

CUNARD

23 April: Cunard has extended “pause of operations” until 31 July, 2020.

In addition, all 2020 Alaska sailings on board Queen Elizabeth, including voyages up until 8 September 2020, are now unfortunately cancelled.

For all guests impacted by this temporary suspension, Cunard will provide a 125% Future Cruise Credit. This Future Cruise Credit will be applied automatically to their guest account for use on a Cunard voyage departing before 31 March 2022 – to be booked by 31 December 2021. NEW : The FCC may also be used to add an additional stateroom to an existing booking or to upgrade an existing booking

If any guests would prefer a 100% refund, please contact us on how to request a refund which may take up to 60 days to be processed.

Please note that due to automated systems guests may over the next few weeks receive a cancellation invoice, that will include cancellation fees, please disregard this and be assured that guests will not incur any fees as a result of this cancellation.

Updated 23 April : Cunard’s flexible booking terms (Ts & Cs apply) –

- Existing bookings departing after 31 July 2020 & before 31 August 2020 on Queen Mary 2 or Queen Victoria.

- **Keeping your booking**

Cunard are pleased to offer guests on board spending money to enhance their holiday :

The amount of credit is shown below, applicable per cabin

For voyages of 1 -3 nights duration: \$150

For voyages of 4 -7 nights duration: \$300

For voyages of 8 -14 nights duration: \$600

For voyages of 15+ nights duration: \$900

Guest’s on board spending money will be added to their account ahead of sailing. Please note, guests will be asked to confirm you have read the latest government travel guidance before they sail.

- Bookings departing after 31 July & before 31 Aug 2020 (QM2 & QV)

- **Transferring your booking**

In these unsettling times, to give guests reassurance and more appealing options, Cunard have temporarily removed restrictions on their Transfer Policy.

Transfer your booking up to 48 hours prior to departure to any Cunard voyage on sale. Transfer your booking any number of times, free of charge.

- **Cancelling your voyage**

You may cancel up to 48 hours prior to departure.

Cancelled bookings which have paid in full will receive a Future Cruise Credit (FCC) equivalent to **110%** of the full balance – see the table below for further details.

The Future Cruise Credit can be used until 31 December 2021 and can be redeemed against any Cunard voyage sailing until the end of March 2022.

For all fare types -

Period before departure within which notice of cancellation is received by Cunard	Original cancellation charges Percentage of total fare charged	Updated Temporary Policy (assuming voyage paid for in full by required date) FCC applied
From the date of booking until 91 days before departure	100% of deposit	FCC given to value of deposit
90 to 57 days	50% of fare	110% FCC
56 to 42 days	60% of fare	110% FCC
41 to 16 days	75% of fare	110% FCC
15 to 6 days	90% of fare	110% FCC
5 to 2 days	100% of fare	110% FCC
Less than 2 days	100% of fare	0% FCC

If you do not wish to take advantage of New Temporary Policy you may cancel under the terms of Cunard's original policy.

This new policy supersedes any information you may have received previously.

If you have already submitted a transfer or cancellation based on the previous policy before today, Cunard will honour this and will be in touch with confirmation in due course.

To cancel your booking and request a refund please call Whitestar Cruise & Travel : (011) 463 3293 or email : info@whitestar.co.za.

- Bookings departing after 31 August 2020

- **Transferring your booking**

Transfer their booking prior to the balance due date to any Cunard voyage currently on sale.

Guests who have a booking on a Cunard Fare or Early Saver Fare may transfer their booking any number of times, free of charge to any Cunard voyage currently on sale.

P&O CRUISES

23 April : P&O Cruises extends pause in operations until 31 July 2020.

All guests with a P&O Cruises holiday booked up to and including 31 July 2020 will automatically receive a 125% Future Cruise Credit (FCC) to be used for a future cruise sailing any time before the end of March 2022 with bookings to be made by 31 December 2021.

NEW : Guests can use the FCC to upgrade their cabin or to book a second cabin for friends or family on an existing holiday booking. The FCC can also be gifted or transferred to friends or family.

If any guests would prefer a 100% refund, please contact us on how to request a refund which may take up to 60 days to be processed.

Updated 23 April : P&O's flexible booking terms (Ts & Cs apply) -

- Bookings departing between 01 and 31 August 2020

- **Keeping your existing booking**

P&O are pleased to offer guests on board spending money to enhance their holiday:

The amount of credit is shown below, applicable per cabin

For voyages of 1 -3 nights duration: £100

For voyages of 4 -7 nights duration: £200

For voyages of 8 -14 nights duration: £400

For voyages of 15+ nights duration: £600

Guest's on board spending money will be added to their account ahead of sailing

- **Transferring your booking**

In these unsettling times, to give guests reassurance and more options, P&O have temporarily removed restrictions on their Transfer Policy.

Transfer your booking up to 48 hours prior to departure to any P&O voyage on sale.

Transfer your booking any number of times, free of charge.

- **Cancelling your voyage**

You may cancel up to 48 hours prior to departure.

Cancelled bookings which have paid in full will receive a Future Cruise Credit (FCC) equivalent to **110%** of the full balance – see the table below for further details.

The Future Cruise Credit can be used until 31 December 2021 and can be redeemed against any P&O Cruises holiday sailing until the end of March 2022.

