

December 2020 Edition

Cruising, The Truth !



PanacheCruises.com



Elite Ocean, River, Expedition and Yacht-Style Cruising

Dear Cruiser

With three vaccines at or near the roll out stage and cruise lines preparing to re-start operations it's no wonder that we are starting to get busier at Panache Cruises.

On the surface this positive news seems great but there are still many questions unanswered, including: When will my favourite cruise line start sailing? What will it look like onboard? What happens if it all goes wrong? When will cruises start sailing from the UK?

Over the past few weeks the team at Panache Cruises has been working none stop to bring you the following comprehensive guide: Cruising, The Truth! (updated 3rd December 2020)

As the name suggests we have written a comprehensive, no nonsense, unbiased, balanced and authentic guide on the return of cruising.

You can also contact me directly and I will personally respond within 24 hours, James.Cole@PanacheCruises.com or why not call me on 07940 115219.

Our aim is to keep this guide regularly updated until every cruise ship is back sailing, so keep downloading to get the latest information, or stay in touch via our regular emails and we will let you know each time the guide is updated.

Stay safe!

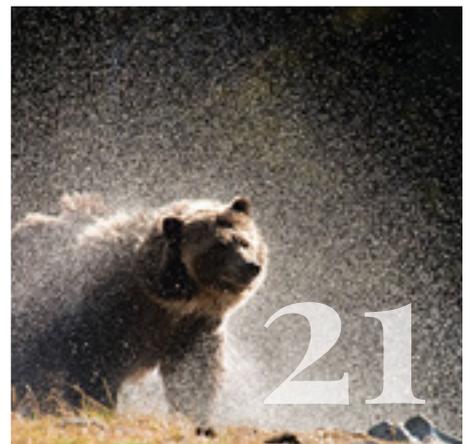
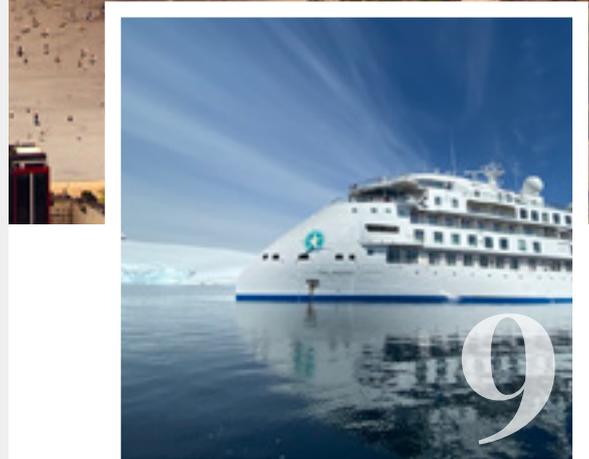
Regards

James

What's inside ?

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Cruising, The Truth !



We have all been acutely aware of the impact Covid-19 has had on each aspect of our lives

Every industry has been affected and none more so than that of travel, which has seen holidays cancelled on a global scale for all. Whilst it could be argued that a holiday is a mere luxury, many of us (particularly in stressful times) feel that a much-needed break from the daily routine and a recharge of our batteries are both pretty essential. As such, it is a topic of intense debate as to when holidays in general will be back on the table, and we, like many of our customers, have been keenly watching the cruise industry to understand time scales and set expectations.



Whilst we believe that the future of cruising is bright, the landscape WILL have changed somewhat, for the near future at the very least. However, this should not stop us living as close a variation to our normal lives as possible. Now, more than ever, we have to consider things we never knew we would have to, all in a bid to keep ourselves, and others safe. It's safety that's paramount to the cruise lines – both for their guests and their staff alike. The cruise industry is well-known for being meticulous in what it does, putting their customers' enjoyment and safety at the heart of everything they do, and the current situation is no different. The cruise lines will rise to this occasion, and you will see the levels of care increase exponentially to accommodate the changing environment, and safety being maintained at all times.

It isn't just Panache Cruises who is positive about the return of cruising.

Arnold Donald, the President of Carnival Corporation, which owns P&O, Princess, Cunard, Seabourn and Holland America, has said;

Arnold Donald



"The future of cruising is bright. Right now, we are in this moment in time, just a few months ago there was so little known still about the virus, and what to do and how to manage and mitigate it. Every destination is going to make its own decision in its own time, so it's prudent to give guests some planning time if we're unsure about where we can go. But, over time, cruise is the best vacation experience there is and it's one of the absolute best vacation values there is. People want to travel and experience places and cultures – and that's what we do."

Optimism is high



Richard Fain

Another leading figure in the cruise world, Richard Fain, Chairman and CEO of the Royal Caribbean Group, which owns Royal Caribbean, Celebrity, Azamara and Silversea said his “optimism was very high in terms of the potential to sail cruises over the coming months.”

We are also confident this is the case! As experts in cruising, with many years of experience and relationships that span the breadth of the cruise world, we wanted to ensure Panache Cruises could offer some important information and assurances about future cruise holidays. We have seen other outbreaks over the years, such as Sars, Zika and Mers, and we know it is a case of understanding it in order to know how best we can manage it going forwards. With more information, managing it is more straightforward.

Of course, the pandemic is a highly complex situation with many factors to consider, and that's why we've put together this complete guide.

Our goal is to provide you with everything you need to know about cruising, when it is likely to restart in full and what your cruise holiday will look like.

We know many of you (like us) are desperate to get back onto your favourite ship and indeed, would perhaps even settle for ANY ship right now, simply to get away! We hope you'll feel more positive after reading it because throughout the guide, we will be answering key questions such as:

- How do cruisers really feel?
- What's the current situation?
- Which cruise lines have already restarted?
- What technologies are in place?
- What are the cruise lines doing to make things safe and when will each one restart?
- What will my cruise holiday look like?
- What happens if it all goes wrong?
- Is it safe to cruise?
- Why is now the best ever time to book a cruise holiday?

So if you want to know The Truth about cruising in these challenging times, read on. And if you have any questions whatsoever, don't hesitate to get in touch with one of the Panache Cruises' Connoisseurs on 0161 513 8200. They are available between 9am and 7pm, 7 days a week and will be happy to guide you back to your dream cruise holiday.

James Cole



Alternatively feel free to send Panache Cruises' Founder, James Cole, an email to James.Cole@PanacheCruises.com or call him on 07940 115219, he's always up for a chat about anything relating to cruise holidays.

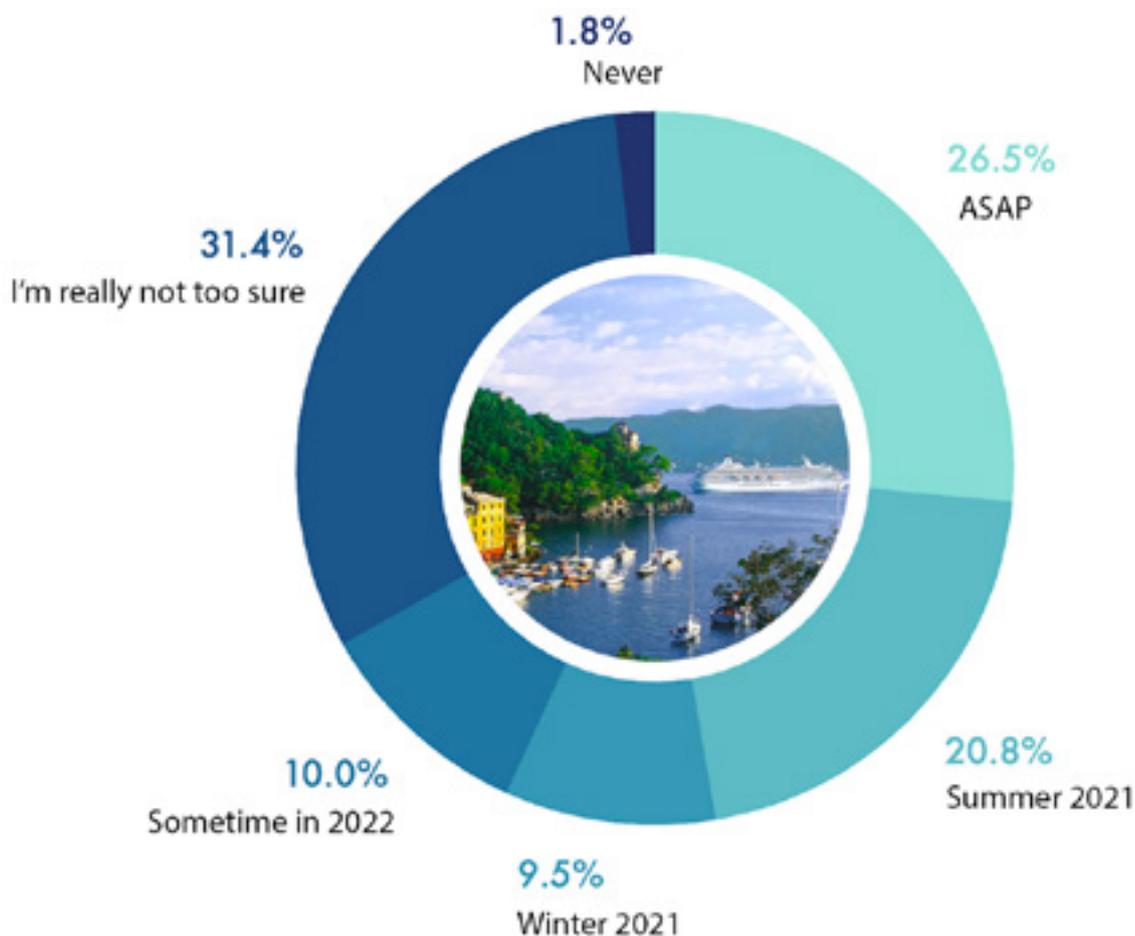
How do cruisers really feel?

At Panache Cruises, we know better than anyone that we are all unique.

