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## WE HAVE TO CANCEL YOUR CLIENT'S CRUISE, BUT WE HAVE OPTIONS FOR THEM

Dear Travel Advisor:

We have another important update regarding an extension of our pause in operations. Please see the booking numbers for your impacted clients below.

We have provided details of the changes and specific offers available to these bookings below. Please review this information and share it with your clients. We will also be sending a copy of this information to your clients directly to assist our travel advisors, as we know that many of you are working outside your office this week.

You will also see in the letter below that we have laid out our plans for a phased approach in our return to service, focusing on certain homeports and certain ships, effective August 1.

As we have done throughout this unprecedented time in our industry, we are protecting the commission on all bookings paid in full. We must also reiterate that we need your assistance to work with your clients to follow the automated process to request either the value offer of a future cruise credit (FCC) combined with an onboard credit (OBC) or a full refund. Our contact center team continues to work from home as local government restrictions remain in place, so our productivity remains impacted.

We appreciate all that our travel advisors are doing to support your clients and Carnival during these unusual times. We look forward to returning to calmer seas this summer and count you as a partner in that endeavor.

**BOOKING NUMBER:**  
(WILL BE LISTED HERE FOR RESPECTIVE AGENCIES)

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Dear Carnival Cruise Line Guest:

During this pause in our business, we have continued to assess the environment to determine whether our plan to resume operations beginning on June 27 is feasible. While we are beginning to see positive signs that the country is returning to some level of normalcy, the point at which we can begin sailing is uncertain and we are making plans for a phase-in of service later this summer.

We are taking a measured approach, ensuring we are well prepared to support all public health and regulatory requirements prior to resuming service. We are focusing our return to service on a select number of homeports where we have more significant operations and that are easily accessible by car for many of our guests. Starting up with limited operations will also allow us to focus our resources on implementing new operational protocols prior to a broader roll-out across the fleet as travel and commerce continue to recover.

Given this protracted delay, we unfortunately have to cancel your scheduled cruise. The key elements of this announcement:

- All cruises from June 27 to July 31 will be  *canceled*
- Beginning August 1, we plan to  *resume*  cruises on the following ships:
  - Galveston: Carnival Dream, Carnival Freedom and Carnival Vista
  - Miami: Carnival Horizon, Carnival Magic and Carnival Sensation
  - Port Canaveral: Carnival Breeze and Carnival Elation
- Other than the above referenced service from Galveston, Miami, and Port Canaveral, all other North American homeport cruises will be  *canceled*  through August 31
- All Carnival Spirit Alaskan cruises from Seattle will be  *canceled* , as well as the Carnival Spirit Vancouver - Honolulu cruise on September 25 and the Honolulu-Brisbane cruise on October 6
- All Carnival Splendor cruises in Australia from June 19 to August 31 will be  *canceled*

We remain strongly committed to being a partner with government officials at the federal level and with officials in the local communities where we homeport our ships. We are also working with the destinations we visit to ensure their readiness and support. We will take all necessary steps to ensure the health and safety of our guests, crew and the communities we bring our ships to in order to maintain public confidence in our business. We will use this extended pause to continue to identify and implement additional protocols so that we can safely welcome our guests back on board. Nevertheless, we apologize for disrupting your vacation plans and appreciate your patience as we work through these decisions.

As we have offered previously, we are providing two options for you, including a bonus value incentive package that has proven very popular with our guests. We hope you will be able to rebook your vacation utilizing the incentives we have developed in recognition of your loyalty.

We have fully automated your ability to respond with your choice online, avoiding the need to call us. We urge you to carefully review this information and follow the online process. Like many other companies, our offices remain closed at the direction of local government. While our customer contact center team is now working from home and taking calls, technology limitations continue to impact productivity and our level of support. This announcement is also likely to continue the extremely high call volumes that limit our traditional levels of resources and responsiveness. Calling us will not expedite your request at this time. In addition, if you booked through a travel advisor, they are fully equipped to help you with this process and will also be able to rebook another vacation with your future cruise credit.

This letter supersedes any previous offer received. Carnival will honor this offer for any guests who were previously booked on these voyages and canceled their booking on or after March 6, 2020.

CURRENT CRUISE LENGTH	OPTION 1: ENHANCED VALUE	OPTION 2: WHAT YOU PAID
6+ DAYS	<ul style="list-style-type: none"> <li>• 100% FUTURE CRUISE CREDIT*</li> <li>• US\$600 ONBOARD CREDIT PER STATEROOM on next cruise if booked by 12/31/20 for a sailing departing by 12/31/22*</li> </ul>	<ul style="list-style-type: none"> <li>• 100% REFUND</li> </ul>
5 DAYS OR LESS	<ul style="list-style-type: none"> <li>• 100% FUTURE CRUISE CREDIT*</li> <li>• US\$300 ONBOARD CREDIT PER STATEROOM on next cruise if booked by 12/31/20 for a sailing departing by 12/31/22*</li> </ul>	<ul style="list-style-type: none"> <li>• 100% REFUND</li> </ul>

Please make your selection using our online tool [here](#) – there is no need to call.

Please note that whichever option you select will apply to all guests on your reservation.

Given how fluid the situation is, we have extended this offer until December 31, 2020 for you to make a selection. After that, you will automatically receive a Future Cruise Credit\*.

Regardless of the option you choose, 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 purchased your own flights for getting to your cruise, we encourage you to contact your airline or travel agent about your options as the airlines are also working to accommodate their passengers.

Please continue to visit the link below to learn more about how we are addressing COVID-19 and get further updates on our operations.

Again, we apologize for this inconvenience because we know how much time and effort you put into planning the perfect cruise vacation. We want to get back to cruising just as soon as we can and we'll be here when times are better and be ready for your return.

Please continue to take care of yourself and your loved ones. Your health and safety are important to us whether or not you're on one of our ships.

Thank you for your support.

Sincerely,



Christine Duffy  
President, Carnival Cruise Line

## HOW WE'RE PRIORITIZING GUEST SAFETY

[LEARN MORE >](#)



\*The Future Cruise Credit (FCC) is based on the cancellation fees retained by Carnival for this voyage, including Fly2Fun air if applicable. FCC and Onboard Credit (OBC) are combinable with all Carnival-offered fares, 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 12/31/2022. The FCC/OBC may only be used toward one (1) booking in the same currency in which the above voyage was originally paid. FCC cannot be used for taxes, fees & port expenses, Carnival Vacation Protection, onboard charges or gratuities and any unused portion will be forfeited. New OBC offer replaces any previous OBC offer and applies to new booking if made by 12/31/20. The booking guest shall be responsible for payment of the difference between the amount of the FCC and the amount of the new booking if higher. After you have booked your cruise, please use this [link](#) to provide us with the new booking information so we can process your FCC.