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Future Cruise Credit

The answers to your questions

PanacheCruises.com



The pandemic has affected all of us, in many different ways and for some it has had a considerable impact on travel plans, including cruise holidays.



We have put together this, hopefully, helpful guide to help steer you through and get you excited and looking forward to your next cruise holiday.



Booking through Panache Cruises not only gets you our 'Nothing is too much trouble service' but also gives you 5% additional credit to spend too. We are here to help you irrespective of who you initially booked through or who you intend to use your future cruise credit with, be it the cruise line direct, any other cruise retailer or Panache Cruises.

Over the past few months we have been asked many questions relating to Future Cruise Credits and have put together this helpful guide.



We are here to help so please do just call us between 9am and 7pm, 7 days a week, and our helpful and experienced Connoisseurs will be on hand to answer your questions or talk you through the process.

Let's start from the beginning.....

What is a future cruise credit?



It is a voucher issued by the cruise line for a monetary amount that can be redeemed against a future cruise with that particular cruise line.

When are they issued?

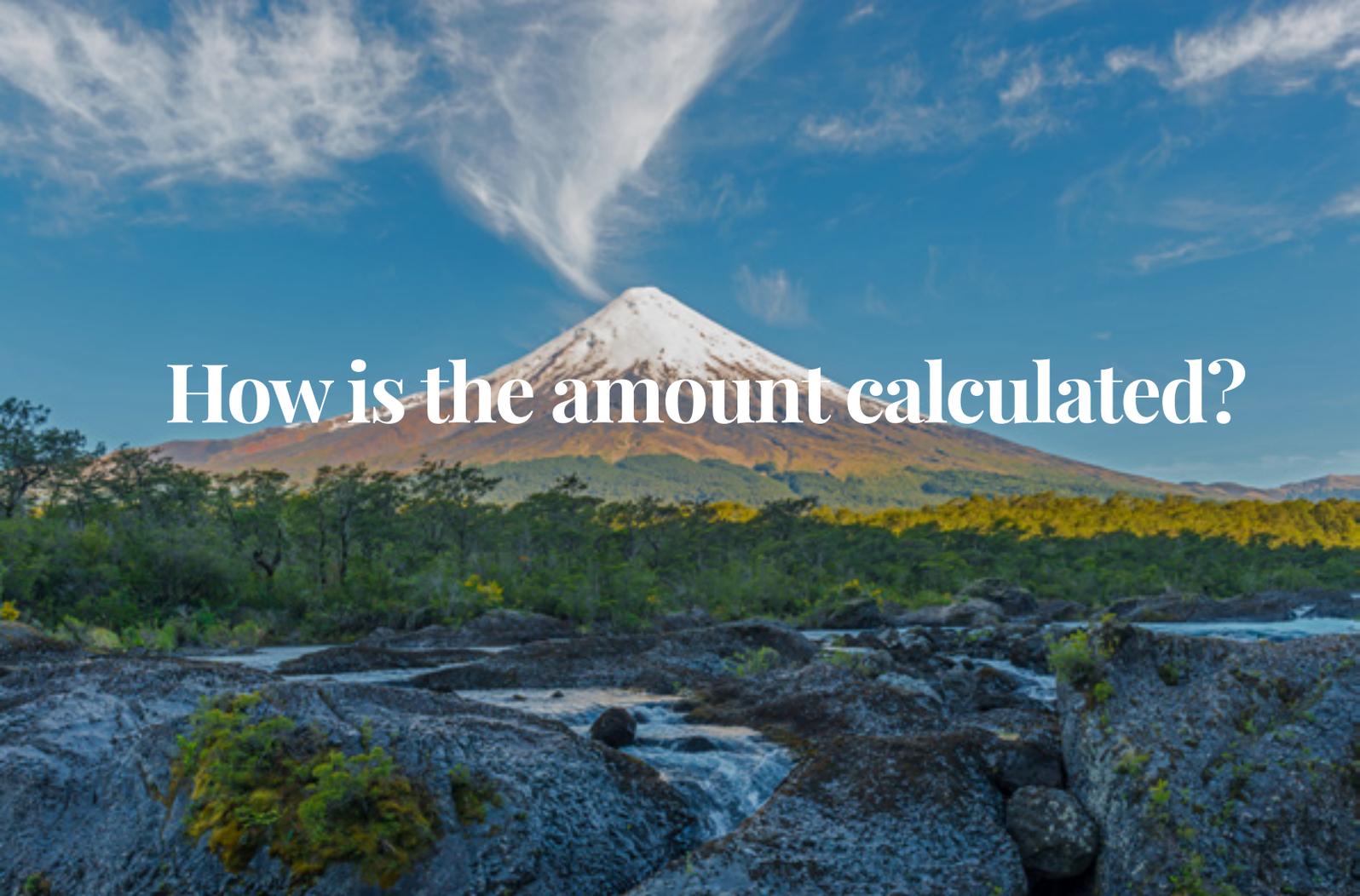
Over the past few months they have been issued due to the pause in cruising across the world by all cruise lines. They are a result of an itinerary being cancelled or changed significantly.