There are quite simply no two cruisers alike, which is why we offer a complete bespoke and tailored service to each individual, ensuring their cruise holiday requirements are satisfied every time. It's also why – in normal times – we regularly ask our audience for their view on a whole range of issues, and during the last few weeks, we've been having plenty of conversations to understand the various positions of cruisers around the world. The answers to some of our questions have allowed us to categorise the responses in certain ways, so we have been able to get a good understanding of how the general market is feeling.

Our initial survey asked the very simple question of

'When will YOU resume cruising?' and the answers were very interesting.



We were of course thrilled to see such positive results

Of course, we were thrilled to see such positive results – 98.2% of you are still planning to cruise in the future at some point.. And it is perfectly understandable that some of you only want to commit to cruising 'once it is safe to do so'.

One of the over-arching sentiments is that so many of you WANT to start cruising again ASAP and see the incredible deals which are currently available for future cruising, but are unsure as to whether to book now. We completely understand the quandary. *Until the dates of the restart are absolutely confirmed, are you risking losing your money if you book now? What happens if you don't book now and then the price, offer or sailing date you want goes?* It's a dilemma being felt by many. We'll answer this question more fully later in this guide but for now, suffice to say that there are measures put in place to safeguard your money. So, our advice, if you're keen to get something in the diary to look forward to, is to go for it. You might be thinking 'well you would say that!' – but we really do aim to do the right thing by our customers. You'll see why we are saying this as you keep reading.

My Outlook is...



Of those who do want to cruise again, there were three general viewpoints:

1. “Get me on a cruise ship ASAP, so long as it’s safe to do so”

If you want to get cruising sooner rather than later, then there are certain cruise lines which have already started up again. River cruising has restarted and they have government and Foreign, Commonwealth & Development (FCDO) Office clearance to operate safely across European waterways. If you do want to get back on the water sooner rather than later, we can help so get in touch with one of the expert Connoisseurs at Panache Cruises.

2. “Get me on my FAVOURITE cruise line, when it is safe to do so.”

If you'd rather wait until you can cruise with your favourite cruise line, there is a good chance they'll start cruising again within the coming months – if they are a member of the Cruise Lines International Association. CLIA is helping to govern the safe return to cruising and will be facilitating it as soon as it is safe to do so for all their cruise line members. When you speak to one of the Connoisseurs at Panache Cruises, we can ensure you are the first to find out when your preferred cruise line is back up and running, so give us a call and let us know who you most want to sail with.

To be on the safe side, we would recommend you start looking at itineraries sailing from May 2021 onwards as you'll find a lot more choice, as by then, we believe there'll be more cruise ships sailing. Panache Cruises can of course help you select which sailings would be most suitable for you.

3. “I want to see what happens when the cruise lines start sailing again before booking my next cruise.”

If you'd rather wait and see how things pan out when most of the cruise lines return, then our advice would be to wait until June 2021. This should give you enough time to review what has happened on other ships and assess whether booking a cruise is the right decision for you. We will continue to update all our information as and when we receive it from CLIA and the cruise lines themselves, so whenever you speak to us, you can rest assured that we have the most up-to-date knowledge as we speak directly to the cruise lines and CLIA, regularly. However, it may still be worth booking now as there are many favourable booking conditions in place to prevent you from having difficulties in the event of circumstances changing.

As with all aspects of travel, there is most certainly a pent-up desire to cruise again from past guests. There might even be some new converts when it is so widely publicised just how much the cruise industry is doing to ensure the safety of staff and guests on board. If you're still deciding as to whether to cruise in the future, keep reading and have your mind put at rest as to why it will be one of the safest holiday options going forwards.

What is the current situation in the cruise world?

You may have seen some holidays restart, with certain destinations opening up, and it may well be hard to keep track of which destinations are 'safe', whether you have to quarantine, and where you are and aren't recommended to be travelling. Clearly, the whole world has not yet reopened and as such, there are only a few cruise lines who are operating within the different guidelines and parameters that have been set. In much the same way as land-based holiday customers, cruise guests will need to observe any rules as laid out by the authorities and the necessary quarantining that might be mandatory. But what are the rules laid out currently?

The UK Government

Given most cruise lines have pushed back sailings until Spring 2021, the announcement the whole of the UK would be in lockdown from the 5th of November for 4 weeks until the 2nd of December has very little impact.

The FCDO

The Foreign, Commonwealth & Development Office are currently advising British nationals against all but essential international travel and this includes cruise ship travel at this time. This is based on medical advice issued from Public Health England and applies to international travel on a ship that is exclusively for pleasure or recreation. The government is continuing to review the advice regarding cruise ship travel in accordance with the most up-to-date medical advice. This advice was originally introduced in March 2020 and remains valid today. It means British-based cruise lines are unable to sail and British cruise ports are closed.

Last week Maritime Minister Robert Courts confirmed the restart of UK cruise operations is being considered under the remit of the government's Global Travel Taskforce, so expect more news from a UK cruise line perspective over the coming weeks.

The CDC

The CDC is the US-based Centers for Disease Control and Prevention and governs many of the rules around behaviour with regard to limiting the spread and controlling outbreaks of Covid-19. As the US accounts for 50% of the cruise market, without them travelling, it will be incredibly difficult for many of the main cruise lines, and certainly the mainstream cruise lines to start operating again.

months preventing cruise lines from sailing in US waters and replaced it with a conditional, phased-in return to cruise ship operations, working with each of the cruise lines to get the industry back up and running over the coming months.

What does this mean? In short it means that from 1st November 2020 all US based cruise lines, including Azamara, Celebrity, Holland America, NCL, Oceania, Regent, Royal Caribbean, Seabourn, Silversea and others started on the path to welcoming guests back on board. It is a big first step to getting the cruise industry back on its feet.

How long until I can cruise again? Unfortunately it is not going to be an instant win for us excited cruisers. The phased-in return has to follow a number of steps before paying guests are allowed back on cruise ships:

Phase 1 - Testing and implementing safeguards for crew members.

Phase 2 - Test Voyages will operate to check that ships meet specific requirements and are able to minimise the risk of COVID-19 transmission.

Phase 3 - A certification process giving a cruise line the permission to accept passengers

Phase 4 - Commencing passenger sailings

In reality it will take several weeks for a cruise line to move to phase 4 and in reality they will then take a cautious approach on how many ships start to sail with passengers, building up to their full fleets sailing later in 2021. However, it is a massive step forward for the cruise industry in bringing back cruise holidays following an agreed, structured and safe framework.

The industry as a whole



The CLIA

CLIA is the Cruise Lines International Association and is dedicated to promote the highest standards of operation within the cruise industry, representing over 95% of cruise lines around the world.

CLIA is currently working with the cruise lines, a range of experts, industry partners and the different governments to help enable the cruise lines to develop enhanced protocols which will keep guests, crew and the communities visited safe. The research is based in the latest scientific evidence and will be constantly evolving to keep them up-to-date in the ever-changing climate.



Andy Harmer

At the time of publication, CLIA has put forward a comprehensive plan to restart cruising to the CDC which incorporates input from Carnival Corporation along with other members of CLIA. Andy Harmer, Director has said, "We produced the framework, and called it that so that each individual cruise line could tailor it to suit their needs and itineraries. Every ship and range of ports is different so they needed comprehensive advice they could use to suit themselves."

CLIA is working extremely hard to facilitate the return of British cruising and with all support they are providing, hopefully we get more news on this over the coming weeks.



The industry as a whole



Clearly, these are unprecedented times where different behaviours are required in order to get the cruise industry back up and running again.

Never before have we seen such collaboration between competing cruise lines to come together and deliver solutions that not only help themselves, but will be openly available for others to adopt them too. A key focus is the sanitation on the ships themselves and it's fair to say there are a huge number of fundamental changes taking place to enable the ships to be sanitary and safe in this difficult time. Across the board, it is likely you will see the following:

- Testing of all guests and staff
- Mask-wearing policies where social distancing cannot be adhered to on ships and on shore excursions
- More cleaning using higher, medical-grade products including fogging to kill 99.9% of bacteria and viruses
- Replacement of air filtration and ventilation systems to ensure recycled air is not passed through the ships and airborne pathogens including coronavirus are removed
- Reduced capacity in order to maintain social distancing, one-way systems in place, staggered embarkation times to reduce crowding
- Improved medical facilities, enhanced staffing levels, on board testing capabilities and the ability to quarantine and isolate those who are at risk of testing positive or who have already done so
- Working only with shore excursion providers who will maintain the same levels of safety for guests



Frank Del Rio

Of the new protocols and procedures being put in place, Frank Del Rio (CEO of Norwegian Cruise Line who own NCL, Regent and Oceania) said "We have great confidence in the comprehensive and layered approach our health and safety panel has put forward...that's why we're going for a phased approach." This is a great testament to the combined efforts the cruise lines are working towards which should hopefully see a safe return to cruising.

Technology being used to combat COVID



One of the key differences between this pandemic and those of the past is the prevalence of technology which can assist by not only highlighting someone who has the virus, but also by minimising its spread. Key technological advancements include:

- The use of contactless thermometers and thermal body scanners in order to detect temperature increases in staff and passengers which could indicate the presence of the virus
- Air filtration and ventilation systems which will prevent air being passed around the ship and will actively remove airborne pathogens which could cause its spread
- Fogging technology that can spray every part of a cabin or public space in order to kill any bacteria or virus
- Smart phone technology including QR code usage which allows contactless viewing of menus and ordering of items to prevent waiters having to visit your table as frequently
- Personal devices issued by the cruise line and worn on your person to allow you access to your room, to order items directly to where you are on the ship and also see where members of your party are. These devices will also be able to detect if you have been within 1.5 metres for longer than 15 minutes of someone who has tested positive for coronavirus which would therefore have put you at risk. You can be alerted to your exposure and checked to see if you do have the virus
- UV lights – these are being used throughout the spaces to aide with sanitisation



About the individual cruise lines

Each cruise line is subject to their own decisions which are right for them.

They are operating within a similar set of recommendations and certainly in line with the legal restrictions placed on them. Certain countries, like the UK, USA, Canada and Australia have a ban on sailing from their ports in place currently, with some European cruising having opened up already.

