



## OCEANIA CLUB and OCEANIA AMBASSADOR *program*

### Frequently Asked Questions

#### 1. How can I update my Oceania Club past guest profile with my new address?

You can submit the updated address via e-mail to [OceaniaClub@oceaniacruises.com](mailto:OceaniaClub@oceaniacruises.com) Include your full name as it appears on the profile, Oceania Club number and new address or update your address online via the My Account section.

#### 2. Does Oceania Cruises offer a loyalty program?

The loyalty program is called Oceania Club. An Oceania Club number is created starting with your first cruise. As long as the club number is attached to your future bookings, you will accumulate cruise credits based on the length of the voyage. The number of cruise credits you have earned will determine your reward amenities which are based on your club level.

#### 3. Why don't my past sailings show up under the Oceania Club tab after logging into my account on your website?

The name on the profile tab on the website has to match exactly as it appears on the reservation in our booking system. The birth date must also be entered in the profile. Once this is done your past sailing history should populate on your account profile. Please refer to your invoice to see how the name is listed.

#### 4. What is the Oceania Club Ambassador Program?

A referral program that rewards Oceania Club members and their friends or family with a US \$200 Future Cruise Credit when a new guest books their first voyage, with the new, referred guest receiving a US \$200 savings on their booking. An Oceania Club member will receive one (1) US \$200 Future Cruise Credit for each suite booked by the new guest, up to a maximum of

four (4) US \$200 Future Cruise Credits. The new, referred guest receives a maximum of one (1) US \$200 savings.

#### **5. Who can refer a new guest?**

Only active Oceania Club members in good standing may make referrals.

#### **6. Who qualifies as a new guest?**

Someone who has never previously booked or sailed with Oceania Cruises.

#### **7. What does the referring Oceania Club member receive?**

A US \$200 Future Cruise Credit, applied to an eligible existing or future booking where final payment has not been made, and up to a maximum of four (4) US \$200 Future Cruise Credits.

#### **8. What does the new guest receive?**

A \$200 savings applied to the guest's first reservation. Each new guest is limited to one \$200 savings under this program.

#### **9. How do we qualify for the credit and how long is credit valid for?**

The new guest must complete the Ambassador Referral form, including inputting the guest's reservation number, at [oceaniacruises.com/ambassador](http://oceaniacruises.com/ambassador) within 14 days of deposit. Future Cruise Credits will be valid for a period of three (3) years from date of creation.

#### **10. What bookings qualify?**

New, full-fare bookings. Offer is combinable with most standard promotions; restrictions may apply. Guests receive a maximum of one US \$200 savings regardless of the number of suites booked. The US \$200 Future Cruise Credit may be utilized and credited towards their first new qualifying reservation.

#### **11. Can we sail together?**

Yes, but it is not required. Referring Oceania Club members and new, referred guests may sail on different voyages and still receive the applicable US \$200 Future Cruise Credits and US \$200 savings.

**12. Are there limits to referrals?**

Oceania Club members may apply up to four suite referrals per booking and may receive a maximum of four US \$200 Future Cruise Credits as part of this program. Also, the US \$200 Future Cruise Credits are non-transferrable.

**13. Are there restrictions?**

Yes. Travel agents are not eligible to earn referral credits, and public or social media solicitation is prohibited. Program terms are subject to change.