

Dear Travel Advisors,

We hope that you and yours continue to be safe and healthy – both mentally and physically.

We continue to closely monitor the evolving COVID-19 coronavirus global pandemic. Working in tandem with the U.S. Centers for Disease Control and Prevention (CDC) and global public health authorities, we have extended our suspension of global voyages to include sailings embarking through **July 31, 2020**. The newly suspended voyages are:

Regatta – 6 July, 13 July, 23 July, and 30 July 2020

Insignia - 5 July, and 25 July 2020

Nautica – 3 July, 13 July, and 22 July 2020

Marina – 6 July, 16 July, and 28 July 2020

Riviera – 9 July, 16 July, and 26 July 2020

Sirena – 10 July, 20 July, and 30 July 2020

If you have clients booked on these suspended voyages, you will receive a specific communication from our Guest Services team outlining the details of your client's choice of a generous Future Cruise Credit or a full refund. [Click here](#) for FAQ document regarding FCC terms.

We are all eager to retain as much business as possible. To assist you in both retaining and booking new business, here are a few tools.

Ease of Booking

If you are re-booking clients on a similar or identical itinerary for 2021, we encourage you to review this list of alternative voyages.

Value

Your clients will receive even greater value for their Future Cruise Credit as all our published voyages are part of our recently launched [Ultimate Sale](#) which features major price reductions.

Flexibility

We also know your clients are looking for flexibility and total peace of mind when booking. We

are pleased to announce that we have enhanced our [Travellers Assurance Programme \(TAP\)](#). This program will now be in effect for **all published voyages** for all reservations booked by July 31, 2020. Should your clients need to cancel, for any reason, they will receive 100% of the dollar value of the cruise fare in a Future Cruise Credit if cancelled up to 48 hours prior to the departure date. They will also receive the reassurance of our **Best Price Guarantee**. Should a better public promotion or price become available, up to the date of sailing, they may take advantage of it.

Partnership

We recognize how diligently you have been working on behalf of your clients during this crisis and we will be **protecting and paying travel partner commissions** related to these canceled cruises. We will also pay commission when you re-book your clients as they redeem their Future Cruise Credits issued from suspended sailings for those certificates valued at 100% of the original cruise fare.

We are committed to taking all appropriate steps and actions to combat the spread of COVID-19 and we will provide additional updates as they are available.

As always, we appreciate and value your support and partnership. Stay safe, stay healthy, stay positive!

Sincerely,

Nikki F. Upshaw, CTC
Senior Vice President, Sales
Oceania Cruises

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