Take a look further on in the guide to see when the cruise lines are looking to recommence sailing and what additional measures they are putting in place to ensure guests and crew will be safe whilst on board.

What to expect from your cruise in Covid times



One of the key questions cruise customers are asking us is what ‘What will my holiday look like in Covid times?’

The good news is ‘nothing is too much trouble’ for us at Panache Cruises, so we would be delighted to spend as much time as you needed to answer that question fully for you. Any questions you have relating to any part of your cruise holiday, just pick up the phone, drop us an email or chat to us on the website. We are here to ensure your next cruise holiday is every bit as enjoyable as your last.

Whilst travelling can appear more daunting than ever, the reality is travellers just need to be ready and prepared. Being fully prepared will ensure that your cruise holiday is stress free and most importantly that you have a fantastic time.

Take a look below and you will get more of an insight into what a complete cruise holiday will look like in these new and challenging times.

Pre-holiday preparation

Yes, you’ll need to pack your suitcase, but there are several other things to prepare too. Firstly, at the time of booking it is important to understand your cruise’s amendment and cancellation policy given how changeable the current situation is. You will also need to understand if the country you are travelling to requires you to produce evidence of a negative Covid test within a certain time-period just before you travel. Some countries require this and you will need to organise this at your own expense. You’ll also need to take out appropriate holiday insurance to cover not only your holiday being cancelled (if required), but also the unlikely event of your tour operator going into administration. Of course, the right policy will also provide health cover in case the unthinkable happens and one of your party falls ill whilst away. In addition to the above, some cruise lines are also requesting you fill out a medical questionnaire in advance of travel and as always, you will need to fill out your advance passenger information. You may also be able to download apps for the relevant ship in order to help your holiday run more smoothly when it comes to ordering food and so on whilst on board. As a final point, it’s important to consider how you’ll get to the airport – is your usual taxi service operating and what health measures do they have in place to protect you? Or perhaps you would be asking a family member to take you?

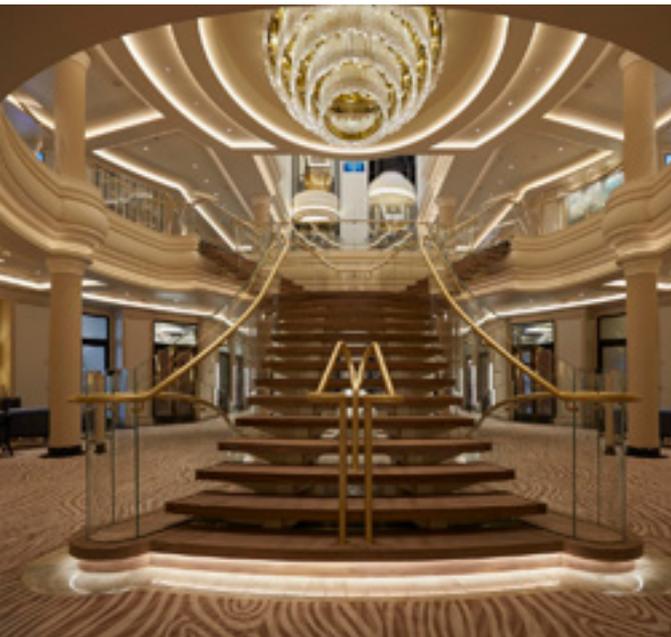
The airport and flight

Your airport experience will look a little different these days. You will be required to wear a mask and encouraged to sanitise your hands regularly with stations to do so provided throughout. Social distancing will need to be respected but it should be clearly marked out for ease – you may find seats marked ‘do not use’ or with a cross on them in departure lounges so these will need respecting. Duty free shops are generally open, as are restaurants and in many cases, smoking areas too. On your flight itself, you will be required to wear a face covering for the duration of your time on-board with allowance made for eating and drinking. Usually, younger children are exempt from mask-wearing but this might differ from airline to airline. You may find there will be a reduced bar service whilst on your flight and you might not be able to purchase any duty free. You’ll also be asked to remain in your seat as much as possible.

Transfers to the ship

The cruise lines are taking the utmost care to upgrade all their health and safety protocols and these extend outside the boundaries of the ship too. Reduced volumes of guests will be on each transfer and they will be fully sanitised regularly and between pick ups. You will need to wear a face covering wherever possible and respect each other’s space with social distancing.

What to expect from your cruise in Covid times



Embarkation

There will be social distancing in place at the cruise ship terminals, which will be clearly signposted. You'll also be expected to wear a mask and sanitise your hands regularly whilst in the building.

Upon embarkation, improved health screening will be in place across all major cruise lines with temperatures being taken from all guests. This will happen every time you get back on the ship after an excursion too. In some cases, the ships will have contactless temperature readers to enhance safety even further and ensure a speedy process

Luggage will be sanitised before being brought onto the ship, and embarkation times will be staggered to allow fewer people to congregate in confined spaces at once so overall, you will find a safe and improved embarkation experience.

In the unlikely event that you fail a temperature check or health screening, the cruiseline and Panache Cruises will be on hand to ensure you are repatriated quickly and safely

Walking round the ship

Many of the cruise ships, particularly larger ones, will be operating at reduced capacity so you will find fewer guests on board. In addition to this, you will need to wear a mask in areas where it is not possible to social distance. Some ships will mandate the wearing of face coverings at all times when moving about whereas others with more space will only enforce it where areas tend to get a little more crowded.

In your accommodation

Whether it's a cabin, stateroom, suite or room you will of course not need to wear a mask when you are inside your own accommodation! You will find improved cleanliness too with increased housekeeping services provided. Between cruises, many ships will be deep cleaning, using additional disinfectants but even whilst on your cruise, the cleaning methods and products have been upgraded. Many will use hospital-grade disinfectants and some are also 'fogging' which is where a harmless spray is circulated throughout all parts of your cabin and suite to kill more bacteria.

What to expect from your cruise in Covid times



Furthermore, many ships are improving their air filtration systems to ensure that air does not pass from one cabin to the next or that if it does, it will be pure. The new ventilation is likely to capture and kill a minimum of 99.9% of airborne pathogens, including coronavirus particles.

There might also be fewer loose items left in your room (such as magazines and kettles) so as to minimise cross-contamination.

Restaurants

When entering and leaving restaurants, you are likely to be required to wear a face covering but not whilst seated at your table. You will not be allowed to sit in big groups, unless you are all part of the same group. Those sharing cabins will of course be allowed to sit together. Where there have been self-service buffets before, you will find that there is now an attendant to serve you to avoid potential contamination. In other cases, everything will be table service. Many ships will have the use of QR codes which you can scan with your smart phone and place your order through to minimise interaction with any staff too. Tables will of course be cleaned between diners and there may be increased volumes of dinner service to accommodate all guests.



Theatres

Many theatres will be reducing their capacity in order to ensure guests can maintain social distancing whilst also providing the same high-quality performances as before. In most cases, you are likely to be required to wear a face covering whilst in the theatre.



Bars

When walking around the bars, you might be required to wear a face covering. You will be able to sit, without a mask at tables an appropriate distance away from others but only with guests who form part of your travelling group. It is unlikely you will be able to sit at the bar for the foreseeable future.

Outside on deck

You will be expected to maintain social distancing at all times when outside on deck and chairs and sunbeds will be separated accordingly. You can also expect they will be sanitised very frequently too, to prevent the spread of Covid-19.



What to expect from your cruise in Covid times



When will you need to wear a mask?

You'll need to wear a mask usually whenever you are moving about within the public areas of the ship. Even when social distancing is possible, it is still advisable to cover your face so it is likely you will be asked to do so on your ship. When seated at tables in restaurants and bars, settled on deck and whilst in your own room, you will not need to wear a mask.

Excursions

As shore excursions form such an important part of the cruise experience, the cruise lines are working hard to ensure they will be as safe as possible. In most cases, you will not be allowed to attend the shore excursions run by third-party companies, as the cruise line cannot ensure that the appropriate levels of health and safety will be observed nor is it likely that you will be able venture ashore alone.. It is likely you will be having your excursion as part of a smaller group to enable social distancing to take place. You will be expected to wear your face coverings on the transport and within confined spaces. Some countries do mandate the wearing of them always when out in public, and it's imperative that you follow the guidance as laid out by your cruise line. They are working in partnership with local authorities to ensure that the rules are respected in order to keep everyone safe and prevent outbreaks amongst guests. You will have to adhere to these rules – in some cases, these will be law and you could be prosecuted for violating them.

New and upgraded medical facilities onboard

The cruise lines are all ensuring that their medical facilities are as well-equipped as they need to be in the event of passengers becoming ill whilst on board. With improved equipment, including more oxygen and even ventilators, you will find state-of-the-art treatment centres are well-placed to help those in need. The medical staff are also being extended too, to include specialists and more of them so that they can handle all requirements.

Disembarkation

Temperatures will be taken and again, staggered timings in order to prevent overcrowding to maintain social distancing. Your details will also have been safely stored in order that you can be contacted after the cruise in the event it seems you have been exposed to someone who has tested positive for coronavirus.

What happens if it all goes wrong?



Thanks to the significant and well thought out measures put in place by all lines, the chances of a coronavirus case on board is significantly reduced.

However, in the unlikely event that a passenger on board your ship tests positive for coronavirus, ships and ports of call are now very well prepared.

Each cruise line is ensuring they have a robust procedure in place in order to manage any outbreak that happens on ship. Certain areas and cabins will be dedicated to self-isolation and quarantine in order that those who test positive can be removed from common areas to control the spread.

The ship will also then be diverted to the nearest port, where further testing can take place to confirm any outbreak. The ship will be encouraged to work with local authorities to minimise the gravity of the situation.

The protocols as laid out by the cruise lines will include the following:

- Definition of staff and crew roles, duties and tasks in the event of an outbreak, including medical services, room service, laundry and so on
- An isolation plan with dedicated areas including food service, room service, utensils and laundry management (plus PPE for the crew attending to them)
- A description of how the public health should be maintained if it happens and management of possible/probable infections that might occur
- Medical resources required
- Cleaning of contaminated areas and areas that might have been exposed
- Procedures for disembarking the persons who have tested positive for Covid-19
- Liaise with local authorities to arrange appropriate treatment of affected passengers, if needed.

