

# CRYSTAL CONFIDENCE

BOOK WITH PEACE OF MIND  
*travel assurance for new bookings*



## UPDATED: CRYSTAL CONFIDENCE POLICIES EFFECTIVE MAY 1, 2020

OCEAN | RIVER | YACHT | EXPEDITION

As with every aspect of the Crystal Experience, we want to ensure your total peace of mind when making travel plans with us. **Effective May 1, 2020** we are updating our cancellation and reduced deposit policies to provide more flexibility for our guests who book by **June 30, 2020**. These adjustments may continue to evolve as more information becomes available.

Thank you for choosing Crystal. As always, we remain at your service.

## *The All-Inclusive* CRYSTAL EXPERIENCE®

INCLUDES

- ♦ **2-FOR-1 FARES** including **BOOK NOW SAVINGS**
- ♦ **OPEN BARS & LOUNGES** with complimentary fine wines, champagnes, spirits & specialty coffees
- ♦ **MICHELIN-INSPIRED CUISINE** in up to 11 dining venues plus 24-hour in-suite dining
- ♦ **SPECIALTY DINING** aboard all ships, including Umi Uma® by Chef Nobu on Ocean & Expedition
- ♦ **ENRICHMENT PROGRAMS**
- ♦ **NIGHTLY ENTERTAINMENT**
- ♦ **COMPLIMENTARY, UNLIMITED WI-FI**
- ♦ **PRE-PAID GRATUITIES**



OCEAN



RIVER



YACHT



EXPEDITION

## REDUCED DEPOSIT POLICY FOR ALL 2020 VOYAGES

### CRYSTAL OCEAN, RIVER, YACHT & EXPEDITION CRUISES

The reduced deposit policy for all new bookings, previously 25% of the cruise fare, is now a flat **\$500 per person for all voyages** regardless of length.

## FINAL PAYMENT POLICY FOR NEW 2020 BOOKINGS

### CRYSTAL OCEAN, RIVER, YACHT & EXPEDITION CRUISES

Effective May 1, 2020, Final Payment for all new Ocean bookings is 120 days prior to first service for voyages of 13 days or less; 150 days for voyages of 14–21 days; and 180 days for voyages of 22 days or longer.

Final Payment is 120 days prior to first service for all new River, Yacht and Expedition bookings regardless of voyage duration.

## CANCELLATION POLICY FOR ALL 2020 VOYAGES

Effective May 1, 2020 and until further notice, Crystal has established a temporary cancellation policy to provide more flexibility for our guests traveling aboard our Ocean, River, Yacht and Expedition experiences:

- Cancel up to 7 days prior to first service and receive a 100% Future Cruise Credit (FCC) for cruise monies paid
- Applicable to new bookings made on Ocean, River, Yacht and Expedition
- Future Cruise Credit (FCC) is redeemable on cruises through the end of 2022

## CANCELLATION SCHEDULE

*Days Shown are Before First Service*

	Ocean <= 13 Days	Ocean 14-21 Days	Ocean +22 Days	Yacht	River	Expedition
Refund of Monies Paid <i>Less Admin Fee*</i>	+121 Days	+151 Days	+181 Days	+121 Days	+121 Days	+121 Days
25% FCC / 75% Refund	120-31 Days	150-31 Days	180-31 Days	120-31 Days	120-31 Days	120-31 Days
100% FCC / No Refund	30-8 Days	30-8 Days	30-8 Days	30-8 Days	30-8 Days	30-8 Days
No FCC / No Refund	<= 7 Days	<= 7 Days	<= 7 Days	<= 7 Days	<= 7 Days	<= 7 Days

*\*See Admin Fee Schedule within Terms & Conditions*



Standard cancellation penalties will apply to insurance and Personal Select Air. Pre- and post-cruise packages will mirror the updated temporary cancellation penalties. Port charges, taxes, and fees paid will be refunded to the original form of payment. \*Admin Fees for Ocean are: \$100 for voyages 13 days or less, \$200 for voyages 14-21 days and \$500 for voyages 22 days or more. Admin Fees for River, Yacht & Expedition voyages are \$500 regardless of length. Future Cruise Credit may be applied to new bookings or existing bookings that have not been paid in full. Future Cruise Credit may not be used for initial deposit or split over multiple bookings and there is no refund value. Future Cruise Credit must be applied by 12/31/2020 to a booking departing by the end of 2022. Future Cruise Credit will be applied to guests' profile within 30 days. Program's cancellation, reduced deposit and final payment policies do not apply to charters or contracted groups. These temporary policies may change occasionally as conditions and events evolve. SA200222\_C