



Fred. Olsen Cruise Lines

“Booking Reassurance Guarantee”

What are we doing and why?

With the outbreak of Coronavirus (COVID-19), our guests are naturally being cautious about going on holidays of any kind. Following the substantial amount of press coverage about the Diamond Princess in Japan, this is particularly true of cruise holidays.

As information on Coronavirus is changing daily, to help reassure our guests and to encourage new bookings, we want to give them the most amount of flexibility possible when booking a cruise with us. Whilst we continue to monitor our prices on a daily basis (in particular for 2020 Q1 and Q2 cruises) we don't believe that offering a blanket deeper offer or low deposit is the answer here because this does not address the problem; that our guests are worried about the spread of the COVID-19 virus. As a family-run and more caring cruise line, we feel that we need a different approach.

We are therefore introducing a new guarantee to reassure our guests and allow for more flexibility on travel dates. They will now be able to book with the confidence that they can change their plans and move to another cruise providing they let us know within 2-weeks of their original cruise departure date.

This Guarantee will apply to 2020 bookings and also to those cruises included in our 'launch' for 2021 and 2022.

What will we say to our guests?

We understand and appreciate that some of our guests might be worried about booking a cruise or travelling right now.

That's why, when you book a cruise for 2020 or a cruise included in our new Worldwide brochure for 2021 and 2022, your booking will be covered with our "Booking Reassurance Guarantee". So, if you decide nearer the time of travelling that you want to change your plans due to concern about the COVID-19 virus, we guarantee that you can cancel your booking with no penalty and move any money paid to a different cruise (within the same year).

For cruises departing in 2020, you just need to let us know no later than 2 weeks before you are due to travel (minimum of 90 days' notice, prior to departure, required for 2021 / 2022 departures).

When you book **by Tuesday 5th May for any Ocean or River cruise currently on sale (or included in our new 2021/22 Worldwide Brochure)**, your booking will be covered with our "Booking Reassurance Guarantee". So, if you decide nearer the time of travelling that you want to change your plans due to concern about the COVID-19 virus, we *guarantee* that you

can cancel with no penalty. You will be able to move 100% of the total payments made to any other Ocean or River cruise with us. For 2020 cruises, your future cruise must be taken within 2020.

What are the details / terms and conditions?

- To be covered with this guarantee, the booking must be made between 4th March and 5th May 2020 and applies to all cruises on sale.
- For bookings departing in 2020, notification must be received by us no later than 2-weeks prior to departure if they are worried about the virus and want to move their booking.
- For guests with a booking departing in 2021 or 2022, notification must be received by us no later than 90 days prior to departure if they want to move their booking.
- This applies to both Freedom and Saver Fares. Where guests pay in full on a Saver Fare then the full amount can be applied to another 2020 cruise.
- The replacement 2020 cruise must be of an equivalent value to the original cruise booking or higher. Any difference in value is payable by the guest.
- The replacement 2021 / 2022 cruise must be at least 75% of the value of the original cruise. No admin fee will be charged for these bookings.
- Our 'Booking Reassurance Guarantee' applies to both Ocean and River cruises.
- Guests can move their cruise once only.
- 2020 guests must re-book another cruise departing in 2020.
- The lead guest on the new booking must be identical to the original booking.
- All cruises are subject to availability at time of booking

How will we know if it has worked?

We will carefully monitor bookings from the date our new 'guarantee' goes live.

What about guests who have already booked?

This offer will primarily be promoted to new bookings however if an existing guest with a 2020 cruise booking calls us then the answer is yes, we will honour it in a similar way. The details are:

- ✓ Existing guests who have paid a deposit and are yet to pay their balance in full can transfer their deposit and any other monies paid to any other 2020 cruise (once only).
- ✓ For guests who have already paid their balance in full, they may transfer to another 2020 departure providing they do so no later than two weeks prior to departure.
- ✓ Booking Ts and Cs detailed above will apply and please note that for 2020 bookings, the new cruise must be of an equivalent value to the original cruise booking or higher.