These measures are of course all in the event of a person being infected whilst on board. But as mentioned, there are many measures which should prevent this from happening in the first place, and keeping it to a minimum if someone does happen to get infected. Thanks to the health screening which takes place on embarkation, any potential cases are likely to be picked up as soon as possible which will allow the guest to be isolated before any serious spread can occur.

Many ships are also employing a Public Health Officer who will not only help to manage any outbreaks, they will also oversee the cleaning of all areas and ensure the necessary standards are being met.

Improved HEPA air filtration killing as many as 99.9% of airborne bacteria and viruses and the fact that air will not circulate between cabins will also help hugely. Medical-grade cleaning products and fogging are also being used to ensure all coronavirus particles are killed throughout the ship.

The world is much more knowledgeable about coronavirus and how to manage it now. By working together both to prevent it spreading and in the event of an outbreak, the management of it will be much easier going forwards.

The safest way to travel

Cruising has always been an exceptionally safe way to travel for many reasons with the highest standards of service and cleanliness employed throughout the ships at all times, even well before the advent of coronavirus.



Currently, the cruise lines are all working extremely hard to update their health and safety protocols not only to meet the standards that will be expected of them in the future, but to exceed them significantly.

These unprecedented times have called for unprecedented actions and as such, we have seen the cruise lines corporations come together to form joint task forces and committees filled with experts to advise the whole industry on what best practices to adopt.



Richard Fain

Richard D. Fain, Chairman and CEO of Royal Caribbean Group has said, "This unprecedented disease requires us to develop unprecedented standards in health and safety. Bringing aboard these respected experts to guide us forward demonstrates our commitment to protecting our guests, our crews and the communities we visit."



The safest way to travel



The UK Chamber of Shipping has also been working with the cruise industry for the past six months to create a framework which would support the return of safe sailings. The Chief Executive of the Chamber, Bob Sanguinetti, said

Bob Sanguinetti

“Cruising is going to be one of the safest modes of travel and tourism because with these protocols in place and the extra measure that we are going to take, they will have a much closer oversight of their passengers when they embark than at a hotel when a client walks into the lobby. Read the full article in Travel Weekly here.



Gianni Onorato

The Chief Executive of MSC Cruises, Gianni Onorato, agrees that cruises can become the safest holiday choice. Here is what he had to say; “The negative focus on the cruise industry because of a few outbreaks on ships increased the scrutiny of the media and the authorities on the industry. There was an opportunity cruise could become the safest holiday option because we could arrange all aspects of the journey.” If you'd like to read more, see the article in full here.



At Panache Cruises, we agree that cruising is set to become one of the most safe and secure ways to holiday in the future. The cleanliness on board the ships was already world-leading and now with the addition of enhanced protocols and cutting-edge technology, there really will be no better way to travel.

Ask us any question “Nothing is too much trouble” info@panachecruises.com

Future Cruise Credit – The Answers to Your Questions



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.



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.

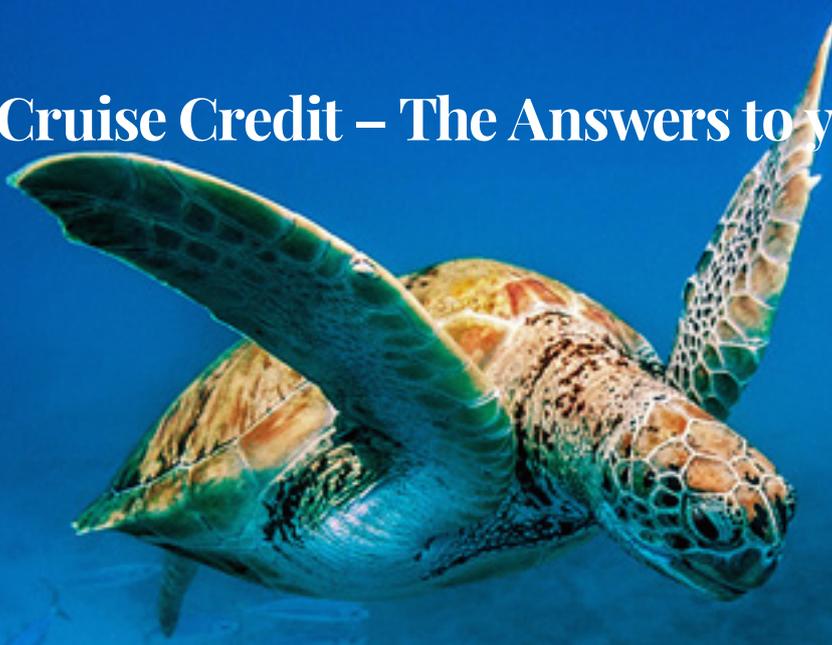
Should I accept a future cruise credit?

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 us 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.

Future Cruise Credit – The Answers to your Questions



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.

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.

Spending your Future Cruise Credit is straightforward

When it comes to spending your cruise credit and if you choose that to be through Panache Cruises, 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.

Did you know 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.

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.



Why should you book now?



In addition to the assurances as laid out by the cruise lines in terms of improved health and safety measures, there are many other reasons to secure your cruise now before the world opens up again.

Of course there is some reticence in customers about booking now, and one of the main concerns is that travel restrictions will tighten up again and money will be lost.

Fortunately, the cruise lines are taking these worries into account and you will find many of the following across the cruise world:

Low deposits

Some cruise lines are allowing you to book your cruise with as little as a 5% deposit. Others are reducing their deposits from 25% to 15% to make it more palatable to book

Flexible cancellations

If your cruise ends up being affected by travel restrictions or indeed there are any other reasons why you need to change the date of it, the cruise lines are being more accommodating than ever. In a lot of cases, the cruise lines are allowing you to amend your booking as close as two days before departure so that you have the complete peace of mind that you can suit your personal needs and won't lose out

Mega deals available

There are prices we have frankly never seen before and as soon as the world starts travelling again, availability will go and the prices will increase. Many ships will be operating at reduced capacity too so once these cabins have sold, you won't see prices like this again

Based on what we're seeing in the industry here at Panache Cruises, our recommendation is that you really should book now and secure your next cruise.

That cruise can be as far away as 2023, if that's what you prefer, but booking now will secure you an incredible price on the sailing of your choosing.

Given how flexible the cruise lines are being and the low deposits too, booking now doesn't expose you to financial risk, and with the health and safety protocols that will be in place, you can rest assured this will be one of the best ways to travel in the future.



Coronavirus Travel Insurance FAQ's



Can I arrange cover if I contract COVID whilst abroad?

Yes you will be able to arrange cover for emergency medical treatment abroad as long as you have not travelled against the advice of the FCDO.



Can I arrange insurance for a trip that I am due to take within the next 30 days?

Yes, this is widely available.

Can I arrange insurance for my cruise if I am age 70 or over?

Yes, so long as you are travelling to a country that the FCDO advises is suitable for non-essential travel (such as holidays). If you are travelling to a country which currently has an FCDO travel advisory, you may need a specialist provider.

Can I arrange insurance for my cruise if I have pre-existing medical conditions?

Yes, so long as you are travelling to a country that the FCDO advises is suitable for non-essential travel (such as holidays).

My cruise/holiday has been amended to a new date, can I amend my insurance?

If you are offered an alternative destination and or dates from your travel provider, there are options to shift your insurance policy to fit the new trip,, however, there may be an additional premium charged. Please note that policies cannot be amended or cancelled once the start date is passed.



Coronavirus Travel Insurance FAQ's

Am I insured if I travel against the advice of the FCDO?

If you are travelling to a country against the advice of the FCDO, you may require a specialist provider who can provide flexible insurance plans for travellers going to unconventional locations, including those under government “essential only” travel advisories.

If I travel, will I be covered for coronavirus under medical costs in my travel insurance policy?

If you catch coronavirus while on holiday and require medical treatment, then yes, cover will be available in place for emergency and necessary treatment.

What happens if I arrive at my holiday destination and they refuse entry due to the virus?

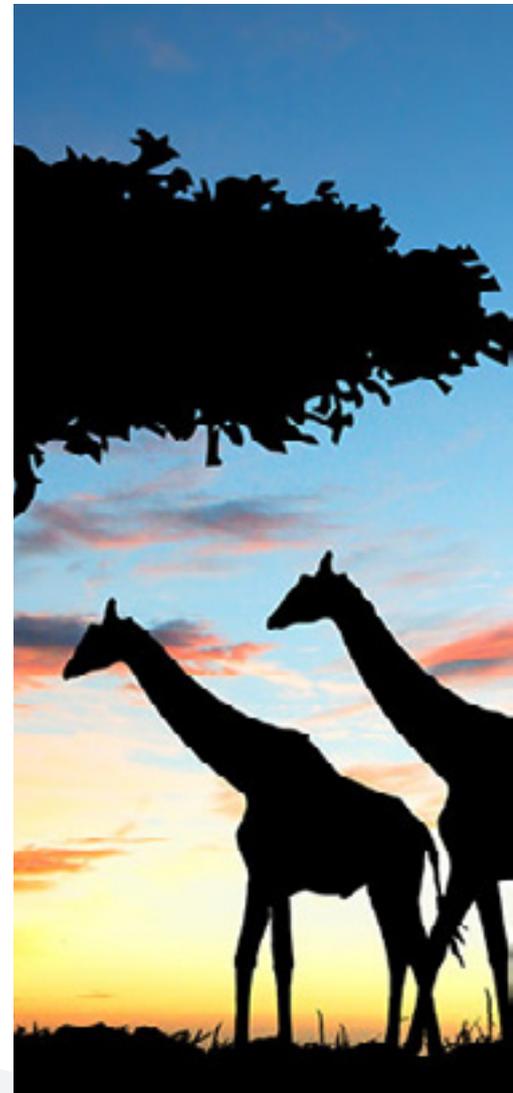
If you travel to an area which the FCDO advises against travel to, there would be no cover under the majority of travel insurance policies as this would be considered as a known event (that is something that has happened before you have purchased your travel insurance or before booking your trip).