For all fare types –

Period before departure within which notice of cancellation is received by P&O Cruises	Original cancellation charges Percentage of total fare charged	New Temporary Policy (assuming holiday paid for in full by required date) Percentage of FCC applied:
From the date of booking until 91 days before departure	100% of deposit	FCC given to value of deposit
90 to 57 days	50% of fare	FCC 110% of full balance
56 to 42 days	60% of fare	FCC 110% of full balance
41 to 16 days	75% of fare	FCC 110% of full balance
15 to 6 days	90% of fare	FCC 110% of full balance
5 to 2 days	100% of fare	FCC 110% of full balance
Less than 2 days	100% of fare	Refund 0%; FCC 0%

If you do not wish to take advantage of the New Temporary Policy guests may cancel under the terms of P&O's original policy.

This new policy supersedes any information you may have received previously.

If you have already submitted a transfer or cancellation based on the previous policy before today, P&O will honour this and will be in touch with confirmation in due course.

- Bookings departing after 1 September 2020

- **Transferring your booking**

If guests are sailing after 1 September 2020 then you can take advantage of P&O's new flexible transfer policy (in place until 1 September 2020), but we will require notice prior to the balance due date.

This means that guests, who have a Select Price or Early Saver booking, sailing after 1 September 2020, can now:

Transfer their booking prior to the balance due date to any P&O Cruises holiday currently on sale. Transfer their booking any number of times, free of charge.

SEABOURN

14 April : Seabourn extends its voluntary pause of operations until 30 June 2020

The brand had previously announced a pause in its global ship operations from 14 March - 14 May 2020, effectively cancelling all voyages scheduled to operate during that timeframe. The decision is a proactive response to the unpredictable circumstances evolving from the global response to the COVID-19 situation.

Seabourn guests on impacted voyages will receive a 125% refund on monies received in the form of a future cruise credit, which must be booked by Dec. 30, 2020 but can be applied toward any future cruise through December 31, 2021. For guests who do not opt

to choose the 125% future cruise credit, a 100% refund of the monies paid to Seabourn will be reimbursed to the original form of payment.

Seabourn are offering two choices of compensation :

Option #1 - We would love to welcome you on board a future Seabourn cruise once circumstances improve and they are ready.

Defer your refund and receive a future cruise credit for 125% of the base amount paid,** or the base cruise fare if the booking is paid in full which can be applied toward any future cruise through December 31, 2021. ** Applies to select voyages which are currently outside of final payment deadlines.

Option #2 - If you do not choose the 125% future cruise credit, a 100% refund of all monies paid will be reimbursed to the original form of payment. This includes Seabourn pre- or post-cruise hotel packages or transfers, prepaid shore excursions and amenities purchased through Seabourn, and taxes, fees, and port expenses back to the original form of payment. Due to unprecedented volumes, reimbursement may take up to 60 days.

Updated 14 April : Seabourn Book with Confidence (Ts & Cs apply) -

Guests can book their cruise with confidence: cancel for any reason and receive a Future Cruise Credit in the amount of the cancellation fees. Some restrictions apply.

If your booking meets the eligibility criteria below, your cancellation will be processed automatically and you will receive a confirmation with your Future Cruise Credit details within about two weeks.

- Cruise sailing prior to 31 August, 2020

Booking is cancelled no less than 48 hours prior to sailing

- Cruise sailing between 01 September and 15 October 2020

Booking is cancelled no less than 30 days prior to sailing

CELESTYAL CRUISES

14 April : Celestyal extends suspension of cruise operations until 29 June 2020.

For all named and fully paid guests impacted by this temporary suspension, Celestyal Cruises is offering a **Future Cruise Credit valued at 120%** of original booking value. Guests will have until the end of December 2021 to redeem their Future Cruise Credit against any of Celestyal Cruises' itineraries in 2020, 2021 and 2022. For additional flexibility, guests that have not used their Future Cruise Credit within the specified period, will automatically receive a refund equal to the original amount paid to Celestyal upon expiration of the future cruise credit voucher in December 2021, therefore allowing plenty of time to decide on rescheduling plans.

Updated 14 April : Celestyal's Peace of Mind policy (Ts & Cs apply) -

To provide additional comfort to both new and existing guests due to travel during the remainder of 2020, Celestyal has also extended it's "Peace of Mind Policy" for sailings departing until 31 December 2020.

- Bookings departing between 29 June & 31 August 2020

Guests can feel confident knowing they **can change their sail date up to seven days before departure** for sailings embarking between 29 June and 31 August 2020.

Guests will receive a **100% Future Cruise Credit** that can then be applied towards a future 2020, 2021 or 2022 cruise. Notification must be received by Celestyal no later than 7 days prior to sailing date.

- Bookings departing between 01 September & 31 December 2020

For new and current individual bookings embarking from 1 September to and including 31 December 2020, guests **will be able to change their plans up to 30 days prior to the sailing date**, having until 31 December 2022 to reschedule.

Guests will receive a **100% Future Cruise Credit** that can then be applied towards a future 2020, 2021 or 2022 cruise. Notification must be received by Celestyal no later than 30 days prior to sailing date.

Celestyal hopes that the Peace of Mind policy will help those who continue to travel but are concerned their plans may change.

FCC is non-transferable & cannot be redeemed for cash.

FCC is combinable with any other promotional offer.

All cruises are subject to availability at the time of booking.

Celestyal's standard Ts & Cs apply as per the original booking date.

Please note

As the COVID-19 situation evolves, guests should refer to the cruise line's websites for the latest travel advice and policies.

Cruise lines are working through the evolving guidelines and restrictions in ports of call around the world, and as a result future itineraries may be subject to change and they are looking at how they phase their ships back into service.

The contact centres of all cruise lines are experiencing high volumes so replies may take longer than normal. Refunds may take up to 60 days to process.

Please contact us if you have any queries -

Whitestar Cruise & Travel is operating normal office hours & we are contactable at our office number : (011) 463 3293 or info@whitestar.co.za.

Thank you for your patience and support!