

**Temporary Pause of Vessel Operations  
Frequently Asked Questions  
June 17, 2020**

**1. Why did Oceania Cruises temporarily pause vessel operations?**

With COVID-19 impacting communities around the globe, after collaboration with federal officials, we voluntarily suspended cruise voyages effective Friday, March 13, 2020. This action was updated and extended on March 30, April 10, April 13, April 24, May 20, and again on June 17, 2020, for all sailings scheduled through September 30, 2020 as well as for the remainder of Oceania Cruises' 2020 Canada and New England, and Alaska seasons.

**2. If my clients are fully paid and their cruise is now canceled will they receive compensation?**

Guests who have a fully paid booking on a sailing covered by the June 17 announcement will automatically receive a Future Cruise Credit equal to 100% of the cruise fare of their now canceled booking. Additionally, they will also receive an additional 25% Future Cruise Credit. In total these two Future Cruise Credits will equal 125% of the original cruise fare.

For guests who have a fully paid booking but do not wish to avail themselves of the Future Cruise Credits, a 100% refund of the fare paid will be reimbursed to the original form of payment within 90 days of the guests' request. Refund requests must be submitted online by Wednesday, July 1, 2020 (please see details and link found on last page of document).

**3. If my clients were not fully paid how will their booking and refund be handled?**

Guests who have deposited, but not fully paid, on a booking covered by the June 17 announcement will receive a refund of their deposit and ancillary charges paid to Oceania Cruises. The refund will be processed within 90 days to the original form of payment.

**4. Will my clients receive any refund in conjunction with the Future Cruise Credit (FCC)?**

All guests are eligible for a refund of the following ancillary items regardless of whether they choose a 100% refund of monies paid or a Future Cruise Credit:

- Applicable taxes
- Group and/or private transfers
- Shore excursions and/or shore excursion packages
- Reservations for The Culinary Center, La Reserve and/or Privée
- Visas and/or visa packages
- Air upgrades, custom air fees, and related air differentials
- Oceania Cruises Travel Protection (insurance)
- Pre and post hotel and land packages

**5. If my clients' cruise has been canceled will my commission be protected?**

Commission will be protected on all bookings that were fully paid at time of cancellation, regardless of whether your clients select the Future Cruise Credit or refund. For bookings that were not fully paid, Oceania Cruises' standard policies apply and the canceled booking is not eligible for commission protection.

**6. If my clients choose the Future Cruise Credit (FCC) will I earn commission on the new booking when redeemed?**

In addition to the earned commission on the now canceled voyage, Oceania Cruises will also pay commission on the 100% Future Cruise Credit applied to the new booking. The additional Future Cruise Credit issued at 25% remains non-commissionable as it exceeds the original cruise fare.

**7. If my clients choose the Future Cruise Credit (FCC) how long will they have to use their credit?**

All Future Cruise Credits can be redeemed within one year from issue date and can be used for sailings departing on or before December 31, 2022.

**8. What can my clients' Future Cruise Credit (FCC) be applied to on their future booking?**

All Future Cruise Credits can be applied to the cruise fare portion of the new booking, including government fees and taxes. Additionally, specific to the 100% FCC only, the following ancillary items may also be covered:

- Pre/post land and hotel packages
- Group and private transfers
- Shore excursions and shore excursions packages
- Culinary classes
- Air add-ons and custom air fees

**9. Is there a limit to how many Future Cruise Credits (FCC) can be applied to one booking?**

Guests are welcome to apply multiple Future Cruise Credits to a booking.

**10. Do my clients have a choice in how the Future Cruise Credits (FCCs) are applied?**

The application of Future Cruise Credits is done automatically in Oceania Cruises' reservation system. The 100% FCCs are applied against the entire cruise fare before being applied to ancillary items. The 25% FCCs are only applied once the 100% FCCs have been fully redeemed.