If you travel to an area and the FCDO advice changes after leaving home, you should contact your travel agent or tour operator for information on availability of flights or refunds in the first instance.

If you are refused entry at passport/border control, you should contact your airline or transport provider to arrange changing your return ticket to allow you to come home early.

If I go out on an excursion for the day and then am not allowed back to my travel accommodation (or cruise ship) due to quarantine, what cover do I have?

You should follow any instructions issued by the local authorities as it is more than likely that you will have to enter some form of quarantine.



The Cruise Lines

When will each cruise line recommence?

What will it look like onboard each cruise line?

What is each cruise line doing to entice you to book now?





Aida Cruises

Cruises from Italy to only Italian ports have been able to sail since October 17th, 2020. Other cruises in Europe have been cancelled until December 2020 but US and Canada cruises will only resume at an as yet undetermined date in 2021.

Aida will be operating cruises in compliance with international and national regulations as well as extended health and safety processes. These have been developed with leading medical experts and renowned independent testing company SGS Institut Fresenius.



Amadeus River Cruises

Amadeus began river cruising again in July in Europe with success. They have developed a comprehensive health and safety protocol for all their ships in cooperation with IG River Cruise (The European River Cruise Association) and CLIA. It also respects the guidelines of the European commission as well as the regulations within all the countries involved.

The protocols include ensuring social distancing can take place with masks required in public areas where it is not possible to distance.

Additional health checks will take place on check-in such as temperatures being taken and scattered embarkation times. Onboard hygiene practices will be increased and hand sanitising stations will be installed in areas with heightened passenger traffic. Buffets will be served to you and there is also an emergency plan in place to cater for guests who appear to be suffering from the symptoms of Covid-19.





AmaWaterways

AmaWaterways have suspended their cruises until early 2021. This is in line with the various updates from global health authorities and local governments.

AmaWaterways have always had a key focus for the health and wellbeing of their guest and crew and now it is even more pronounced.

They have updated many policies and protocols to be even safer in order to protect against the Covid-19 virus. Changes include: improved pre-embarkation screening, luggage sanitisation, the need to wear face coverings when moving through the ship, improved sanitation with more hand sanitisers and extra cleaning plus there is also the inclusion of state-of-the-art fan coil air conditioning units – no air will be recirculated. Reduced capacity, social distancing, safe excursions and more will all combine to create a safe experience for all.



APT River Cruises

Currently, all tours and river cruises from APT are suspended until early 2021 with the exception of Myanmar river cruises

In order to ensure the cruises and tours are safer, you will see reduced group sizes, increased sanitation measures and extensive health and hygiene training across all the staff and crew. APT are adopting the recommendations as laid out by CLIA and IG River-Cruise and have increased health screening plus adopted improved health protocols across the board.





Aurora Expeditions

The majority of cruises have been rescheduled or cancelled for the remainder of 2020 and into early 2021.

Aurora's priority is the passenger's welfare and safety and also of their partnerships in order to minimise any impact of past and future guests. They have improved health and safety protocols in consultation with the World Health Organization (WHO), IAATO, AECO, CLIA, their marine healthcare partner, Vikand and their crew management partner, CMI Leisure. Everything is being updated in accordance with the latest information and scientific evidence and includes the following:

- 'Fit to travel' certificate requirements as well as questionnaires, temperatures checks and tests
- Enhanced disinfection and fogging with appropriate virucidal products and continuous cleaning, including deep cleaning
- Enhanced personal sanitation throughout the ship
- Enhanced crew sanitation training
- 100% fresh air circulation, no recirculation
- Dedicated isolation cabins
- Social distancing and masks required
- Fuller service meals, no buffets
- Infection control management processes
- Improved medical staff adept at dealing with outbreak prevention
- PPE for expeditioners and crew
- Fully equipped medical centre

Proposed restart date:

- April 2021. For Antarctica 2020/21 Season Voyages: November 2020 – March 2021 please refer to the email sent you to regarding your voyage status.

Global 2021 Voyages

- Patagonia & The Chilean Fjords (PCF001G) – please refer to the email sent you to regarding your voyage status.
- Costa Rica & The Panama Canal (CRP001G) – please refer to the email sent you to regarding your voyage status.
- Arctic 2021 Voyages: We have made some slight date/itinerary changes to voyages in the Arctic 2021 program as a result of the postponement of our Arctic 2020 voyages, with exception to the two voyages below with changes outlined:
 - Orkneys, Faroes, Jan Mayen & Svalbard (SFS001G) has been rescheduled to 2022.
 - East Greenland Explorer (EGL001G) has been cancelled.
- Global 2021 Voyages: The following changes have been made to voyages as outlined below:
 - Guanacaste, Costa Rica (GCR001G) has been cancelled.
 - Costa Rica & The Panama Canal (CRP002G) has been rescheduled to 2022.
 - Ireland's West Coast (IRE001G) and Wild Scotland (SCOT16G) have been rescheduled to 2022

Curent Deposit: \$2,500 per person (in the booking currency)

Booking Flexibility / Cruise with Confidence Message:

Deposit Protection Program

funds are automatically placed into a separate trust fund (escrow account), which means your deposit is secure and protects your funds at this time of uncertainty.

Booking Peace of Mind

full refund or a future travel credit 30 days out from voyage departure* T&C's apply

Future Travel Credits

The future travel credit is to be used within 3 years post original departure date.

Booking Flexibility

At any stage you can move your deposit for a fee of \$500 per person ^



Avalon Waterways

With the health and safety of guests and staff in mind, Avalon has suspended all cruise operations until early 2021. When they do return to the waters, Avalon are issuing an 'assurance' that means you can cruise with confidence.

There will be fewer than 150 guests on their smaller ships so there is always lots of room on board. They have instituted enhanced cleaning procedures throughout the entire fleet which include deep disinfection of staterooms and between cruises and dining areas between meals. Air will not be circulated between staterooms and there will also be on board health screening.

Proposed restart date:

31 January 2021

Current Deposit:

- 2021 departures - £300 Europe, £500 non-Europe
- 2022 Departures - £200 All destinations (except The Delfin)

Booking Flexibility / Cruise with Confidence Message:

- All guests with bookings between 14 March 2020 and 31 January 2021 to move travel dates easily and without incurring cancellation fees, land or airline penalties*.
- Peace of Mind Travel Plan for this period comes with an additional bonus credit. This bonus credit of up to £150 per person will be added to a Letter of Credit, redeemable for any future 2021 or 2022 holiday



Azamara Club Cruises

The current status is that Azamara has cancelled all remaining cruises through to 20th March 2021, with costs being reimbursed to the customer. They are currently planning to recommence cruising in spring 2021 with renewed health measures in place. Azamara Quest looks set to be the earliest to return, scheduled for April 1st 2021, with Azamara Journey to follow on April 9th 2021 and Azamara Pursuit on May 9th 2021.

Azamara are currently in the process of adding extra safety enhancements for when the ships return to the waters. They will be improving the future embarkation screening process and updating health protocols. This is all being done in line with the government health authorities, the Cruise Lines International Association and Azamara's own Healthy Sail Panel, a team of cross-disciplinary experts who are there to guide them through the best response to the Covid-19 pandemic. It includes recognized specialists in the following areas; infectious diseases, public health, hospitality and maritime operations. The advice given to make changes will be backed in science in order to ensure the wellbeing of guests and crew on board, as well as the local communities of the destinations visited. The new processes are not finalised as yet. When they are, our Connoisseurs at Panache Cruises will be able to give you all the information you will need.

Proposed restart date:

- Azamara Quest: April 1st, 2021.
- Azamara Journey: April 9th, 2021.
- Azamara Pursuit: May 9th, 2021.

Current Deposit:

- £250pp

Booking Flexibility / Cruise with Confidence Message:

- 125% Future Cruise Credit to book a new cruise by December 31, 2021 for sailings departing on or before April 30, 2023.
- Lift and Shift: Or, you can keep the cruise vacation plans to the same destination and move the existing booking to a 2021 or January to March 2022 sailing within four weeks of the originally scheduled sailing.
- 100% Refund: by December 31, 2020



Carnival Cruise Line

Carnival have cancelled all sailings until March 1st 2021, with continual reviews in place to provide a firmer recommencement date. In short, all sailings out of US ports will not resume for at least several months. A more complete list of the cancellations is below:

Proposed restart date:

Below are the cancelled dates – cruises to resume thereafter

Carnival Splendor: sailings through and including February 28th, 2021

Carnival Spirit: sailings through and including May 16th, 2021

Mardi Gras: sailings November 14th, 2020 through and including February 28th, 2021

Carnival Breeze: from Ft. Lauderdale sailings November 7th, 2020 through and including March 7th, 2021

Carnival Imagination and Carnival Inspiration: sailings through and including April 19th, 2021

Carnival Fascination: sailings through and including January 9th, 2022

Carnival Sensation: sailings on March 3rd, 2022 and March 7th, 2022

Carnival Sunrise: Ft. Lauderdale, New York and Norfolk sailings through and including October 19th, 2020

- Miami 7 and 8 day sailings from October 9th, 2021 through and including April 30th, 2022, excluding the March 5th, 2022 sailing
- Miami 5 day sailing January 3rd, 2022

Carnival Radiance: Sailings through and including November 1st, 2020

- 9, 12, and 14 day sailings from May 2nd, 2021 through and including April 29th, 2022
- 5 day sailings December 23th, 2021 and December 28th, 2021

Carnival Paradise: sailings through and including February 28th, 2021



Carnival Magic: Ft. Lauderdale and Miami sailings through and including March 6th, 2021

- Transatlantic & Barcelona sailings April 10th, 2021 through and including May 3th, 2021

Carnival Valor: sailings through and including April 24th, 2021

All other ships: sailings up to and including February 28th, 2021

Current Deposit:

- £100pp

Booking Flexibility / Cruise with Confidence Message:

- 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 a selection is not made by May 31, 2021, a 100% Future Cruise Credit equal to the amount of cancellation penalties on your original booking will be automatically applied.

