

Coronavirus overview, updated 31 March –

CUNARD

30 March : Cunard has extended “pause of operations” until 15 May, 2020.

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. 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 19 March : Cunard’s flexible booking terms (Ts & Cs apply) -

- Bookings departing before 31 Aug 2020

- **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

- **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 now 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
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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 Aug 2020

- **Transferring your booking**

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

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

P&O CRUISES

31 March : P&O Cruises extends pause in operations until 15 May 2020.

If you have a P&O Cruises holiday booked that was due to depart prior to 15 May 2020, we're very sorry to have to cancel your guest's plans.

P&O are pleased to offer guests a 125% Future Cruise Credit to be used for a future cruise sailing any time before the end of March 2022 – simply book by 31 December 2021. 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 19 March : P&O's flexible booking terms (Ts & Cs apply) -

- Bookings departing after 15 May and up to & including 31 Aug 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

- **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 can now 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 New Temporary Policy you 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.

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 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

30 March : Seabourn to pause global cruise operations for an additional 30 days.

Seabourn announced that it will voluntarily pause global operations of its five cruise ships for a further 30 days, for all departures until 14 May 2020.

Seabourn guests on impacted voyages will receive a 125% refund of the fare paid in the form of a future cruise credit, which 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 fare paid will be reimbursed to the original form of payment.

Seabourn are offering two choices of compensation :

Option #1 – Please give us the chance to welcome you on board a future cruise.

Defer your refund and receive a future cruise credit for 125% of the base cruise fare paid, which can be applied toward any future cruise through December 31, 2021.

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.

Seabourn Book with Confidence

Now, 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.

Bookings must meet the eligibility criteria below:

Cruise sailing prior to 31 July, 2020

- **Booking is cancelled no less than 48 hours prior to sailing**

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

Cruise sailing between 01 August and 15 October 2020

- **Booking is cancelled no less than 30 days prior to sailing**

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

CELESTYAL CRUISES

13 March : Celestyal Cruises temporarily suspends cruise operations until 1 May 2020.

For all named and fully paid guests impacted by this temporary suspension, Celestyal will offer the choice of either a **Future Cruise Credit valued at 120%** of original booking value or a refund of original amount paid.

Guests will have until the end of December 2021 to use their Future Cruise Credit against any of their itineraries.

For additional flexibility, anyone that has not used their Future Cruise Credit within the specified period, will automatically receive a refund equal to the original amount paid to Celestyal.

16 March : updated Peace of Mind policy

- Bookings made between now & 30 June 2020

Guests can take comfort in knowing that any cruise purchased between now up to June 30, 2020 for travel during 2020/2021 **can be changed without incurring cancellation fees up to 7 days before sailing date.**

We hope the Peace of Mind policy, will help those who continue to travel but are concerned their plans may change.

- Bookings departing between 01 May & 30 June 2020

Current guests that are due to travel between May 1, and June 30, 2020 also have the flexibility and comfort to alter their plans should the need arise without incurring cancellation fees **up to 7 days before sailing date.**

Guests will receive a **100% Future Cruise Credit** that can then be applied towards a future 2020 or 2021 cruise.

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

All cruises are subject to availability at time of booking.

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

In appreciation of those **guests that keep their cruise holiday as currently planned**, Celestyal want to show their gratitude by way of the following:

On departures through June 30, 2020, we will thank those guests with an **Onboard Spending Credit of €30 / €50 / €100 per stateroom for 3-night / 4-night / 7-night respectively.**

Make this onboard spending credit go even further with a 15% discount on onboard purchases (excluding Casino & Retail).

How Peace of Mind works -

For new and current individual bookings

- The Revised Peace of Mind policy is Celestyal Cruises' new temporary policy that allows new and existing named and paid (deposits and / or final payment) individual bookings for sailings embarking from May 1, 2020 through and including June 30, 2020.
- **Guests will be able to cancel up to 7 days prior to sailing and receive a 100% Future Cruise Credit for any monies paid to Celestyal Cruises.**
- **Notification must be received by Celestyal no later than 7 days prior to sailing date.**
- Future Cruise Credit is only valid on cruises sailing in 2020 & 2021.
- The value of the Future Cruise Credit is non-transferrable and not redeemable for cash.
- All cruises are subject to availability at time of booking.

Please note –

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

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!