyage to voyage towards any other 2021 voyage.

If the value of this certificate is applied to a cruise fare of less than its assigned value, a new FCC for the remainder of the certificate's value will be issued subject to the same terms and conditions as stated herein. Once applied toward future cruise(s), the FCC will be rendered null and void.

The FCC will be honored in the name(s) of the Guest(s) included on the FCC, or as a one-time exception the FCC can be transferred with a notarized letter from the FCC holder, naming the friend(s)/relative(s) the Credit is being transferred to.



The FCC cannot be used for a past booking, partially paid existing bookings or a booking that has been paid in full. It must be used for new bookings only. If guests have an FCC that was applied to the cancelled booking, this FCC will be reinstated with the previous amount used with the original expiration date or extend the expiration date to 31 December 2021, whichever is further out. Once re-activated, it can be combined with the Cruise with Confidence FCC on the new booking. Commissions will only be protected on the originally canceled voyage and the FCCs will not reduce the commission on the new voyage.

In case guests opt for an FCC, for voyages cancelled that were sailing after 1 December 2020, they can switch it to a cash refund up until 30 June 2021.

However, if guests opt for an FCC, for voyages cancelled by Silversea; and they apply it to a new booking, then at this point they will not be able to change it back again to a cash refund.

FCC can be combined with current promotions, meaning that FCC can be applied towards a booking with a promotional pricing.

Cruises cancelled by the guest: no additional payment will be accepted after the client and/or the travel advisor has already communicated to Silversea wish to cancel the cruise and qualify for the FCC.

#### **4. What are the full Terms and Conditions in case of Cash Refund?**

Standard Silversea cancellation terms apply. Please visit [Silversea.com](https://www.silversea.com) for more information.

#### **5. How does Cruise with Confidence work with Net Rates?**

In the case that your client booked via a Tour Operator (Net Rates) they will first have to check the Tour Operator's Terms and Conditions. In the instance that Silversea will issue an FCC for such clients, this would only be for the Net Cruise part of the booking.

#### **6. Will Travel Partner commission be protected?**

Commissions are protected on both the cancelled booking as well as the new booking where the correlating FCC is applied.

Commission protection will only apply on cancelled reservations that are paid in full, fall within the final payment window, and where clients have opted to take advantage of the FCC option at 100%.

If a guest missed the cancellation deadline of 48 hours prior to departure date and requests a late cancellation, full penalties will be assessed and commission will be protected.

No additional payment will be accepted after the client and/or the travel

advisor has already communicated to Silversea their will to cancel and qualify for the FCC.

This "protected" commission will NOT count against commission override. The FCC issues for these cancellations will NOT reduce the commission on the new booking.

In the case guests opt for a cash refund:

Standard penalties will apply and commission will be protected only if the booking is in 100% penalty.

If the booking is not in 100% penalty, commissions are not protected and will be recalled.

**7. If I cancelled prior to the global cruise suspension, am I still eligible for "Cruise with Confidence"?**

Unfortunately no. We understand and appreciate your decision to take advantage of our "Cruise with Confidence" program, but clients who continued sailing now have no choice since their sailings have been cancelled as a result of our recent cruise suspensions, and therefore those clients are receiving a difference compensation offer.

**8. Do standard Final Payment timelines still apply?**

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

**For Austria, Germany and Switzerland:** Yes, full payment is still required at 30 days-to-sailing

**9. What is the compensation policy for clients that were denied boarding?**

As a reminder, clients may have been denied boarding for three main reason:

1. Clients had travelled from, visited or transited through airports in countries that were considered 'at-risk' within 15-20 days of their voyage embarkation, regardless of nationality.
2. Guests did not pass the required health screening as required by Silversea and/or local authorities.
3. Guests who, within 15 days prior to embarkation, had had contact with, or helped care for, anyone suspected or diagnosed as having Covid-19, or who were subject to health monitoring for possible exposure to Covid-19.

Guests falling into this category, on top of the "Cruise with Confidence" policy recapped above, will be entitled to an FCC. Terms and conditions detailed within "Cruise with Confidence" applies.

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

Should your clients be interested in cancelling and opting for an FCC, please contact your local Trade Support & Service team for assistance:

Asia	61 2 9255 0600 or SalesAsia@silversea.com	Luxemburg	352 (0)24871142
Australia	61 2 9255 0600 /1300 306 872 or APRes@silversea.com	Middle East & Africa	44 (0) 844 770 9030 or ResUK@silversea.com
Austria	43 (0)19287897	Monaco	37 (0)797702424
Belgium	32 (0)24011432	Netherlands	31 (0)207139298
Denmark	45 (0)70142898	New Zealand	61 2 9255 0600/0800 701 427 or APRes@silversea.com
Europe	377-9770-2424 or EU.GSA@silversea.com	Norway	47 (0)21033400
Finland	358 (0)92319 5040	Spain	34 938001962
France	33 (0)170709622	Sweden	46 (0)850685493
Germany	49 (0)69222212283	UK & Ireland	0207-340-0700 or Resuk@silversea.com
Italy	39 (0)236049211	US & Canada	1800-722-9955 or sales@silversea.com
Latin America	1954-713-3951 or SA.GSA@silversea.com	Switzerland	41 (0)445807181

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