Should I accept a future cruise credit?

It is entirely up to you whether you accept a Future Cruise Credit or whether you choose to accept a full refund.

The cruise lines have been encouraging the take up of Future Cruise Credits and have been offering additional incentives to take this path versus a traditional cash refund, as they are keen to keep customer committed to their cruise brand.

Panache Cruises are exclusively offering upto 5% additional value in addition to the value of your future cruise credit, when you book through them using your future cruise credit. For example, if your future cruise credit is worth £5000 then Panache Cruises will add up to an additional £250 to this amount.



How is the amount calculated?

This varies by cruise line and is dependent on the specific terms and conditions of the cruise line, which have changed several times over the past few months.

Considerations on the value of the credit include the cost of the cruise, whether or not taxes, flights and pre/post cruise arrangements will be covered.

Panache Cruises can help you navigate through this sometimes complicated calculation and help you double check that you have received the correct amount of future cruise credit from the cruise line.

Please note that not all terms and conditions are available on the cruise lines websites, largely due to them changing on a regular basis. However, you should have received full terms and conditions specific to your situation. We are always happy help walk through these and double check that you are getting the right amount.

Spending your Future Cruise Credit is straightforward

Each cruise line has unique rules on how, where and when a cruise credit can be applied to a future sailing.

Whilst most have a substantial booking window, the first thing to note is the expiry date for making a booking and travelling, failure to book before the expiry date is likely to lead to loss of the value of your future cruise credit.



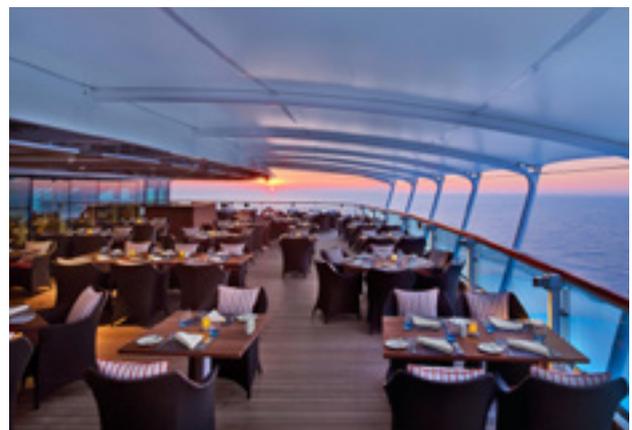
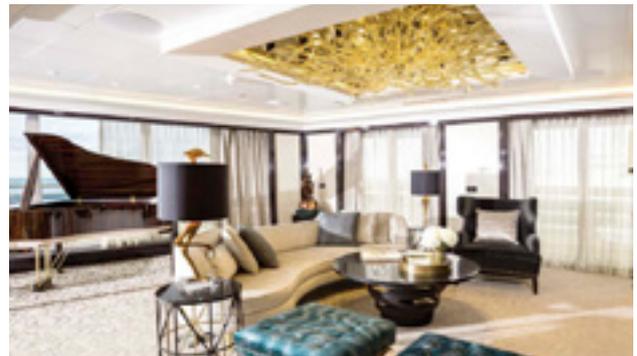
With the likely reduction in cruise capacity on specific sailings, popular sailings are already starting to sell out, as people use their cruise credit to transfer from 2020 sailings into 2021 and beyond.

It may be possible to apply a future cruise credit to an existing booking you already have in place. Panache Cruises are more than happy to help you with checking out any of the terms and conditions.

When it comes to spending your cruise credit and if you choose that to be through Panache Cruises, the additional monies too, you are likely able to choose a cruise that is to the same or greater value of you credit. This could mean that you can transfer to a longer cruise, higher grade accommodation or more exotic destination, and not part with any additional monies.

Clearly, if the cost of your new cruise exceeds the value of your cruise credit you will need to pay the difference.

In some instances if you have credit remaining once you have booked your new cruise, you may be able to transfer the remaining balance to another cruise.



Your Future Cruise Credit is now government-backed



The government has recently announced that they have extended their financial guarantee via ABTA and ATOL which now covers future cruise credits, to the value of 100% of the cash that was originally paid for a cruise holiday.

So in the unlikely event of a cruise line failure any monies paid, whether you have requested a refund in cash or have a cruise credit will be financially protected.

This is great news for the cruise industry as it has given more customers confidence to elect for the cruise credit rather than a refund as they are now have greater financial security.

You can spend your Future Cruise Credit wherever you like

It is completely your decision on who you use your future cruise credit with.

Panache Cruises is here to offer impartial and helpful advice to all cruise customers, irrespective of who you originally booked through or who you intend to spend your future cruise credit with. Our team of Cruise Connoisseurs are passionate about cruising and if they can help guide you through the potentially complicated process and reach the right decision for you, then they will be more than happy to help.



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