

# Carnival IMPORTANT INFORMATION



## TEMPORARY PAUSE IN SERVICE ALL SAILINGS DEPARTING MARCH 14, 2020 – APRIL 09, 2020

March 13, 2020

Dear Carnival Guest,

We are sorry to share the news that Carnival Cruise Line is temporarily pausing service, effective with sailings departing Saturday, March 14 through April 09, 2020 across its fleet of North America based ships. We will resume service on April 10, 2020.

As you know, COVID-19 has now turned into a global pandemic. Carnival has responded by implementing higher levels of screening, monitoring and sanitation protocols to protect the health and safety of our guests, crew and communities we serve. We have had no diagnosed cases linked to our operations and we are committed to continuing to do our part to support public officials in their efforts to manage and contain this unprecedented public health situation.

On behalf of all of us at Carnival Cruise Line, we extend our sincere apologies for the disruption to your vacation plans and trust you understand this decision was made with everyone's best interest at heart.

Since we'd love nothing more than to welcome you back just as soon as we resume operations, we're pleased to present the following options:

Current Cruise Length	Option 1 – Enhanced Value	Option 2 – What You Paid
Six plus days	<ul style="list-style-type: none"><li>100% Future Cruise Credit</li><li><b>US\$600 onboard credit per stateroom</b> on next cruise if booked by 12/31/20 for sailing by 12/31/22</li></ul>	100% refund
Five days or less	<ul style="list-style-type: none"><li>100% Future Cruise Credit</li><li><b>US\$300 onboard credit per stateroom</b> on next cruise if booked by 12/31/20 for sailing by 12/31/22</li></ul>	100% refund

- Please complete [this form](#) to let us know which option you prefer. We have automated the process to eliminate any need to call us. Nothing further is needed from you except this form. Please be patient if you reach out to us as we are experiencing high call volume.
- You have until December 31, 2020 to make a selection or you will automatically receive a 100% Future Cruise Credit.
- Whichever option you select, it will apply to all guests on the reservation.

Regardless of the option you select, your taxes, fees and port expenses, Carnival Vacation Protection, pre-paid gratuities, pre-purchased Carnival shore excursions, beverage and Wi-Fi packages, and Fun Shop purchases will be automatically refunded to the original form of payment.

If you have independent air, we encourage you to contact your airline carrier directly as they are being flexible with change fees.

Once again, we want to say how sorry we are that we won't be able to continue with our plans to operate your cruise. Thanks for hanging in there with us. We look forward welcoming you aboard a Carnival cruise in the future!

Sincerely,

A handwritten signature in black ink that reads "Christine Duffy". The signature is written in a cursive, flowing style.

Christine Duffy  
President

\*The FCC is based on the cruise fare for this voyage and any monies paid for Fly2Fun air. FCCs and onboard credits (OBC) are non-transferable, non-refundable, cannot be used as a deposit or applied to a chartered sailing, have no cash value and must be redeemed on a Carnival Cruise Line sailing departing by 12/31/22. The FCC/OBC may only be used toward the cruise fare of one (1) booking in the same currency in which the above voyage was originally paid and cannot be used for taxes, fees & port expenses, Carnival Vacation Protection. The FCC cannot be used as payment for onboard charges or gratuities and any unused portion will be forfeited. The booking guest shall be responsible for payment of the difference between the amount of the FCC and the amount of the new booking. After you have booked your cruise, please use the link below to provide us with the new booking information so we can process your FCC.  
[www.carnival.com/request-forms/reimbursement-form.aspx](http://www.carnival.com/request-forms/reimbursement-form.aspx).