



FUTURE CRUISE CREDITS FREQUENTLY ASKED QUESTIONS

1. How are Future Cruise Credits issued?

Future Cruise Credits are issued per guest and must be connected to a past, current, or canceled booking. When the credit is created, it is recorded in each guest's Oceania Club profile. Additionally, a Future Cruise Credit certificate is created and can be provided for the guests' or travel advisors' records. These certificates are issued per credit and can be requested by contacting Guest Services at 855-623-2642.

2. How are Future Cruise Credits calculated?

The calculation and value of a Future Cruise Credit vary based on the reason it was issued. As a general rule, a Future Cruise Credit cannot exceed the cruise fare value of the original booking it was issued from.

For Future Cruise Credits issued under Oceania Cruises' *Travelers Assurance Program*, the value is based on 100% of the cruise fare paid on the original booking, less applicable taxes and ancillary items that had been refunded at time of cancellation.

For Future Cruise Credits issued as part of a voyage cancellation due to the COVID-19 related pause of vessel operations, two credits are issued. The first credit is based on 100% of the cruise fare paid on the original booking, less applicable taxes and ancillary items that had been refunded at time of cancellation. The second credit is based on 25% of the cruise fare paid, less applicable taxes and ancillary items.

3. Can a Future Cruise Credit be redeemed for cash?

Future Cruise Credits can be used towards the purchase of a future cruise but have no cash value and cannot be redeemed for cash.

4. Are Future Cruise Credits transferable?

Future Cruise Credits are issued to the guest(s) in the original booking and are not transferable to any other guest.

5. Do Future Cruise Credits expire?

Future Cruise Credits do have expiration dates indicating both a 'book by' date to confirm a new sailing and a 'sail by' date indicating the latest date that a sailing can depart. These and other details, including terms and conditions, can be found on the Future Cruise Credit certificate as well as in the record linked to the guest's Oceania Club profile.

6. Are Future Cruise Credits combinable with promotional offers and Oceania Club benefits and amenities?

Future Cruise Credits are combinable with any publicly available promotional offer as well as with any earned Oceania Club benefits and amenities. Certain booking types offering reduced rates or special terms may not be combinable and should be verified at time of redemption.

7. What can a Future Cruise Credit be applied to on a booking?

All Future Cruise Credits can be applied to the cruise fare portion of a new booking, including government fees and taxes. Additionally, specific to the 100% Future Cruise Credits issued under Oceania Cruises' *Travelers Assurance Program* and the COVID-19 related pause of vessel operations, the following ancillary items may also apply:

- Pre-booked pre/post-cruise land and hotel packages
- Pre-booked group and private ground transfers
- Pre-booked shore excursions and shore excursion packages
- Pre-booked culinary classes
- Air add-ons and custom air fees

8. What if there is a difference between the amount(s) of the Future Cruise Credit(s) and the fare of the booking it is being applied to?

If the cruise fare and/or ancillary items on the new booking exceeds the amount of the Future Cruise Credit(s), then the guest is responsible for the difference. Alternatively, if the cruise fare and/or ancillary items on the new booking is lower than the amount applied, then guests will have the option to apply the credit towards a stateroom/suite upgrade and/or shipboard credit.

9. Is there a limit to how many Future Cruise Credits can be applied to one booking?

Guests are welcome to apply multiple Future Cruise Credits to a booking.

10. Can a Future Cruise Credit be applied to an existing booking?

Often times guests have multiple cruises booked at the same time. A Future Cruise Credit can be applied to either a new or existing booking provided that final payment has not been made on the future new or existing booking.

11. How are the Future Cruise Credits applied?

Future Cruise Credits are applied as a discount to the booking and can be applied any time prior to final payment as long as the credit is still active and has not expired, been voided, or already redeemed. Guests or their chosen Travel Advisor must advise Oceania Cruises that they wish to apply their credits to their new booking.

For guests with Future Cruise Credits issued under Oceania Cruises' *Travelers Assurance Program* and the COVID-19 related pause of vessel operations, the 100% credits will be applied against the entire cruise fare before being applied to any ancillary items. Any additional credits are only applied as a discount once the 100% credits have been fully redeemed.

12. If the new reservation needs to be canceled, what happens to the Future Cruise Credits that have been applied?

If a guest needs to cancel their future cruise, outside of penalty, then their applied Future Cruise Credit will be re-issued under the original terms. The Future Cruise Credit can then be applied towards another cruise, providing that the new selection falls within the 'book by' and 'sail by' dates the credit was originally issued under.