

# NON-REFUNDABLE DEPOSIT FREQUENTLY ASKED QUESTIONS

UPDATED MARCH 1, 2023

**1. What is changing with Non-Refundable Deposits? (NRD Rate Code)**

Effective March 2, 2023, Celebrity Cruises will retain the full amount of the required deposit paid on Non-refundable rate codes (NRD) that are cancelled outside of final payment. Future Cruise Credits (FCCs) will no longer be issued if a booking is cancelled, or the ship / sail date is changed on an NRD rate code.

**2. What if I booked a Non-Refundable deposit promotion prior to March 2nd?**

If you booked prior to March 2, 2023, and cancel your booking outside of final payment, you must request your deposit to be issued to you in the form of an FCC. Travel Partners may contact Celebrity Cruises at 1-800-437-3111 to request information on their booking. NRD FCCs will no longer be automatically issued after March 1, 2023.

**3. What are the key benefits to booking a non-refundable deposit fare?**

Non-Refundable fares offer lower rates than the standard fare.

**4. How can I identify a Non-Refundable deposit fare when booking my clients on Celebrity Cruises?**

When creating your clients' reservations, simply select the fare ending in "NRD" to select a non-refundable deposit option.

**5. Are Non-Refundable deposit fares available to book on all ships fleet-wide?**

Yes, non-refundable deposit fares are available to book across all ships, except the Galapagos fleet.

**6. Are Non-Refundable deposit fares available and combinable with promotional offers?**

Non-refundable deposit fare options are available for all rate codes and combinable with our promotions and offers, excluding the standard rate.

**7. Will the required deposit amount also change?**

At this time, there are no changes to our standard deposit policy. All Suite categories require a 200% deposit at the time of booking.

**8. What is a change fee and when will it be charged?**

A change fee of \$100.00 USD per person will be charged on all bookings made if booked under a non-refundable deposit fare at the time of changing ship/sail date. Please ensure your clients are aware of the non-refundable deposit terms prior to booking.

**9. Will my clients be charged a change fee each time there is a change to a ship/sail date?**

Each time clients change a ship/sail date, they will be charged a \$100.00 USD per person change fee prior to final payment. After final payment, standard penalties will apply.

**10. Am I required to alert my clients when advertising non-refundable cruise fares?**

It is very important to clearly specify when non-refundable deposit requirements apply, both in marketing advertisements and upon confirming your clients' cruise reservation(s). It is imperative that your clients understand the full terms and conditions of such fares in advance prior to booking.

**11. If the reservation is cancelled, are the Non-Refundable deposit amounts commissionable?**

No, when the booking is canceled, the deposit amounts are not commissionable.

**12. Where can I go to learn more about non-refundable deposit fares?**

Travel Partners may visit [www.thecelebritycommitment.com](http://www.thecelebritycommitment.com) to view the official program Terms & Conditions. Clients may visit [www.celebritycruises.com](http://www.celebritycruises.com).