

COVID-19 - "CRUISING TOGETHER" Voucher/Future Cruise Credit QUESTIONS & ANSWERS

AMOUNT AND VOUCHER/FUTURE CRUISE CREDIT (FCC)

1)Q: Is the amount of the voucher/FCC equivalent to the payment made?

A: The amount of the voucher/FCC corresponds exactly to the amount received by Costa, whether it is only the deposit or the full balance. (amount = Gross price paid by the customer – Commission)

2)Q: What are the minimum conditions required for the emission of the Voucher/FCC?

A: The minimum condition required for the emission of Voucher/FCC is that the travel agency pays the deposit to Costa as per contract. Costa will not be able to issue the Voucher/FCC if the payment received is equal to zero

3)Q: Will the voucher/FCC be equal to the amount of the penalty at the time of cancellation?

A: No, the voucher/FCC is equal to the amount received by Costa.
(amount = Gross price paid by the customer – Commission)

4)Q: Who will be the person entitled to the voucher/FCC?

A: The voucher/FCC will be entitled to the primary passenger on each booking.

5)Q: I have two or more cabins on the same booking, will the voucher/FCC be held by one passenger only? My customers don't want to travel together next time, can the voucher/FCC be split between them?

A: The voucher/FCC owner is one passenger for each booking. Even where multiple cabins have been booked, the voucher/FCC will be entitled to one person only (primary contact).

From May 2020 onwards, the voucher/FCC owner (primary contact) can ask for the amount to be split between different people or different occupants of the cabin(s) of the original booking. The request must be made using the appropriate form created by Costa Cruises. This will be loaded in Costa Extra, which states the rules for using the voucher/FCC. Further information about the process will be communicated to you soon.

6)Q: Can the voucher/FCC be used for multiple bookings?

A: Yes, from May 2020 onwards the same voucher/FCC can be used for multiple new bookings, within 12 months of the issue date, until its value is reduced to zero.

7)Q: Can the voucher/FCC be made transferable to another person?

A: No, the voucher/FCC is not transferable to any other person who was not in the original booking

VALIDITY AND APPLICATION

1)Q: For how long is the voucher/FCC valid and for which cruises can it be used?

A: The voucher/FCC can be used within 12 months of issue date to reserve cruises ending within 30/11/2021.

2)Q: Does the voucher/FCC cover all the booking expenses, including insurance etc.?

A: The voucher/FCC is for a single, total amount equal to the payment made to Costa, including the services in the booking. The amounts paid not kept into consideration for voucher/FCC are insurance and scheduled flights.

3)Q: If the amount of the voucher/FCC is higher than the total amount of the booking, can the surplus amount be refunded? Can it be used for another booking? Can it be given as a credit to spend on board?

A: No, refund can't be given in cash for the surplus amount if the amount of the new booking is lower than the value of the voucher/FCC. The voucher/FCC can be used to buy new cruises, within 12 months of the issue date, until its value is reduced to zero.

The value of the new booking can therefore be lower or higher than the value of the voucher/FCC, or equal to the voucher/FCC value. To avoid losing part of the voucher/FCC value, in addition to booking other cruises, additional services can be added to the booking to use up the full value of the voucher/FCC.

4)Q: Does the issuing of vouchers/FCC also apply to groups?

A: No, the voucher/FCC can be used only for individual booking. For group business please refer to Your BDM or contact center.

5)Q: Can the voucher/FCC be used for all individual fare types?

A: Yes, the voucher/FCC can be used for any individual fare included in the Travel&Friends fares, which, we remind you, is reserved for travel agents only.

6)Q: Will the voucher/FCC be digital or on paper?

A: You will find the digital voucher/FCC in Costa Extra under "My Clients" area of Costa Extra. Go under "Marketing Tools" → "My Clients".

7)Q: Can I use the voucher/FCC on my customer's previously confirmed departures within the validity period?

A: No, the voucher/FCC cannot be used for existing booking. We can do exceptions

8)Q: I cancelled a cruise on 11 March which was then cancelled by Costa and I made a new booking for my customers before the voucher/FCC was issued, can I use it for this new booking?

A: Yes, if the cruises you cancelled after 22/02/2020 belong to the departures cancelled by Costa, your customers is entitled to receive the voucher/FCC

9)Q: Can customers spend the voucher/FCC in another agency?

A: No, the voucher/FCC must be used at the same agency where the cancelled cruise was booked. In case of bankruptcy of the agency, the voucher/FCC can be used in costa direct sales channel or in another travel agency. Both cases are possible only with a direct requests to our Contact Center.

10)Q: What happens if, for personal reasons unrelated to the Covid-19 emergency, the customer decides to cancel the new cruise for which the voucher/FCC was used?

A: The customer will pay the applicable penalties according to the general booking conditions and, if the amount of the penalties is lower than the value of the voucher/FCC used to make the booking, the difference will be refunded with a new voucher/FCC to spend within 12 months, according to the previously communicated applicability rules.

RECEIPTS AND AGENCY PAYMENT METHODS

1)Q: What happens if the customer has paid a deposit, but the travel agency hasn't yet paid anything to Costa?

A: A voucher/FCC will be issued by Costa with a zero value. Then it will be under the agency's responsibility to issue to the customer a voucher/FCC for any amount received from the latter.

2)Q: What should the travel agency do if the TA have received a € 50 deposit from the customer but now the customer is refusing to pay the balance?

A: The customer can refuse to pay as the departure was canceled by Costa. They will therefore be entitled to a voucher/FCC equal to the amount paid to the agency. The voucher/FCC issued by Costa will be equal to the amount paid to Costa by the agency, regardless of how much the customer has paid to the agency.

COMMISSION

1)Q: Will the bookings on the departures canceled by Costa be canceled without penalties and therefore a zero commission?

A: The bookings are cancelled free of charge and therefore no commission is applied. Commission will be paid by Costa on the full amount of the new booking because the Voucher/FCC will be accepted as a form of payment.

2)Q: Will the commission not be included in the Voucher/FCC? What will be the amount of the Voucher/FCC?

A: The value of the voucher/FCC corresponds to the amount paid to Costa (therefore net of any commissions paid to the agency). The agency will have to issue its own voucher/FCC to ensure the customer recovers the full amount paid.

3)Q: What will be the calculation of the new booking commission?

A: The commission is granted on the value of the new booking according to the applicable conditions of sale. The voucher/FCC is meant to be a form of payment and therefore has no impact on the commission value of the sale. The commission will be on the new booking gross amount value.