

# Cancellation Policies Costa Crociere COVID 19

Update 26 August 2020



# CXL – Policies VALID ONLY FOR FIT BOOKINGS



	NEW BOOKING (CTA up to 500€/GBP OBC)	CXL BY COSTA	ALREADY BOOKED
BOOKING PERIOD	from 15/06 to 30/09	Cruise cancelled by Costa	Cancellation made within 22/12
CRUISE PERIOD	Q1+Q2+ June FY2021	March/April/May/June/July/August/Sept/Oct/Nov/Dec until dep before Xmas 2020	May/June/July/August/September/October/Nov/Dec (until dep before Xmas) 2020
PROGRAM	ALL	ALL	ALL
CONTENT	<ul style="list-style-type: none"> <li>- Possibility to move reservation without fees on a new one up to 48H before departure (this is valid for all departures also not included in CTA that have a start date before 30/06/2021)</li> <li>- In case of cancellation the application of any penalties on Cruise, HSC, Beverages and any charter flight (no scheduled flight) are transformed into nominal future cruise credit (Voucher/FCC – name: RIPARTI) for the new booking within the limits of the sums collected by Costa net of commission Gross Booking amount 1.000 EUR Paid amount to Costa 500 EUR Voucher/FCC 500 EUR</li> <li>- if the customer does not want to accept Voucher/FCC firmly, the cancellation terms will apply according to the catalogue</li> <li>- Voucher/FCC to be redeemed within 31/12/20</li> </ul>	<ul style="list-style-type: none"> <li>- Costa give nominal Future Cruise credit (FCC – name: RIPARTI) for the amount of what Costa has already collected from the travel agency . NET AMOUNT PAID.</li> <li>- Example Gross Booking amount 1.000 EUR Commission ADV 100 EUR (10%) VOUCHER RIPARTI FROM COSTA TO TRAVEL AGENCY 900 EURO (1000-100) THE TRAVEL AGENCY WILL PROVIDE A VOUCHER FOR THE CLIENT WITH THE GROSS AMOUNT THAT THE GUEST PAID TO THE TRAVEL AGENCY</li> <li>- +200 EUR OBC per cabin for cruises &gt; = 7 days or 150 EUR OBC per cabin for &lt; 7 days (only via Contact center – manual discount and commissionable – valid also on GRP)</li> </ul>	<ul style="list-style-type: none"> <li>- Possibility to move OR cancel reservation into a new confirmed departure with dep date after 01/04/2021 without applying cancellation fees until 48H before departure.</li> <li>- Possibility to offer an OBC (manual and commissionable) if the customer really wants to cxl. Conditions: Inside cabin -&gt; 100 Euro OBC Cabin Outside cabin -&gt; 150 Euro OBC Cabin Balcony cabin -&gt; 200 Euro OBC Cabin</li> <li>- In case of cancellation, any penalties on Cruise, HSC, Beverages and any charter flight (no scheduled flight) will be transformed into a nominal future cruise credit (FCC) of NET AMOUNT collected by Costa from the agency and to be use for a TA new booking</li> </ul>
NEW CRUISE	FY2021	FY2021 and FY 2022 (30/04/2022)	FY 2021 + FY 2022 (30/04) (=18 Months from original dep date)

## Q&A – Specific Cases



Question	Answer
The Voucher/Future Cruise Credit is entitled to final guest?	Yes, the first passenger in the booking is entitled to the Voucher/FCC. If Trade booking the Voucher/FCC can only be redeemed at the same agency.
If the travel agency will close or will go in bankruptcy the Voucher/FCC can be used to an other travel agencies?	Yes, it will be allowed to redeem the Voucher/FCC via Direct or in another Travel Agency ONLY in this case
Customer wants to re-book cruise. Can be Voucher/FCC used by customer relative or by different person?.	No, it is a nominal Voucher/FCC
We have some partners who pay always at the end of month. It means that voucher will have 0 value at the moment of re-booking. And if this partner pays for bookings at the end of month, then they have to call contact center to manage that future value of booking is calculated correctly with value that has been paid then ?	The partner needs to give us the deposit of 25% before the end of the month otherwise an Voucher/FCC with 0 value will be issued
MR xxx has a nominal Voucher/FCC to the agency yyy of 1000 euro Can the agency apply the Voucher/FCC of mr xxx to an other booking?	No, the Voucher/FCC is nominal and is issued to Mr xxx
Mr xxx paid the travel agency but the travel agency did not pay Costa (not even the deposit). The Voucher/FCC will be not given to Mr XXX?	Yes, Costa won't issue any voucher, the travel agency will be responsible vs the final customer
The nominal Voucher/FCC will be on our CRM and will be linked to the old and new booking?	Yes
What if a guest who booked the free cxi promo (from 04/03 to 17/03), wants the Voucher/FCC?	If this case will happen, we will issue Voucher/FCC retroactively upon single requests

*\*For further doubts please refer to the Q&A Word Document*



Costa Crociere S.p.A.  
Sede legale e uffici  
Piazza Piccapietra 48, 16121  
Genova - Italia