



March 6, 2020

Dear Carnival Guest:

We continue to implement increased monitoring, screening and sanitation protocols to protect the health of our guests, crew and the residents of the destinations we serve. Our measures are designed to be flexible to adapt to changing conditions and recommended best practices. For your reference, you can read our Travel Health Advisory on Carnival.com.

Nevertheless, we know our guests have questions about their upcoming cruise and want to share these policy updates that provide options and flexibility should you want to reschedule your vacation currently booked between now and May 31, 2020, as well as incentives to proceed with your plans:

- Guests who choose to keep your booking as currently scheduled for departures between March 6 and May 31 will receive the following Onboard Credit (OBC) amounts:
 - \$100 per cabin for 3 and 4 day cruises
 - \$150 per cabin for 5 day cruises
 - \$200 per cabin for 6 day and longer cruises
 - ***If you choose to continue to sail with us, we will automatically apply your onboard credit to your sail and sign. There is no need to call us.***
 - For our guests booked on Carnival Radiance European itineraries, we are finalizing some itinerary changes and a special offer that we will be sharing in the next few days.
- For guests who booked prior to March 6, 2020, if you decide to change vacation plans, we will allow those booked on sailings between now and May 31 to move their booking to a new date and receive a Future Cruise Credit (FCC) in the amount of the non-refundable cancellation fee.
- Guests booked on sailings departing between March 9 and March 31 can move your booking to a future date up to **3 days** before sailing. If the cruise departs between March 6 and March 8, call us at any time to take advantage of this offer.
- Guests booked on sailings departing between April 1 and May 31 can move your booking to a future date by **March 31**.
- The FCC must be used for a sailing by March 31, 2021.

We appreciate your loyalty and hope you find this information helpful.

Sincerely,

A handwritten signature in cursive script that reads "Colleen Oliverio".

Colleen Oliverio
Vice President, Guest Service

*The FCC is non-transferable, cannot be used as a deposit or applied to a chartered sailing, has no cash value and must be redeemed on a Carnival Cruise Line sailing on or before 3/31/21. The FCC may only be used toward the cruise fare of one (1) booking in the same currency in which the above voyage was originally paid and cannot be used for taxes, fees & port expenses, Carnival Vacation Protection, onboard charges or gratuities. 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 the amount of the new cruise is less than the amount of the FCC, the difference will be applied as a nonrefundable onboard credit with a maximum of \$500 onboard credit per cabin. Any additional unused portion of the FCC will be forfeited. All monies paid for Carnival Vacation Protection plan is non-refundable and will not be included in the FCC. After you have booked your cruise, please use the link below to provide us with the new booking information so we can process your FCC. www.carnival.com/request-forms/reimbursement-form.aspx.