

**Temporary Pause of Vessel Operations  
Frequently Asked Questions  
April 24, 2020**

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

With COVID-19 impacting communities around the globe, we have decided after collaboration with federal officials to voluntarily suspend cruise voyages effective Friday, March 13, 2020. This action was updated and extended on March 30, April 10, April 13, and again on April 24, 2020, for all sailings scheduled through June 30, 2020.

**2. If my clients' cruise has been canceled will they receive compensation?**

Guests who were scheduled to embark between March 13, 2020, and June 30, 2020, and were still booked at time of voyage cancellation, will be compensated as follows:

- All guests who were scheduled to sail on impacted voyages departing before March 20, 2020, will receive a future cruise credit equal to 100% of the cruise fare of their now canceled booking. Additionally, guests will also receive a 50% future cruise credit. In total these two future cruise credits will equal 150%.
- All guests who were scheduled to sail on impacted voyages departing after March 20, 2020, will receive a future cruise credit equal to 100% of the cruise fare of their now canceled booking. Additionally, guests will also receive a 25% future cruise credit. In total these two future cruise credits will equal 125%.
- For guests who 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.

**3. Will my clients receive any refund in conjunction with the future cruise credit (FCC)?**

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
- Oceania Cruises Travel Protection (insurance)
- Pre and post hotel and land packages

**4. 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.

**5. What can my clients future cruise credit (FCC) be applied to on their future booking?**

The future cruise credit can be applied to the cruise fare portion of the new booking including government fees and taxes.

**6. 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.

**7. 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 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 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.

**8. 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.

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

Your commission will be protected on the now canceled voyage regardless of whether your client chooses to take the future cruise credit or refund. Commission will be paid shortly after the originally scheduled sail date.

**10. 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% or 50% remains non-commissionable as it exceeds the original cruise fare.

Note: invoices for the new booking may not initially show the full commission on the 100% future cruise credit. We expect to have the system updated June 2020.

**11. Is the future cruise credit (FCC) transferable?**

The future cruise credits are issued to the guest(s) whose booking has been canceled under this temporary pause in vessel operations action and is not transferable to any other guest or client.

**12. How do I notify Oceania Cruises whether my clients wish to take the future cruise credit (FCC) or refund?**

Guests wishing to take advantage of the 125% or 150% 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, please contact Oceania Cruises on your clients' behalf at 855-623-2642 or by following the link and submitting the form online: [Request Refund](#).

For guests wishing to take advantage of the 100% refund option, Oceania Cruises must be notified by the following dates:

- **Friday, March 27, 2020:** For voyages originally scheduled to depart through April 11, 2020, and included in the March 13 announcement
- **Wednesday, April 15, 2020:** For voyages originally scheduled to depart between April 12, 2020 and May 10, 2020, and included in the March 30 announcement
- **Friday, April 24, 2020:** For voyages originally scheduled to depart between May 11, 2020 and May 14, 2020, and included in the April 10 announcement
- **Thursday, May 8, 2020:** For voyages originally scheduled to depart between May 15, 2020 and June 30, 2020, and included in the April 24 announcement

**13. 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 temporary pause of vessel operations affecting their specific voyage will not receive the 125%/150%/100% offer outlined in this FAQ; however, they may be eligible for a 100% future cruise credit under Oceania Cruises Travelers Assurance Program.

#### 14. What cruises are impacted by the temporary pause of vessel operations?

All voyages through June 11, 2020 will be impacted by the temporary pause of vessel operations. Specifically, the following voyages have been canceled as a result of this action:

Ship	Sail Date	From/To
Riviera	March 11, 2020	Miami to Miami
Regatta	March 15, 2020	Papeete to Papeete
Insignia	March 15, 2020	Rio de Janeiro to Cape Town
Marina	March 15, 2020	Lima (Callao) to Buenos Aires
Sirena	March 18, 2020	Miami to Miami
Riviera	March 21, 2020	Miami to Miami
Regatta	March 25, 2020	Papeete to Papeete
Riviera	March 31, 2020	Miami to Tarragona
Sirena	April 1, 2020	Miami to Miami
Marina	April 4, 2020	Buenos Aires to Lisbon
Regatta	April 4, 2020	Papeete to Papeete
Insignia	April 9, 2020	Cape Town to Fremantle
Sirena	April 11, 2020	Miami to Barcelona
Regatta	April 14, 2020	Papeete to San Francisco
Riviera	April 19, 2020	Monte Carlo to Barcelona
Sirena	April 25, 2020	Barcelona to Athens
Riviera	April 29, 2020	Barcelona to Athens
Marina	May 1, 2020	Lisbon to Barcelona
Regatta	May 2, 2020	San Francisco to Vancouver
Sirena	May 5, 2020	Athens to Athens
Riviera	May 9, 2020	Athens to Athens
Marina	May 13, 2020	Barcelona to London
Regatta	May 14, 2020	Vancouver to Vancouver
Sirena	May 15, 2020	Athens to Athens
Nautica	May 19, 2020	Dubai to Rome
Marina	May 25, 2020	London to London
Regatta	May 25, 2020	Vancouver to Seattle
Sirena	May 25, 2020	Athens to Rome
Riviera	May 26, 2020	Venice to Barcelona
Marina	June 4, 2020	London to Stockholm
Regatta	June 4, 2020	Seattle to Seattle
Sirena	June 6, 2020	Rome to Barcelona
Riviera	June 7, 2020	Barcelona to Athens
Marina	June 16, 2020	Stockholm to Copenhagen
Regatta	June 18, 2020	Seattle to Seattle
Sirena	June 18, 2020	Barcelona to Monte Carlo
Riviera	June 19, 2020	Athens to Venice
Nautica	June 23, 2020	Barcelona to London
Regatta	June 25, 2020	Seattle to Vancouver
Marina	June 26, 2020	Copenhagen to Stockholm
Sirena	June 28, 2020	Monte Carlo to Venice
Riviera	June 29, 2020	Venice to Barcelona

**15. Will I still be able to contact Oceania Cruises during this time?**

We have instituted a company-wide work from home initiative and our Sales, Marketing, and Guest Services teams are here to support and assist you in any way we can. Please note a temporary change in operating hours:

Reservations

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Monday to Friday | 9:00 a.m. – 7:00 p.m. ET

Documentation, Group Services, Special Services & Visa Administration

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Monday to Friday | 9:00 a.m. – 6:00 p.m. ET

Sales Resource Center

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Monday to Friday | 9:00 a.m. – 5:00 p.m. ET