



WE'VE HAD TO CANCEL YOUR CRUISE. BUT WE DO HAVE OPTIONS FOR YOU.

**ALL ALASKA SAILINGS THROUGH AND INCLUDING JUNE 30, 2020
ALL SAN FRANCISCO SAILINGS THROUGH 2020
ALL CARNIVAL RADIANCE SAILINGS THROUGH AND INCLUDING NOVEMBER 1, 2020
ALL CARNIVAL LEGEND SAILINGS THROUGH AND INCLUDING OCTOBER 30, 2020**

Dear Travel Advisor,

We have an important update on your clients' cruise. Please see the booking numbers for your impacted clients below.

We've provided details of the changes and specific offers available to these clients' bookings below. Please review this information and share it with your clients. We will also be sending a copy of this information to your clients directly to assist our travel advisors, as we know that many of you are working outside your office this week.

Travel agent commission will be protected on canceled sailings paid in full and standard commission will apply to new bookings. Future Cruise Credits are fully commissionable.

We appreciate all that our travel advisors are doing to support your clients and Carnival during these unusual times. Travel Agents Rock! We couldn't do it without you.

BOOKING NUMBER:
(WILL BE LISTED HERE FOR RESPECTIVE AGENCIES)

Dear Guest,

In light of the ongoing global response to the COVID-19 situation, we continue to work with governments and port officials about our operations and itineraries. We now know with certainty that we will need to cancel some additional cruises, including your upcoming sailing. We apologize for disrupting your vacation plans and for the wait on this announcement as we worked through a rapidly changing operating environment that we know is also impacting the daily routine of our guests.

We share your disappointment in this decision, as this group of sailings included a number of unique itineraries and the introduction of new ships, homeports and destinations to our network. Our team has been hard at work making plans for these voyages for over a year and the strong response by you and our other guests suggests tremendous enthusiasm for these offerings which we hope to bring back at the right time.

In the meantime, we hope you will be able to rebook your vacation utilizing the incentives we have developed to thank you for your loyalty and patience. Below are two options for you to consider, including a bonus value offer. We look forward to welcoming you onboard, when the time is right for you.

We urge you to carefully review this information and follow the online process. Like many other companies, our office has closed at the direction of local government. While our

customer contact center team is now working from home and taking calls, we are adjusting to this fluid situation and managing through some technology issues. High call volumes and technology limitations due to our work from home programs are limiting our traditional levels of resources and responsiveness. Calling us will not expedite your request at this time. In addition, if you booked through a travel advisor, they are fully equipped to help you with this process and will also be able to rebook another vacation with your future cruise credit.

This letter supersedes any previous offer received. Carnival will honor this offer for any guests who were previously booked on these voyages and cancelled their booking on or after March 6, 2020.

CURRENT CRUISE LENGTH	OPTION 1: ENHANCED VALUE	OPTION 2: WHAT YOU PAID
6+ DAYS	<ul style="list-style-type: none"> • 100% FUTURE CRUISE CREDIT* • US\$600 ONBOARD CREDIT PER STATEROOM on next cruise if booked by 12/31/20 for a sailing departing by 12/31/22* 	<ul style="list-style-type: none"> • 100% REFUND
5 DAYS OR LESS	<ul style="list-style-type: none"> • 100% FUTURE CRUISE CREDIT* • US\$300 ONBOARD CREDIT PER STATEROOM on next cruise if booked by 12/31/20 for a sailing departing by 12/31/22* 	<ul style="list-style-type: none"> • 100% REFUND

Please make your selection using our online tool [here](#) – **there is no need to call.**

Please note that whichever option you select will apply to all guests on your reservation.

Given how fluid the situation is, we have extended this offer until December 31, 2020 for you to make a selection. After that, you will automatically receive a Future Cruise Credit*.

Regardless of the option you choose, your taxes, fees and port expenses, Carnival Vacation Protection, pre-paid gratuities, pre-purchased Carnival shore excursions, beverage and Wi-Fi packages, and Fun Shop purchases will be automatically refunded to the original form of payment.

If you purchased your own flights for getting to your cruise, we encourage you to contact your airline or travel agent about your options as the airlines are also working to accommodate their passengers.

Please continue to visit the link below to learn more about how we are addressing COVID-19 and get further updates on our operations.

Again, we apologize for this inconvenience because we know how much time and effort you put into planning the perfect cruise vacation. We want to get back to cruising just as soon as we can and we'll be here when times are better and be ready for your return.

Please continue to take care of yourself and your loved ones. Your health and safety are important to us whether or not you're on one of our ships.

We thank you for your patience and support.

Sincerely,



Christine Duffy
President, Carnival Cruise Line

HOW WE'RE PRIORITIZING GUEST SAFETY

LEARN MORE >



*The Future Cruise Credit (FCC) is based on the cancellation fees retained by Carnival for this voyage, including Fly2Fun air if applicable. FCC and Onboard Credit (OBC) are combinable with all Carnival-offered fares, are non-transferable, non-refundable, cannot be used as a deposit or applied to a chartered sailing, have no cash value, and must be redeemed on a Carnival Cruise Line sailing departing by 12/31/2022. The FCC/OBC may only be used toward one (1) booking in the same currency in which the above voyage was originally paid. FCC cannot be used for taxes, fees & port expenses, Carnival Vacation Protection, onboard charges or gratuities and any unused portion will be forfeited. New OBC offer replaces any previous OBC offer and applies to new booking if made by 12/31/20. The booking guest shall be responsible for payment of the difference between the amount of the FCC and the amount of the new booking if higher. After you have booked your cruise, please use this [link](#) to provide us with the new booking information so we can process your FCC.