Carnival are currently in the process of evaluating every part of their cruise experience to ensure that all guests, crew and local communities visited as part of the itineraries are kept as safe as possible. They have a Cruise Health program which will give you complete peace of mind when you cruise with them so you can relax and focus on the fun. Carnival are working in partnership with public health experts, government authorities, local ports and CLIA so they are receiving well-rounded and thorough advice. They are working with the best minds in science to ensure the measures are appropriate – the goal is to have effective protocols that will care for everyone on board and who will be encountered along the way. Regular review and continual updates will be provided indefinitely in accordance with recommended procedures in order to keep everything as safe as possible.



Celebrity Cruises

Celebrity Cruises is operating under the same protocol as their parent company, Royal Caribbean, and has announced that all cruises are suspended until March 1st, 2021. Cruises in South America will not resume until after April 7th, 2021.

The Royal Caribbean Group are working in partnership with CDC, amongst others, in order to ensure a healthy return to service for the customers on board, staff and crew and the local people within the places visited.

In order to ensure customers have peace of mind when planning any cruise with Celebrity, they have enhanced their Cruise with Confidence offer. There are flexible cancellations, a 'Lift & Shift' promise to amend bookings and a Best Offer Guarantee too.

Proposed restart date:

- Celebrity Cruises will be extending the suspension of sailings to include those departing on or before February 28th, 2021, excluding our previously suspended 2020/21 Australia and Asia sailings. Sailings in Asia, Australia and New Zealand are cancelled for the 2020-2021 season.

Current Deposit:

- £150pp



Booking Flexibility / Cruise with Confidence Message:

- Celebrity Cruises is extending its "Cruise with Confidence" program. For all bookings created by November 30, 2020, guests have the flexibility to cancel their cruise up to 48 hours prior to sailing and receive a full credit of the cruise fare paid for a future cruise through May 4, 2022. The cruise company will also continue to offer their "Best Price Guarantee" and "Lift and Shift"
- "Best Price Guarantee": Guests can choose to change the price and promotional offer on their reservation up to 48 hours before their cruise.
- "Lift and Shift": This option is ideal for those guests wishing to move their vacation plans to next year. Eligible between now and November 30, 2020, guests can protect their original cruise fare and promotional offering by shifting to a future sailing on the same itinerary type, sailing length, stateroom category, and within the same 4-week period of their original cruise date same-time-next-year. Bookings for 2021 sail dates may shift to 2022 only on current deployment open through May 4, 2022.





Costa Cruises

Costa Cruises have already started sailing again, with the first sailing beginning on September 6th, 2020. This was due to the fact that Italy on the whole approved the restart of cruising and owing to the complicated travel restrictions all over the world, only Italian guests have been allowed back on board the ships as yet and the sailings have been from Italian ports. Costa are aware that the same safety measures are not yet in place all over Europe and as such, they have extended the suspension of all other ships in the fleet, and in particular for North American guests, until December 18th, 2020.

Costa has dedicated their attentions to implementing new protocols and procedures to ensure that cruising with them will continue to be a pleasant and relaxing experience. They are working with local, national and international assistance to ensure they are following the most recent developments in the Covid-19 situation and will continue to update them wherever necessary.

Proposed restart date:

The other itineraries from October 2020 to March 2021 (except those of Costa Favolosa in the Caribbean of which we will inform you as soon as possible) will be subject to cancellations or variations. We are taking steps to inform travel agents and guests affected by the changes, who will be guaranteed re-routing as established by applicable law.

Our winter season 2020/21 will also be open to European citizens residing in the countries included in the decree of the Italian Government*, while limitation to Italians only is confirmed for the first three departures of Costa Deliziosa and Costa Diadema in September.

Current Deposit:

25% of the price of the cruise

Booking Flexibility / Cruise with Confidence Message:

Costa Cruises is taking steps to inform travel agents and customers affected by the changes, who will receive a voucher equivalent to what the Company has collected, as a form of greater guarantee for travellers.



Celestyal Cruises

Mainly operating out of Greece, Celestyal are operating under the travel restrictions there as defined by the authorities. At this point, Celestyal have said they won't be restarting operations until the 2021 season which will begin on March 6th, 2021.

Proposed restart date:

Celestyal Cruises has taken the difficult decision to further suspend its sailings until the already announced 2021 season commencing March 6, 2021.

Current Deposit:

£250 of total fare

Booking Flexibility / Cruise with Confidence Message:

Future Cruise Credit (FCC) valued at 120 percent of original booking value valid until December 2021, to redeem their Future Cruise Credit against any of Celestyal Cruises' itineraries through end of December 2022. To provide additional peace of mind, should guests choose not to redeem their FCC by end of December 2021, they will automatically receive a full refund equal to the original amount paid to Celestyal upon the voucher's expiration.



Crystal Cruises take the safety of their guests and crew very seriously and as such, they have employed new policies and protocols to ensure this, allowing you to book with confidence. They have also adopted the Crystal Clean+ 3.0 strategy - a stringent set of health and safety protocols founded in science and innovation and in line with the latest data and recommendations as provided by health experts. With capacity control and social distancing, temperature checks, contactless dining, ventilation systems to purify the air, masks and face coverings required plus many other different measures will all work to ensure you are safe whilst on board and in your destinations on your excursions too.

Furthermore, Crystal have expanded their Crystal Confidence programme to include more sailings and have also reduced their deposit so you only need to put down 15% of the price of your cruise. The 'Easy Book' policy will also give you a 100% refund if you need to cancel before you sail too.

Proposed restart date:

- Crystal Esprit Voyages March 28th, 2021
- Crystal Cruises (Ocean) Voyages April 5th, 2021
- River Voyages Through March 2021

Current Deposit:

Currently in a 'no money down bookings'

Booking Flexibility / Cruise with Confidence Message:

Crystal Confidence 2.0 policy provides the peace of mind our guests need now when making future travel plans, with no money down reservations, reduced deposits, extended final payment and relaxed cancellation schedules.

If a guest chooses not to rollover their cruise to a 2021 river sailing, they may transfer their reservation to any Crystal experience (Ocean, River, Yacht or Expedition) embarking through December 31, 2023 at prevailing rates. All monies paid will be transferred to the new reservation.



Crystal Cruises

Crystal have cancelled all remaining sailings for 2020 and have stated that they will only return to sailing when it has been declared safe to do so. The expected resumption dates, by cruise type, are as follows:

- Ocean cruises: April, 2021
- River cruises: March, 2021
- Expeditions voyages: May, 2021
- Yacht cruises: April, 2021



Cunard Line

The UK currently has no end for the suspension of their cruises and as such, Cunard Line has extended its suspension until spring 2021. The different return dates for each of the ships are as follows:

- **Queen Elizabeth** – March 25th, 2021
- **Queen Mary 2** – April 18th, 2021
- **Queen Victoria** – May 16th, 2021

In order to ensure that guests and crew will be safe, Cunard are working in partnership with the most up to date scientific information. One of the difficulties of the resumption of cruising is the volume of countries visited within a short period of time and all the different travel restrictions which are in place in each one. As such, Cunard are redeveloping their itineraries to maintain the health of guests and crew whilst on board, but also whilst in the destination ports too.

Proposed restart date:

Queen Mary 2 after 18 April 2021, on Queen Victoria after 16 May 2021, or on Queen Elizabeth after 26 March 2021

Current Deposit:

15% of the overall cost

Booking Flexibility / Cruise with Confidence Message:

Before your balance due date you can transfer your booking as many times as you like, to a wider range of voyages, free of charge.



Disney Cruise Line

Disney has suspended their sailing operations until January 1st 2021. Disney are currently in the process of extending safety protocols to ensure that when they do return, crew and guests will be very safe.

Proposed restart date:

Disney Cruise Line Extends Suspension of All Departures Through January 31st, 2021.

Current Deposit:

The deposit amount will be determined at time of booking

Booking Flexibility / Cruise with Confidence Message:

- **Final Payment:** For sailings through May 2021, you are able to make your final payment until up to 60 days prior to sailing.
- **Cancellation Fee Schedule:** For sailings through May 2021, the cancellation fee schedule has been temporarily relaxed.
- **Cruise Date Flexibility:** For any sailings booked by November 30, 2020 scheduled to sail on or before May 31, 2021, you can change your sail date up to 15 days prior to departure.
- **Flexible Refund Policy:** Within 14 days of the sailing, booked Guests with COVID-19-related health concerns (symptoms or exposure) can receive a full refund without Disney-imposed cancellation fees or apply their cruise fare toward a future sail date.





Emerald Waterways, Scenic River and Scenic Yacht

As part of the Scenic Group, Emerald Waterways, Scenic River and Scenic Yacht are operating under the same restrictions. In accordance with government health and safety restrictions and international border closures, departures up to February 28th, 2021 have all been cancelled. There will be further suspensions in Egypt, Jordan and Israel throughout March, 2021.

The Scenic Group will be operating a group-wide policy of adhering to the highest standards of hygiene and cleaning protocols on all ships. Thorough cleaning will be regularly undertaken and hand sanitising stations will be present throughout the ships in order that guests can maintain personal hygiene with ease. There will be:

- Medical evaluations and tests
- A dedicated team catering to Covid needs
- Healthy crew
- Contact-free check in and check out
- Briefings and screenings
- Enhanced cleaning commitment
- Socially aware dining
- Contact-free movement
- Air circulation
- Smaller groups & social proximity
- Carefully selected local partners to maintain the same standards
- Wellness throughout your journey



Proposed restart date:

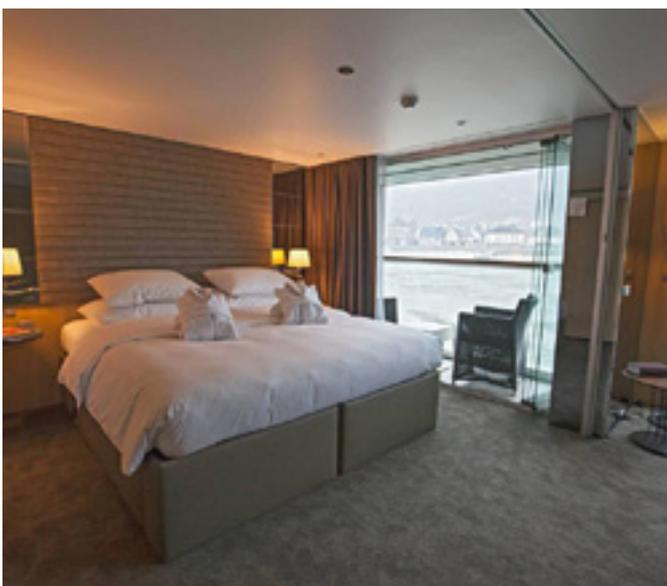
- Scenic Group (including Scenic Luxury Cruises & Tours and Emerald Cruises) departures up to 28 February 2021.
- In addition, further suspensions apply to Egypt, Jordan and Israel land tours until 31 March 2021.

