



Coronavirus (COVID-19) Fleetwide Precautions & Cancellation Policy **Updated Feb 27, 2020**

Celestyal Cruises operates two mid-sized ships in the Greek Islands and Eastern Mediterranean only. Our operating season commences on February 29th, 2020 with Celestyal Crystal, 7 night Three Continents sailings and the Celestyal Olympia 3- & 4-night Iconic sailings from March 16th, 2020. The safety and health of guests and crew is the number one priority of Celestyal. Celestyal has no ships currently in operation until Feb 29th.

Celestyal maintains close contact with health professionals and regulators around the world, including local authorities, the World Health Organization (WHO), and are continually assessing and modifying policies and procedures as developments emerge to guard against coronavirus (COVID-19) transmission.

Regardless of nationality, we will deny boarding to:

- a. Any guest or crew member who has travelled from, to or through mainland China, Hong Kong, Macau, Iran, South Korea, and Italy in the past 14 days.
- b. Any guest who has come in contact with anyone 14 days prior to travel from, to or through mainland China, Hong Kong, Macau, Iran, South Korea, and Italy. The health authorities characterize contact with an individual as coming within six feet (2M) of a person.
- c. Guests who report feeling unwell or demonstrate any flu-like symptoms.

IMPORTANT NOTICE: Specific to Three Continents Itinerary Only

Effective immediately until further notice:

Guests who have travelled from, to or through China, South Korean (applicable to connecting flights via this location), Macau, Hong Kong, Singapore, Thailand, Japan (not applicable to connecting flights) and Italy within 14 days prior to their embarkation, will be denied boarding on the Three Continents cruise - this is in accordance with the requirements of Israeli public health authorities. Guests impacted by this should contact their original booking agent so that alternative options can be presented by Celestyal Cruises.

Preparations for the upcoming season are taking place with additional precautionary measures as follows:

Mandatory pre-embarkation screening

Screening protocols allow for informed decisions on a case-by-case basis whether a guest or crewmember will be denied boarding.

- Guests of all nationalities are required to complete a mandatory pre-embarkation health questionnaire to ensure no one boards their ship who has travelled from, to or through mainland China, Hong Kong, Macau, Iran, South Korea, and Italy in the past 14 days. Additionally, please note specific requirements in relation to the Three Continents itinerary by Israeli authorities stated previously, this is to avoid the ship being turned away upon arrival into Ashdod.
- Mandatory non-touch thermal scans using cameras will be conducted for all passengers and crew prior to embarkation for every sailing. Persons with signs or symptoms of illness such as fever or feverishness, chills, cough or difficulty breathing will be denied boarding.
- It's incumbent upon all guests to ensure they have **adequate travel insurance to cover such eventuality**. Celestyal Cruises cannot be held responsible for any repatriation/air ticket amendment fees, hotel, etc. in the event any guest is deemed unwell to cruise. This cost will be for the guest's personal account; however, Celestyal Cruises will provide a full refund for the relevant cruise fare portion only, providing the guest/s have not traveled from, to or through mainland China, Hong Kong, Macau, Iran, South Korea, and Italy in the past 14 days prior to embarkation (as well as any additional countries stated by the Israeli health authorities on Three Continents itinerary).
- In addition, Celestyal is elevating the frequency of antiviral sanitation of all our ships.

Additional Medical Measures

- Rapid testing kits will be available for use by our qualified on-board medical team. Following the rapid test, if it's decided not to allow embarkation in an abundance of caution for the remaining guests and crew, Celestyal will provide a full refund of the cruise fare paid. However, despite our stated policy, if a guest/s arrives at the ship even though they travelled from, to or through mainland China, Hong Kong, Macau, Iran, South Korea, and Italy **within** the past 14 days prior to embarkation, it will be their responsibility (and risk) to travel to the ship regardless, no refund will apply and Celestyal's' relevant cancelation policy will prevail.
- We have rigorous medical protocols in place to help passengers and crew members who feel unwell while sailing. Our protocols include professional medical treatment; quarantine of unwell individuals from the general ship population; and intensified ship cleaning, air filtration, and sanitization procedures.

Cancellation & Refund Policy

1. Applicable to guests originating from the following markets only due travel restrictions:

China, including Hong Kong and Macau

- Full refund, without penalty for departures within the next eight weeks (all sailings up to and including April 27, 2020)
- Impacted guests have the option to rebook onto another 2020 or 2021 sailing irrespective of itinerary without penalty based upon a 'like for like' stateroom category and fare paid basis. We will offer the following goodwill gesture for the inconvenience: Onboard Credit Value per stateroom irrespective of alternate 2020/21 sailing date:
 - 3 Night Sailing – Iconic Aegean = 30 Euro per stateroom
 - 4 Night Sailing – Iconic Aegean = 50 Euro per stateroom
 - All 7 Night Sailings = 100 Euro per stateroom

2. Applicable to guests originating from the following select markets only:

Iran, Italy, Japan, South Korea, Singapore, Thailand and Taiwan

- Impacted guests due to cruise within the next four weeks have the option to transfer their booking to a future 2020 cruise departure on any itinerary on a 'like for like' stateroom category and fare paid basis, irrespective of pricing seasonality (fare/price difference waived). This strictly applies to departures within the next four weeks only from the select markets referenced above (all sailings up to and including March 28, 2020). No refund permitted; standard cancellation terms apply.

IMPORTANT NOTE: For guests rebooking onto an alternative future 2020 date, our standard cancellation penalties will be applied based upon the original booking date and NOT the new rebooked sailing date.

As a gesture of goodwill for the inconvenience, we will offer the following Onboard Credit Value per stateroom irrespective of alternate 2020 sailing date:

- 3 Night Sailing – Iconic Aegean = 30 Euro per stateroom
- 4 Night Sailing – Iconic Aegean = 50 Euro per stateroom
- All 7 Night Sailings = 100 Euro per stateroom

3. Applicable to Three Continents guests already booked to travel from the following markets only:

- We have received notification from the Israeli public health authority, effective immediately, **guests who have traveled from, to or through China, South Korean (applicable to connecting flights via this location), Macau, Hong Kong, Singapore, Thailand, Japan (not applicable to connecting flights) and Italy within 14 days prior** to their embarkation will be denied boarding until further notice.
- Should a guest from these countries arrive at the port terminal having been previously advised by Celestyal and/or booking agent, they will not be entitled to a refund of the cruise fare, nor will Celestyal Cruises be held liable for any costs incurred by the guests. Israeli authorities have informed Celestyal



that our vessels will not be permitted to dock in Ashdod if we have any of the said nationalities onboard within the 14-day period prior to sailing.

- Booked guests from the select list of impact countries currently on the Three Continents should contact their original booking travel agent so that Celestyal may present alternative options.

No future bookings within 14 days of embarkation are permitted on the Three Continents itinerary from the following countries until further notice:

China, South Korean (applicable to connecting flights via this location), Macau, Hong Kong, Singapore, Thailand, Japan (not applicable to connecting flights) and Italy

PLEASE NOTE: It's incumbent upon ALL guests to ensure they have adequate travel insurance. Additional updates will be communicated as required.