



A MESSAGE FROM REGENT SEVEN SEAS CRUISES®

Dear Travel Advisor,

We continue to closely monitor the COVID-19 coronavirus situation and the global health environment. With COVID-19 continuing to impact communities and ports around the globe, we have extended our voluntary temporary suspension of operations worldwide to include sailings embarking through 30 June 2020.

The newly suspended voyages are:

Seven Seas Splendor – 21 May, 28 May, 4 June, 16 June, 26 June 2020

Seven Seas Explorer – 18 May, 30 May, 11 June, 23 June, 30 June 2020

Seven Seas Voyager – 23 May, 4 June, 14 June, 24 June 2020

Seven Seas Mariner – 17 May, 4 June, 17 June, 24 June 2020

Seven Seas Navigator – 22 May, 5 June, 15 June, 30 June 2020

The health, safety and well-being of our guests, crew and the communities we visit has always been and remains our highest priority. This has driven us to make necessary decisions such as extending the temporary suspension of voyages to do our part to help contain the spread of the virus. We understand and share in the frustration you may have during this period of disruption and we greatly appreciate your patience and loyalty as we all navigate through these fluid, unprecedented and challenging times together.

All affected travel partners with clients on voyages impacted by our temporary suspension of operations will be contacted by our Reservations team.

- Affected guests will automatically receive a 100% Future Cruise Credit and a bonus 25% Future Cruise Credit. These Future Cruise Credits are valid for one year from issue date and applicable towards all voyages through 31 December 2022. Clients taking the automatic Future Cruise Credits will also receive full Seven Seas Society loyalty night credits for their suspended voyage.
- For those who prefer a 100% refund of amounts paid, please complete the refund request online by 8 May 2020 at www.rssc.com/request-refund/ and the refund will be processed within 90 days.

If your clients chose to cancel their booking prior to our announced suspension of voyages, then the policy in place at the time of their cancellation will prevail. We will not be making any exceptions to the

policies enforced on previously cancelled bookings and appreciate your understanding in this regard.

Commission on Future Cruise Credit

Your support and advocacy are crucial and that is why we are protecting 100% of your commissions on any voyage we voluntarily suspended as well as protecting 100% of your commissions for any cancellations under **Regent Reassurance**. Due to the overwhelming amount of refund and commission payments being processed by our remote team members, commissions will be processed at the date the suspended voyage was scheduled to conclude. Commissions will also be earned on the 100% Future Cruise Credits when you rebook your clients through to the end of 2022.

Maintaining Commission Levels

Furthermore, we will maintain current 2020 commission levels for 2021, regardless of whether partners meet the necessary annual revenue thresholds. Our partnership together is strong, and we know how draining this time has been on everyone and we want you to move forward with confidence.

We appreciate your efforts in communicating these disruptions to your clients and staff. Our team remains committed to helping you however we can during this crisis. Working together, we will move forward toward better days on the horizon.

Sincerely,



Randall Soy
EVP, Sales & Marketing
Regent Seven Seas Cruises