**11. What if there is a difference between the amount(s) of Future Cruise Credit(s) and the fare on the future booking?**

If the cruise fare and/or ancillary items on the new booking exceeds the amount issued on the Future Cruise Credit(s) your clients will be responsible for the difference. Alternatively, if the cruise fare and/or ancillary items on the new booking is lower than the amount applied, then a new Future Cruise Credit will be issued for the difference for your clients' use.

**12. If my client uses their Future Cruise Credit (FCC) and then needs to cancel that future cruise, will they be able to reapply their credit on another booking?**

In the event that a guest needs to cancel their future cruise, outside of penalty, then the Future Cruise Credit would remain valid and may be applied to another cruise as long as it is booked within one year of the original issue date for sailings departing on or before December 31, 2022.

**13. Is the Future Cruise Credit (FCC) transferable?**

The Future Cruise Credits are issued to the guest(s) whose booking has been canceled under the pause in vessel operations action and are not transferable to any other guest or client.

**14. What if my clients canceled their booking prior to the sailing being canceled?**

Guests who elected to cancel their individual booking prior to the announcement of the pause of vessel operations affecting their specific voyage will not receive the 125% Future Cruise Credit or 100% refund offer outlined in this FAQ; however, they may be eligible for a 100% Future Cruise Credit under Oceania Cruises' Travelers Assurance Program.

**15. What cruises are impacted by the June 17 announcement?**

Ship	Sail Date	From/To
Insignia	August 1, 2020	New York to New York
Riviera	August 2, 2020	Barcelona to Venice
Nautica	August 5, 2020	Copenhagen to London
Marina	August 7, 2020	London to London
Insignia	August 8, 2020	New York to New York
Sirena	August 9, 2020	Monte Carlo to Venice
Regatta	August 10, 2020	Vancouver to Seward
Riviera	August 12, 2020	Venice to Monte Carlo
Insignia	August 15, 2020	New York to Reykjavik
Marina	August 17, 2020	London to Copenhagen
Sirena	August 19, 2020	Venice to Barcelona
Riviera	August 22, 2020	Monte Carlo to Rome
Nautica	August 23, 2020	London to Stockholm
Regatta	August 24, 2020	Seward to Vancouver
Marina	August 29, 2020	Copenhagen to Stockholm
Insignia	August 30, 2020	Reykjavik to London
Regatta	August 31, 2020	Vancouver to Vancouver
Sirena	August 31, 2020	Barcelona to Lisbon
Riviera	September 1, 2020	Rome to Barcelona
Sirena	September 7, 2020	Lisbon to London
Marina	September 8, 2020	Stockholm to Amsterdam
Riviera	September 8, 2020	Barcelona to Rome
Regatta	September 10, 2020	Vancouver to Los Angeles
Insignia	September 11, 2020	London to New York
Nautica	September 14, 2020	Stockholm to Dublin
Sirena	September 14, 2020	London to London
Riviera	September 20, 2020	Rome to Athens
Marina	September 22, 2020	Amsterdam to Barcelona
Regatta	September 22, 2020	Los Angeles to Los Angeles
Sirena	September 24, 2020	London to Lisbon
Insignia	September 26, 2020	New York to Montreal
Nautica	September 28, 2020	Dublin to Dublin
Regatta	September 30, 2020	Los Angeles to Tokyo
Insignia	October 6, 2020	Montreal to New York
Insignia	October 16, 2020	New York to Montreal
Insignia	October 26, 2020	Montreal to Miami

Note: Grand Voyages comprising any of the above sailings have also been canceled.

**16. How do I notify Oceania Cruises if my clients wish to take the 100% refund?**

Guests, who have paid in full, wishing to take advantage of the 125% Future Cruise Credits need not take any further action as the credits will automatically be issued in their names. For guests wishing to take advantage of the 100% refund option, Oceania Cruises must be notified no later than Wednesday, July 1, 2020. Please contact Oceania Cruises on your clients' behalf at 855-623-2642 or by following the link and submitting the form online: [Request Refund](#).

Guests who have deposited but not paid in full on their now canceled booking will automatically receive a refund of their deposit and related ancillary items.