

 OCEANIA CRUISES®

Travelers Assurance Program
BEST PRICE GUARANTEE &
NO-PENALTY CANCELLATION



TRAVELERS ASSURANCE PROGRAM NO-PENALTY CANCELLATIONS + BEST PRICE GUARANTEE

Guests and Travel Partners can now have total peace of mind knowing that should they need to cancel, for any reason, they will not lose a dollar. Guests who have paid in full may cancel up to 15 days prior to their departure and receive a Future Cruise Credit equal to 100% of the cruise fare paid.

Additionally, guests and Travel Advisors can book with confidence knowing that up to the day of sailing, should there be another applicable Oceania Cruises public promotion that offers a better value through amenities or price, they may take advantage of that promotional offer and/or price.

PROGRAM APPLICABILITY AND CONDITIONS:

NO-PENALTY CANCELLATIONS

- Once paid in full, cancel for any reason up to 15 days prior to departure and receive a Future Cruise Credit equal to 100% of the cruise fare paid
- Valid for all reservations made between August 1 and August 31, 2020, for scheduled voyages departing on or before October 31, 2021.
- Future Cruise Credit is valid for redemption for one year from date of issue for travel departing no later than December 31, 2022

BEST PRICE GUARANTEE

- Valid for all bookings, sailings, and destinations
- Valid for all Oceania Cruises public, published, pricing and amenity-based promotions
- Promotion or pricing adjustment requests are subject to voyage and accommodation category availability at time of request
- Pricing adjustments after final payment date will be in the form of a shipboard credit, Future Cruise Credit, or upgrade, at Oceania Cruises' discretion

FREQUENTLY ASKED QUESTIONS

1. What is Oceania Cruises' Travelers Assurance Program?

Our Travelers Assurance Program is a policy that seeks to give you and your clients the confidence to plan their Oceania Cruises vacation. It provides assurances in two important ways:

- The Travelers Assurance Program allows bookings that have been paid in full to be canceled up to 15 days from departure date and receive a 100% Future Cruise Credit (FCC)
- Up to the day of sailing, if there is an Oceania Cruises promotion offering a better price on the sail date booked, you and your clients can take advantage of the new offer

2. What sailings qualify under the Travelers Assurance Program?

Qualifying sailings are dependent on the date the original booking was made:

Date Booking was Made	Qualifying Sail Dates	Cancellation Rule
If booked prior to 07/31/20	Voyages through 12-31-2022	Cancel up to 48 hours prior
If booked 8/1/20 – 8/31/20	Voyages through 10-31-2021	Cancel up to 15 days prior

3. What is the “departure date” my clients need to cancel 15 days prior to in order to take advantage of the Travelers Assurance Program?

For Oceania Cruises air-inclusive bookings, the departure date refers to the date a guest's flight is scheduled to depart. For Oceania Cruises cruise-only bookings the departure date refers to the date a guest is scheduled to embark the vessel.

4. If my clients decide to cancel, how is the value of their Future Cruise Credit (FCC) calculated?

The Future Cruise Credit will be based on 100% of the cruise fare paid less applicable taxes. Ancillary items will be refunded back to the credit card used for payment with the exception of Oceania Cruises Travel Protection Plan (insurance) if purchased; which will be included in the Future Cruise Credit amount. Also of note: Pre and post hotel and land packages canceled within 60 days from sailing will not be refunded and will instead be added to the total Future Cruise Credit amount.

5. If my clients cancel under the Travel Assurance Program, what items will be refunded?

In addition to the Future Cruise Credit, the following ancillary items purchased through or charged by Oceania Cruises will be refunded to the original credit card used for payment:

- 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
- Pre and post hotel and land packages (if canceled outside 60 days from sailing)

6. What happens to the costs associated with any ancillary items purchased independently of Oceania Cruises such as airfare, pre or post hotel stays, travel insurance, etc.?

For arrangements, products, or services confirmed through independent companies and carriers we recommend that you and your clients contact the travel provider directly for further guidance.

