



SEABOURN®

NOTICE

Reservation Number:

Last Name:

February 13, 2020

Dear Travel Partner:

We are very sorry to inform you that your clients' *Seabourn Ovation* cruise departing February 15, 2020 has been cancelled.

As you know, Seabourn has been closely monitoring the very fluid and evolving situation with respect to the new coronavirus that originated in mainland China. Our medical experts are being briefed regularly and coordinating closely with international health authorities to ensure we protect the health and well-being of our guests and crew, which is always our top priority. Please know that the ship is not in quarantine and we have had no known or suspected cases of coronavirus on board.

The difficult decision to cancel this cruise comes out of an abundance of caution considering the highly dynamic and unpredictable changes we have seen the past couple of weeks in travel restrictions and port operations that could affect your clients' cruise. While we expect things will stabilize, we never want to put our guests in the position of a having an experience that doesn't live up to their expectations.

All guests will receive a full refund of their cruise fare, Seabourn Flight Ease air, pre- and post-cruise hotel packages, prepaid shore excursions and other prepaid items purchased through Seabourn, and taxes, fees, and port expenses. Their refund will be processed automatically via the method of payment used to pay for your cruise. Your commission will also be protected.

As the cruise has been cancelled so close to departure, each guest will also receive a Future Cruise Credit equal to 100% of the cruise fare paid on this voyage. The terms and conditions of this Future Cruise Credit appear below.

For Guests Already in Singapore

We have contacted your clients and asked them to extend their hotel stay for another night, and we will reimburse them for this cost. If guests have a Seabourn pre-cruise hotel, we have already arranged to extend that stay for another night at no cost to them.

Guests booked on Seabourn Air

If your clients purchased your air travel through Seabourn, please contact our En Route Assistance Desk at +1 206 286 3294 (option #1) so that we may rebook their homeward flights.

Guests who booked their own Air or have alternative homeward travel plans

If your clients did not purchase their air travel through Seabourn, we are unable to change their flight arrangements.

We understand this change may cause your clients to incur unexpected expenses. Reasonable costs for air change fees, increased flight costs, and transportation expenses will be reimbursed, and we will reimburse guests up to \$300 per booking for one-night's hotel costs in Singapore. Other expenses will be considered on a case-by-case basis. A Refund Request Guide & Form is available at http://bit.ly/SBN_CHGFEE; your clients should complete this form and submit it, along with any relevant receipts and documentation, for review by our corporate office. If they purchased SeabournShield or independent vacation travel insurance, please advise them to submit their claim through their carrier before submitting a reimbursement request.

Should you have any questions, please contact us at the appropriate office:

Seattle Office (USD/CAD Currency):

Contact us at 1 800 207 3551. We are available Monday – Friday 6:00am to 5:00pm PST

Rotterdam Office (EUR Currency):

Contact us at NL 0800 724 5425, BE 0800 77533, DE 0800 182 2031. We are available Monday – Friday 9:00am to 6:00pm

Southampton Office (GBP Currency):

Contact us at 0344 338 8605. We are available Monday – Friday 8:30am to 6:00pm

Sydney Office (AUD Currency):

Contact us at 300 987 323. We are available Monday – Friday 8:30am to 7:00pm

Again, we extend our deepest apologies for this cancellation. Please know that we share in your clients' disappointment and deeply appreciate both of your patience and understanding of these circumstances. We sincerely hope we have the opportunity to meet and exceed your expectations in the near future.

Kind regards,

Rick Meadows
President

Future Cruise Credit (FCC) Terms & Conditions

The value of this credit may be applied to the cruise fare only of a new reservation with Seabourn, and is combinable with any other applicable discount. While the credit is valid for one year from the date of this letter, please note that it needs only to be applied to the new booking by that time; the cruise does not need to depart within this timeframe. You may choose any available suite category, but the credit may not be transferred, refunded, or used as a deposit, nor may it be used for taxes, onboard expenses, or optional programs or services such as flights, shore excursions, pre- and post-cruise packages, or the SeabournShield program. This credit is attached to your Club number and will automatically be credited toward your cruise fare. We do suggest that you or your travel professional verify this credit with our Reservations agent at time of booking to confirm that the credit has been applied.