

At Carnival, we've always considered our guests as part of the Carnival family and taking care of each other is at the heart of our mission. Your safety and well-being, and that of our crew and the communities we visit, remains our highest priority.

But we know cruising has been in the news a lot lately, causing some of our guests to think about their upcoming travel plans. Looking forward to your vacation should be a fun and worry-free experience so we have relaxed our cancellation guidelines to give you more time to decide if this is the right time for you to cruise.

The coronavirus situation is very fluid and we are doing everything possible to ease your concerns by implementing comprehensive measures to protect the health of everyone on board and ensure you have an amazing vacation. Whether you decide to keep your original cruise plans or reschedule for a future date, one thing is for sure - our team will be ready to welcome you for the vacation of a lifetime!

SAILING DATE	APPLIES ONLY TO BOOKINGS MADE ON OR BEFORE	CANCEL BY	SAIL BY	ONBOARD CREDIT PER CABIN <i>(if you travel as originally scheduled)</i> Applies only to bookings made on or before
March 2020	03/05/2020	Up to 3 days prior to sailing	3/31/2021	
April 2020	03/05/2020	3/31/2020		03/05/20 2-day \$50 3-4 day \$100 5-day \$150 6+ day \$200 Europe \$300
May 2020	03/05/2020	30 days prior to sailing	Within 1 year of original sailing date.	
June through September 2020	03/10/2020	30 days prior to sailing		03/10/20 Short (2-5 day) \$50 Long (6 + day) \$100

Q. Did you extend the cancelation deadline for May sailings?

A. Yes, we listened to your feedback and guests sailing on cruises from May through September, 2020, may now cancel by 30 days prior to sailing. We also are giving you more time to redeem your future cruise credit so you can travel within one year of your original sailing date.

Q. How do I cancel my cruise?

A. We are experiencing higher call volume than usual so we encourage you to contact your travel advisor, Carnival Vacation Planner, or access “cruise manager” on [Carnival.com](https://www.carnival.com) to cancel. Your FCC will be equal to any cancellation charges assessed. Extending the cancelation deadline and sail by date will give you more time to make your plans so you don’t have to wait on hold. We are currently focused on assisting guests sailing March and April, 2020.

Q. Do all sailings qualify for Choose Fun with Confidence?

A. This applies to all sailings between March and September, 2020.

Q. How long will I have to redeem my future cruise credit?

A. Guests who were booked to travel this March will have until March 30, 2021. Guests booked to travel on April – September, 2020 sailings must sail on a cruise within one year of their original sailing date.

Q. Will my cruise rate be protected on my future booking?

A. Your new reservation will be subject to prevailing rates at the time you make the new booking.

Q. What happens if my new booking is at a higher cruise rate?

A. Guests will be responsible for paying any difference between the new cruise rate and their FCC.

Q. Once I cancel my booking, will I also get a refund for any pre-purchased shore excursions, specialty dining, etc.?

A. Yes, a refund will be automatically processed to the original form of payment and may take up to three weeks to be processed by your bank.

Q. What happens if I cancel and have non-refundable air?

A. We encourage you to contact your airline directly as they are being flexible with change fees.

Q. I am canceling a booking that includes Fly2Fun air. What happens to my air?

A. Any monies paid for your air fare will be held as part of your FCC.

Q. I am thinking about booking a cruise for this June. Will I receive the onboard credit and have the opportunity to reschedule my cruise if I change my mind at a later time?

A. No, this does not apply to new bookings made after 3/10/2020.