



Travellers Assurance Programme
BEST PRICE GUARANTEE &
NO-PENALTY CANCELLATION



TRAVELLERS ASSURANCE PROGRAMME NO-PENALTY CANCELLATIONS + BEST PRICE GUARANTEE

Guests and Travel Partners can now have total peace of mind knowing that should they need to cancel, for any reason, they will not lose out. Guests may cancel up to 48 hours prior to departure and will receive a Future Cruise Credit equal to 100% of the cruise fare paid*.

Additionally, guests and Travel Partners can book with confidence knowing that up to the day of sailing, should there be another applicable Oceania Cruises public promotion that offers better value through amenities or price, they may take advantage of that promotional offer and/or price.

PROGRAMME APPLICABILITY AND CONDITIONS:

No-Penalty Cancellations

- Cancel for any reason up to 48 hours prior to departure and receive a Future Cruise Credit equal to 100% of the cruise fare if paid in full*
- Valid for all existing reservations & new reservations made by 30th June 2020 for voyages departing from 10th March 2020 through 30th September 2020
- Future Cruise Credit is valid for redemption for one year from date of issue for travel departing no later than 31st December 2022

Best Price Guarantee

- Valid for all bookings, sailings, and destinations
- Valid for all Oceania Cruises public, amenity-based and pricing promotions
- Promotion or Pricing Adjustment requests are subject to voyage and accommodation category availability at time of request
- Pricing adjustments after final payment date will be in the form of a Shipboard Credit, Future Cruise Credit, or upgrade, at Oceania Cruises' discretion

*Government Fees and Taxes will be refunded

FREQUENTLY ASKED QUESTIONS

1) **What is Oceania Cruises' Travellers Assurance Programme?**

Our Travellers Assurance Programme is a new temporary policy that seeks to give you and your guests the confidence to plan their Oceania Cruises vacation. This programme is intended for guests who have **paid in full** and/or are in cancellation penalty. It provides assurances in two important ways:

- The Travellers Assurance Programme allows new and existing bookings that have **paid in full** to cancel up to 48 hours from departure date and receive a 100% Future Cruise Credit*
- Up to the day of sailing if there is an Oceania Cruises promotion offering a better price, or amenity on the sail date booked, you and your guests can take advantage of the new offer (terms apply).

2) **What sailings qualify under the Travellers Assurance Programme?**

The Travellers Assurance Programme applies to all new and existing bookings made through 30th June 2020, for voyages departing 10th March 2020, through 30th September 2020. Please note: this programme does not apply to bookings cancelled prior to 1st March 2020.

3) **What is the "departure date" my guests need to cancel 48-hours prior to in order to take advantage of the Travellers Assurance Programme?**

For Oceania Cruises air inclusive bookings, the departure date refers to the date a guest's flight is scheduled to depart. For Oceania Cruises cruise-only bookings, the departure date refers to the date a guest is scheduled to embark the vessel.

4) **Will my commission be protected?**

Under the Travellers Assurance Programme the full commission on the cruise portion of the cancelled booking will be protected and paid approximately 14 days prior to the original sail date. If a guest forgoes the Travellers Assurance Programme, and FCC, the commission will revert to the standard policy.

5) **If my guest opts for the Future Cruise Credit, are their funds protected?**

If the guests apply their FCC to a new booking by 31st July 2020, regardless of travel date, they will be protected by ABTA (Cruise Only) or ATOL (Air/Sea Package).

6) **When I rebook my guests on their new cruise will I earn commission?**

In addition to the commission earned on the cancelled cruise, the 100% FCC is also commissionable when applied to the new booking as per standard commission structure.

7) **If I have a group and the cancellation causes me to fall below the group minimum to earn Tour Conductor Credit(s) or OCAPP Awards, will my credit(s)/awards be protected?**

If a booking is cancelled under the Travellers Assurance Programme those cancelled bookings will continue to count towards your Tour Conductor Credit or OCAPP Award; the credit is either applied towards the cost of a booking or included in your commission payment approximately 14 days prior to the original sail date. The cancelled booking(s) must qualify under the Travellers Assurance Programme and be fully paid.

8) **If my guests decide to cancel how is the value of their Future Cruise Credit (FCC) calculated?**

The FCC will be based on 100% of the cruise fare paid*. Ancillary items will be refunded back to the original form of payment used. Please note: Oceania pre/post hotel and land packages cancelled within 60 days from sailing & Oceania air cancelled within 70 days will not be refunded and will instead be included in the total FCC amount.

9) If my guests cancel under the Travellers Assurance Programme what items will be refunded?