7. If my client cancels their booking, will my commission be protected?

Under the Travelers Assurance Program, if the booking is fully paid, the full commission on the cruise portion of the canceled booking will be protected and paid. When redeemed, any differential in the cruise fare of the new booking not covered by the value of the Future Cruise Credit(s) will also be commissionable.

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% Future Cruise Credit issued under the Travelers Assurance Program, 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. What if there is a difference between the Future Cruise Credit (FCC) amount 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 at time of final payment. 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.

10. Can my clients transfer promotional amenities from their old booking to their new one?

Guests can take advantage of any publicly available promotion at the time their new booking is made and their Future Cruise Credit is applied. Any promotion on the original and now canceled booking would not be transferable to their new booking.

11. 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.

12. Is the Future Cruise Credit (FCC) transferable?

The Future Cruise Credit is issued to the guest(s) electing to cancel their booking under the Travelers Assurance Program and is not transferable to any other guest or client.

13. If my clients have not paid in full, can they still take advantage of the Travelers Assurance Program?

The no-penalty cancellation is meant for those guests who have paid in full. For bookings outside of final payment, the standard cancellation schedule would apply and can be found in the terms and conditions on our website: <https://www.oceaniacruises.com/legal/terms-conditions/>

14. Can my clients elect not to take advantage of the Travelers Assurance Program?

If a guest wishes to cancel and forgo the Future Cruise Credit, then the standard cancellation schedule would apply and can be found in the terms and conditions on our website: <https://www.oceaniacruises.com/legal/terms-conditions/>

15. Can my clients follow the standard cancellation guidelines and receive a partial refund and a Future Cruise Credit (FCC) for just the penalized amount?

The Travelers Assurance Program offers a 100% Future Cruise Credit in lieu of Oceania Cruises' standard cancellation schedule. If a guest cancels and receives a partial refund of their cruise fare, in line with the standard cancellation schedule, then no Future Cruise Credit will be issued.

16. Can one guest in a stateroom choose the Travelers Assurance Program while the second guest elects to abide by the standard cancellation schedule?

All guests associated with the booking being canceled would need to take the same option – taking advantage of the Travelers Assurance Program or the standard cancellation schedule.

17. If one guests chooses to take advantage of the Travelers Assurance Program and the second guest wishes to continue on the cruise as scheduled, is that allowed and will the second guest need to pay an additional supplement?

If the guest, and not the booking, is being canceled then the remaining guests are welcome to continue on the cruise as scheduled with no additional supplement being due.

18. Does the Travelers Assurance Program change my clients' final payment date?

Oceania Cruises' deposit and final payment schedule remains unchanged and can be found in the terms and conditions page on our website: <https://www.oceaniacruises.com/legal/terms-conditions/>

19. If my client already has a future cruise booked, can they apply their new Future Cruise Credit (FCC) to the existing future cruise?

Often times guests have multiple cruises booked at the same time. If a guest elects to cancel one of their upcoming cruises under the Travelers Assurance Program, they can apply their Future Cruise Credit to either a new or existing booking provided that final payment has not been made on that future new or existing booking.

20. If my clients take advantage of the Travelers Assurance Program, can they change their mind at a later date and exchange their Future Cruise Credit for a cash refund?

Future Cruise Credits can be used towards the purchase of a future cruise, but have no cash value and cannot be redeemed for cash.

21. If my clients decide to cancel, how do I let Oceania Cruises know that they are taking advantage of the Travelers Assurance Program?

If a guest elects to cancel their paid in full booking, simply notify us at time of cancellation that they would like to take advantage of the no penalty cancellation and a Future Cruise Credit will be issued to each guest. Cancellations under the Travelers Assurance Program must be done directly with Oceania Cruises by calling 855-623-2642. Cancellations completed online will default to the standard cancellation schedule.

22. How much does the Travelers Assurance Program cost and how do I enroll my clients?

Guests booked on or before August 31, 2020, automatically have access to the Travelers Assurance Program at no additional cost.