Current Deposit:

£750pp

Booking Flexibility / Cruise with Confidence Message:

All guests with a booking to depart from 1 April 2021 and guests considering a booking after that date, have the option to transfer their booking to an alternate date without a Scenic Group fee up to 31 December 2021 (or 31 December 2022 for Scenic Eclipse), up to 60 days prior to departure. Scenic will waive all cancellation fees with the value of the booking applied as a Future Travel Credit and we will review the timing for the full payment when re-booking. Please note, if you choose to cancel or transfer there may be third party fees applicable, which will be at the guests own expense.





Great moments. Truly exclusive.

Hapag-Lloyd Cruises

Hapag-Lloyd Cruises are currently operating, welcoming guests from Germany, Austria and Switzerland. In advance of the full resumption of services, they have a ten-point plan:

1. Testing pre-boarding
2. Distancing rules (enabled by 40% fewer guests on board)
3. Crew will isolate before coming on board, will be tested and will need to wear masks
4. Air conditioning units supply 100% fresh air
5. Reduced table numbers in restaurants with 1.5m minimum between them
6. Individual service and no self-service will reduce the spread and high staff numbers will allow for more cleaning
7. Sport and entertainment will have fewer participants and no physical contact
8. State-of-the-art hygiene technology will be used throughout such as thermal body cameras and a laboratory
9. Each guest will get a care set including surgical-grade face mask
10. Expanded medical team with additional training for all on prevention and hygiene measures

Proposed restart date:

July 2020 – only for Austria Germany Scandinavia. 10 new itineraries departing Hamburg for only German citizens. International program yet to be released.

Current Deposit:

20% of total cruise cost



Fred. Olsen Cruise Lines

Fred. Olsen Cruise Lines

Whilst Fred. Olsen has purchased two new cruise ships recently, the sailings are still suspended in accordance with UK no sail orders. The ship Balmoral to resume sailing on February 2nd 2021. Braemar to restart 1st April, 2021. Bolette to sail from 5th March 2021 and Borealis sailings to start from 23rd April, 2021. Fred. Olsen are working closely with the government and all the relevant health bodies by taking advice on what to do next and to updating the services and protocols on board. They are continually working to update the advice and information they give at all times.





Holland America Line

Currently, Holland America Line have cancelled all their sailings up to December 31st 2020.

Holland America Line have always had a key focus on the sanitation of their ships and the safety of guests and crew alike, as well as the communities they visit. Their protocols have always been at the forefront of the cruise industry, for example, the use of Oxivir; a solution used by hospitals to kill germs. However, there will be a significant increase in the existing practices to give guests greater peace of mind when sailing on one of their ships.

They are strengthening health measures and developing them whilst working in conjunction with government health authorities, public health experts, local ports and CLIA. They are including the advice and guidance from the top minds in medical science and infectious disease control to understand all the challenges that are faced by Covid-19 and how best to update protocols and service to ensure the guest experience is not compromised from transfers and check-in to shipboard operations and shore excursions.

There will be health screening and anyone identified to have an issue will have further tests. Also, there will be enhanced procedures which include using advanced technologies and disinfectants that are proven to be effective at killing coronavirus and other germs. State-rooms and public areas will be sanitised multiple times per day, using cleaning and disinfection protocols in coordination with the CDC. There will be extensive cleaning of transfer coaches and ship terminals, as well as many other practices in place such as social distancing, additional handwashing facilities and more hand-sanitising stations positioned throughout the ships.

The on board team will also include highly trained medical staff, with doctors, nurses and medical centres all well-equipped to care for a range of conditions and provide critical care. Improved ventilation systems and collaboration with local partners to ensure that disease activity is monitored appropriately.



Proposed restart date:

With the continuation of travel and port restrictions due to global health concerns, Holland America Line is extending its pause of cruise operations and cancelling departures on all ships through April 2021. Departures on Volendam through April 16th, 2021 including the 2021 Grand South America & Antarctica Voyage (and segments); Mexico & Sea of Cortez; Hawaii, Tahiti & Marquesas; and Panama Canal are also cancelled.

Current Deposit:

10% total cruise fare

Booking Flexibility / Cruise with Confidence Message:

You must have booked a cruise on or before October 31st, 2020 (sailing on or before April 30th, 2022) and then complete the following:

1. Cancel your booking no later than 30 days prior to sailing
2. Submit the Book with Confidence Form to request your Future Cruise Credit
3. Receive an email notification that your Future Cruise Credit has been issued



Hurtigruten

A select number of coastal cruises on four ships resumed on June 16th, 2020. All expedition voyages have been cancelled until early 2021.

Safety is their number one priority and they have made adjustments around the guidelines issued from the necessary authorities. The protocols include:

- Social distancing and mask wearing for crew
- Regular disinfecting of the ship using certified cleaning products
- Self-declaration forms are required by guests
- Temperatures will be checked
- Guests and crew will all be tested prior to embarkation
- No self-service buffets
- Close partnerships to ensure on shore activities are completely safe
- Nurse on board all cruises and a nurse, doctor and medical centre on expedition ships

Proposed restart date:

The upcoming Antarctic season has been cancelled but all sailings from 1st December in Norway are resuming.

Current Deposit:

20%

Booking Flexibility / Cruise with Confidence Message:

To give you more flexibility and confidence in these uncertain times, we will help you rebook your voyage for free, both if your sailing is cancelled and if you have booked a voyage with us before 31 December 2020.



Marella Cruises (TUI) and TUI River Cruises

The pause in cruises has been extended into November 2020 with the following dates specified for resumption of sailings as follows:

Extended suspensions:

Marella Cruises – All sailings on or before 2nd January, 2021

TUI River Cruises – All sailings departing before March 2021

TUI are operating holidays in accordance with the latest advice from the Foreign, Commonwealth and Development Office and are making changes as and when are necessary. Guests will be subject to health checks on embarkation and boarding will be staggered. You'll need to wear face masks in certain areas and on excursions if social distancing isn't possible. Ships will be operating at a reduced capacity and regularly deep cleaned. There will also be more sanitisation stations installed throughout. The buffet will be served by staff and to avoid quarantining, the cruises will sail to destinations which do not require it.

Proposed restart date:

They plan to resume Marella Cruises sailings from 3rd January, 2021

TUI River Cruises sailings travelling from March 2021

Current Deposit:

£0 deposits currently as a new offer.

Booking Flexibility / Cruise with Confidence Message:

Book now and get a free amend on summer 21 bookings made before 31st December 2020. Valid on departures 1st May 2021 - 31st October 2021. T&Cs apply.





Norwegian Cruise Line (NCL)

Selected cruises are so far scheduled to return on January 1st, 2021, with cruises on Norwegian Star, Norwegian Spirit and Norwegian Dawn due to resume in April 2021. NCL are working in accordance with CLIA and under other guidance too so start dates could change again.

NCL has teamed up with the Royal Caribbean Group in order to establish the Healthy Sail Panel, a group of internationally recognised experts working together to create an approach based in science to ensure a healthy return to service. In addition to a flexible cancellation policy to make it easier for guests to book with peace of mind, NCL are also improving their health and safety processes on board. They will either meet or exceed global public health standards to ensure the highest level of safety possible is attained on board. A new air filtration system will remove 99.95% of airborne pathogens and guests will undergo a more rigorous screening process when boarding. Sanitation processes are being developed in line with the CDC's Vessel Sanitation Programme and cleaning will even include the use of Electrostatic Spray Technology. Responsible social distancing, enhanced medical resources and extended ship to shore safety are just some of the other measures that will be put in place well before the ships start to sail again to ensure guests' safety.

Proposed restart date:

Extended our voluntary temporary suspension of all voyages through February 2021, sailings to resume in March 2021.

Current Deposit:

From £100pp

Booking Flexibility / Cruise with Confidence Message:

Guests who had an active reservation on a suspended cruises in November 2020 through March 2021 will automatically receive a refund of their cruise fare in the original form of a payment for the amount paid within 25 days. Additionally, a 10% off coupon will be automatically added to the guest's account which is valid for one year from date of issue, and can be used for any Norwegian Cruise Line voyage embarking through 2022 and is combinable with any FCCs and all future promotions at time of booking.



MSC Cruises

Mediterranean cruises have started a staggered return with two cruise ships operating since 16th August, operating under certain limitations. However, cruises remaining in 2020 have been cancelled with sailings to resume in 2021.

MSC Cruises' priority is the health and safety of guests and crew members and they are still in the process of refining all the procedures to ensure everyone will be as protected as possible. They are working with experts in medicine, public health and many related scientific disciplines to develop and validate their health and safety measures.

The changes made include health screening on embarkation and a new process to ensure it is safe eg designated arrival times. Whilst on board, you'll find augmented standards of sanitation and cleanliness with hospital-grade disinfectants used. There will be more cleaning and air provided will be fresh, from outside. Improved medical services and well-trained and healthy crew will give you the peace of mind that you'll be well-cared for. The on board experience will remain unique but with social distancing, mask wearing and amends to certain things such as dining, where you will always be served and can view menus on your smart phone.