In addition to the FCC the following ancillary items purchased through Oceania Cruises will be refunded to the original form of payment:

- Government Fees and Taxes
- Group and/or private transfers
- Shore excursions and/or shore excursion packages
- Reservations for the Culinary Center, La Reserve and/or Privée
- Visas and/or visa packages
- Air booked through Oceania Cruises
 - *If cancelled outside 70 Days – Refundable, providing air tickets have not been issued*
- Pre and post hotel and land packages booked through Oceania Cruises
 - *If cancelled outside 60 Days from sailing – Refundable*

10) What happens to the costs associated with any ancillary items purchased independently of Oceania Cruises such as airfare, pre or post hotel stays, travel insurance, etc.?

For arrangements, products, or services confirmed through independent companies and carriers we recommend that you and your guests contact the travel provider directly for further guidance.

11) How long will my guests have to redeem their Future Cruise Credit (FCC)?

All FCC can be redeemed within one year from issue date and can be used for sailings departing on or before 31st December 2022. Full consumer protection will be provided on FCC's redeemed up to 31st July 2020

12) What can my guests Future Cruise Credit (FCC) be applied to on their future booking?

The FCC can be applied to the cruise fare portion of the new booking including government fees and taxes.

13) What deposit is required to confirm a new reservation using the Future Cruise Credit (FCC)?

The FCC can be used to cover the deposit for any new booking (reduced to 10% through 30th June 2020). Should the new reservation be cancelled it will be subject to standard cancellation fees. The FCC will be applied in full.

14) What if there is a difference between the Future Cruise Credit (FCC) amount and the fare on the future booking?

If the cruise fare on the new booking exceeds the amount issued on the FCC your guests will be responsible for the difference. Alternatively, if the cruise fare on the new booking is lower than the amount applied then a new FCC will be issued for the difference for the guests to use. The new FCC will have the same terms as the original FCC.

15) If my guest uses their Future Cruise Credit (FCC) and then needs to cancel that future cruise, will they be able to reapply their credit on another booking?

In the event that a guest needs to cancel their future cruise, outside of penalty, then the FCC would remain valid and may be applied to another cruise as long as it is booked within one year of the original issue date for sailings departing on or before 31st December 2022.

16) Can my guest transfer promotional amenities from their cancelled booking to their new booking?

Any promotional amenity on the original and now cancelled booking would not be transferable to their new booking.

17) Is the Future Cruise Credit (FCC) transferable?

The FCC is issued to the guest(s) electing to cancel their booking under the Travellers Assurance Programme and is not transferable to any other guest.

18) If my guests have not paid in full can they take advantage of the Travellers Assurance Programme?

The no penalty cancellation is meant for those guests who have paid in full. For bookings outside of final payment, the standard cancellation schedule would apply and can be found in the terms and conditions on our website: <https://www.oceaniacruises.com/legal/terms-conditions>

19) Can my guests elect not to take advantage of the Travellers Assurance Programme even if they have paid in full?

If a guest wishes to cancel and forgo the FCC then the standard cancellation schedule would apply and can be found in the terms and conditions on our website:
<https://www.oceaniacruises.com/legal/terms-conditions>

20) Can my guests follow the standard cancellation guidelines and receive a partial refund and a Future Cruise Credit (FCC) for just the penalised amount?

The Travellers Assurance Programme offers a 100% FCC* in lieu of Oceania Cruises' standard cancellation schedule. If a guest elects to cancel and receive a partial refund of their cruise fare, in line with the standard cancellation schedule, then no FCC will be issued.

21) Can one guest in a stateroom choose the Travellers Assurance Programme while the second guest elects to abide by the standard cancellation schedule?

All guests associated with the booking being cancelled would need to take the same option.

22) If one guests chooses to take advantage of the Travellers Assurance Programme and the second guest wishes to continue on the cruise as scheduled, is that allowed and will the second guest need to pay an additional supplement?

If the guest, and not the booking, is being cancelled then the remaining guests are welcome to continue on the cruise as scheduled with no additional supplement.

23) Does the Travellers Assurance Programme change my guests' final payment date?

Oceania Cruises' deposit and final payment schedule remains unchanged and can be found in the terms and conditions page on our website: <https://www.oceaniacruises.com/legal/terms-conditions>

24) If my guest already has a future cruise booked can they apply their new Future Cruise Credit (FCC) to the existing future cruise?

If a guest elects to cancel one of their upcoming cruises under the Travellers Assurance Programme they can apply their FCC to either a new or existing booking provided that final payment has not been made on that future new or existing booking.

25) If my guests decide to cancel how do I let Oceania Cruises know that they are taking advantage of the Travellers Assurance Programme?

If a guest elects to cancel their paid in full booking simply notify us at time of cancellation that they would like to take advantage of the no penalty cancellation and a Future Cruise Credit will be issued to each guest. Cancellations under the Travellers Assurance Programme must be done directly with Oceania Cruises by calling 0345 505 1920 or emailing ClaimsUK@OceaniaCruises.com. Cancellations completed online will default to the standard cancellation schedule.

*Government Fees and Taxes will be refunded