

# FREQUENTLY ASKED QUESTIONS

## 30 DAY SUSPENSION

Regent Seven Seas Cruises, along with our sister brands Oceania Cruises and Norwegian Cruise line have agreed to voluntarily suspend operations for cruises embarking March 13<sup>th</sup> through April 11<sup>th</sup>.

**Q) What cruises are included in the suspension?**

- A) Seven Seas Splendor – March 14<sup>th</sup> and April 1<sup>st</sup>
- Seven Seas Explorer – March 24<sup>th</sup> and April 3<sup>rd</sup>
- Seven Seas Navigator – March 28<sup>th</sup> and April 7<sup>th</sup>
- Seven Seas Voyager – none
- Seven Seas Mariner – none

**Q) Why are the Voyager and Mariner not affected?**

- A) We had already revised Seven Seas Voyager's itineraries to reposition her away from Asia, and we recently communicated embarkation suspensions for Mariner's March 19<sup>th</sup> and April 8<sup>th</sup> voyages.

**Q) What is the compensation?**

- A) Guests will receive 125% FCC or 100% refund. The default compensation will be the FCC. Guests embarking on Splendor's March 14<sup>th</sup> voyage will receive a 150% FCC or a 100% Refund for amounts paid to RSSC. That was not included in the broad communication but will be provided due to the immediacy of that voyage.

**Q) When will they receive the refund?**

- A) Refunds, if chosen, will be processed back in the same form of payment received within 90 days. The future cruise credits will be applied immediately to the clients' profile if chosen.

**Q) Have we shut down?**

- A) No, we have temporarily suspended embarkations for the 30 days between March 13<sup>th</sup> and April 11<sup>th</sup>. Work in our various global offices continues.

**Q) What about cruises that are sailing now?**

- A) Those voyages such as Seven Seas Navigator's current round-trip Auckland voyage that began today, March 13<sup>th</sup> will end as soon as possible, and guests will be disembarked, and arrangements made to bring them home. Once we have the specific details of when and where, we will advise.

**Q) Why are we doing this now?**

- A) In today's global health environment, travel disruptions and restrictions make it challenging to deliver the experience expected by our guests. Additionally, ports and destinations around the world have closed or are considering closing which makes operating effectively very challenging.

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### **Q) Do we have an infected guest?**

A) No, we have not had any confirmed COVID-19 cases, thanks to our preventative measures and the tremendous job of the team onboard.

### **Q) Is 30 days enough?**

A) Honestly, we do not know. However, this bold step enables more time for greater information sharing and understanding and for some of the travel restrictions to pass.

### **Q) What if clients canceled prior to this suspension?**

A) Guests that chose to cancel their voyage prior to March 13<sup>th</sup> are subject to the terms communicated at the time of cancelation. We are not applying the new terms retroactively.

### **Q) For affected travelers, what 's covered?**

A) Our Guest services team, along with Air and Destination services will provide hotel and air accommodations for those already enroute who have booked those services through RSSC.

### **Q) How about independent travelers?**

A) Similarly, our team will assist with hotel accommodations although travelers will need to contact their air carrier or travel professional to assist with rebooking their air. For Splendor's March 14<sup>th</sup> voyage, we will have representatives at the pier and hotel assisting clients and will also provide air assistance if necessary. Guests who were set to sail on Seven Seas Splendor, March 14th will be provided a hospitality area at the Omni Hotel while rearranging their travel plans. There will be representatives both at the port and at the hotel to assist with any questions you may have. Air/sea guests will have air travel automatically rearranged for them. We will also arrange flights back home for any cruise-only guests that would like us to do so. We would only need to know their destination air gateway and booking number.

Regent does not cover incremental expense for:

- Independent Insurance
- Visa Costs: If they booked independently, they should work with the Visa provider
- Hotels and Land

### **Q) Is commission protected?**

A) Yes, regardless of refund or FCC offer

### **Q) How long are the FCCs good for?**

A) FCCs will be good for one year and can be applied to all 2020 - 2022 sailings

### **Q) Can the FCCs be split?**

A) Yes

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**Q) What are the next scheduled sailings that will operate?**

- A) Seven Seas Splendor – April 16<sup>th</sup>
- Seven Seas Explorer – April 17<sup>th</sup>
- Seven Seas Mariner – May 17<sup>th</sup>
- Seven Seas Navigator – April 25<sup>th</sup>
- Seven Seas Voyager – April 16<sup>th</sup>