Oceania Cruises

As part of the NCL Ltd group, Oceania will follow the return of the Norwegian Cruise Line fleet and the protocols adopted by them. Cruises are so far scheduled to resume in January 2021 but this is subject to change in line with government advice.

Oceania will ensure new enhanced health, wellness and safety protocols will be in place across all of the fleet before any guests sail on board. They are working in partnership with the US Centers for Disease Control and Prevention, as well as governments globally to develop, implement and continue to evolve industry-leading standards. This will meet or exceed all the necessary requirements once everything has been finalised. As with NCL, Oceania are operating under the Healthy Sail Panel, set up in partnership with the Royal Caribbean Group and changes will be made fleet-wide to all processes to maintain the highest levels of guest and crew safety. There will be continuous ship-wide disinfection and daily fogging, an all-new hospital grade air filtration system will be installed, a no-touch food service will be implemented and there will be increased social distancing amongst much more too. There will be enhanced medical teams, staff crew and health will also be a priority and there will be a dedicated public health officer to ensure everything is being adhered to.

Proposed restart date:

Given the continued global efforts to combat the spread of the global COVID-19 coronavirus pandemic, we are extending our suspension of voyages.

Voyage cancellations to through to 31st March 2021

Current Deposit:

20%

Booking Flexibility / Cruise with Confidence

Message:

BEST PRICE GUARANTEE + NO-PENALTY CANCELLATIONS

Guests and travel partners can now have total peace of mind knowing that should they need to cancel, for any reason, they will not lose a dollar. Guests who have paid in full may cancel up to 15 days prior to their departure and receive a Future Cruise Credit equal to 100% of the cruise fare paid.





Proposed restart date:

All sailings paused until April 2021.

Current Deposit:

5% deposit for new bookings made between 4 August and 30 November 2020. The 5% deposit is available on applicable Early Saver and Select Price holidays of 19 nights or fewer sailing before April 2022.

Booking Flexibility / Cruise with Confidence Message:

We have extended the deadline to request a refund until 30 April 2021 as we have recently announced that our summer 2022 cruise holiday collection will be on sale in November and we appreciate these new cruises may be of interest to those currently holding a Future Cruise Credit.



P&O Cruises

With the UK cruise industry still not operational, P&O Cruises have stated they will not be returning to business until 2021. Exact dates of resumption are yet to be confirmed.

As part of the Carnival Corporation, P&O Cruises are involved in the leading changes across the world owing to the Covid-19 pandemic and will be accommodating their ships and guest processes accordingly. Health measures have already been developed to change but the Carnival Corporation are very much aware that the advice is continually changing and will be agile enough to update their processes with any new advice published. There will be improved health-screening prior to embarkation, the highest levels of cleanliness will be maintained throughout the ships and all ships will be adopting the approved standards of service for food and drink, entertainment and on board and ashore.

They are working closely with medical experts and global authorities to determine the best way of operating in the future, keeping the safety of the guest and crew at the heart of all decisions as a priority.





Paul Gauguin Cruises

In August 2020, Paul Gauguin Cruises resumed its 7 and 14-night Tahiti, French Polynesia and South Pacific sailing schedule. Protocols to maintain the health and safety of guests includes:

- Pre-boarding tests and questionnaires
- Luggage will be sanitised
- Hand sanitiser and masks will be issued to guests
- 100% fresh air will be circulated throughout
- Restaurant layouts have been redesigned with contactless a la carte dining
- Occupancy of other spaces will be capped
- Regular disinfecting of high touch points will take place
- Crew will wear masks in guest contact and guests will need to wear masks in public spaces
- Advanced hospital equipment will be found on board

Proposed restart date:

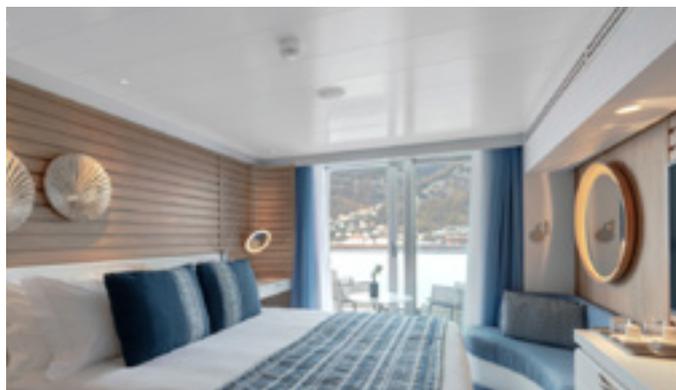
6th March 2021

Current Deposit:

10%

Booking Flexibility / Cruise with Confidence Message:

- Your final payment is not due until 30 days before the departure date of your cruise.
- Penalty-free cancellation: Postpone or cancel your voyage up to 30 days before the departure date of your cruise and receive either a
- credit voucher* toward a future cruise or a full refund—no questions asked!



Ponant Cruises

Ponant restarted their cruises for the French market in July 2020.

More stringent health measures are in place to create a COVID-SAFE sanitary bubble with three 'shields' to ensure safety.

Pre-embarkation questionnaires, tests and a declaration of health are required. Then there will be increased disinfection of luggage and the ship, plus gel and masks provided to guests to wear when moving around. Extra cleaning will take place throughout and social distancing will be expected throughout. Crew will wear masks and there will be a designated isolation zone. An improved medical team on board will also be on hand to help with any potential patients.

Proposed restart date:

Already sailing - If your cruise has been impacted, you will be contacted in the coming days or at the latest 30 days prior to the scheduled departure date by our team (SMS, e-mail, or phone call)

Current Deposit:

20%

Booking Flexibility / Cruise with Confidence Message:

For any new cruise that is booked and scheduled to depart between 1st November 2020 and 31 October 2021:

- 10% deposit only
- Final payment: 30 days before departure
- Postpone or cancel free of charge and for whatever reason.

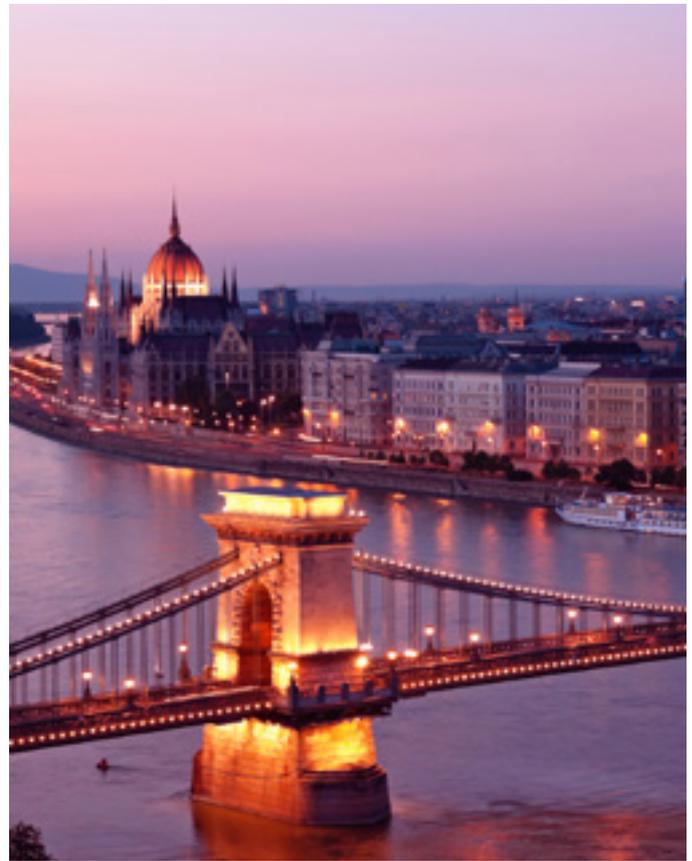


Princess Cruises

Also operating under the Carnival Corporation brand, Princess Cruises have so far stated their plans to return to cruising from the 1st April, 2021

As with the other cruise lines within the Carnival Corporation, Princess Cruises is given the same advice and will be updating their ships and processes accordingly. They will be continuing to improve everything about the embarkation and on board experiences in line with the latest science and the ever-evolving guidance which is a result of this changeable situation. One key benefit of a Princess Cruise is the Medallion-Class Difference. Originally used in order to give you the most personalised and efficient service whilst on your ship, they will now help to ensure guest safety whilst on board. It gives you the ability to have a truly contact-less experience whilst on board with anything you need delivered directly to you to save you having to move about amongst other guests. It will allow you to locate friends and family on the ship and find your way around, minimising your time spent walking about. There are many benefits to the MedallionClass Difference that can be experienced on your Princess cruise.

Of course, Princess will also be undertaking improve sanitation processes, maintaining social distancing, changing the dining functions to be safer and will also be improving the services on board to accommodate today's requirements from a coronavirus perspective.



Riviera Travel

Riviera recommenced some of their land tours on August 16th, 2020 with cruises to resume in 2021.

Riviera have conducted risk assessments and have improved on board and on shore processes to ensure the safety of guests at all times.

Proposed restart date:

Only running late December dates for xmas market and new years sailings

Current Deposit:

£250pp

Booking Flexibility / Cruise with Confidence Message:

Change your booking for free up to 45 days before departure. COVID cancellation protection included as standard.





The key areas of focus Royal Caribbean will have are;

1. Testing, screening and exposure reduction
2. Sanitation and ventilation
3. Response and contingency planning and execution
4. Destination and excursion planning
5. Mitigating risks for crew members

All of these factors will serve to ensure guests sailing with Royal Caribbean will be as safe as possible in these challenging times.

Proposed restart date:

Extend the suspension of sailings for our global fleet for all sailings through February 28th, 2021. However, the following circumstances have extended the suspension for the following ships and sailings:

- Odyssey of the Seas sailings from November 5th, 2020 through March 26th, 2021 have been cancelled. Given the closure of shipyards along with the disruption to the supply chain caused by this pandemic, we'll need additional time to complete the Odyssey of the Seas' scheduled construction.

Current Deposit:

£150pp

Booking Flexibility / Cruise with Confidence Message:

Cancel up to 48 hours before your sail date and get a future cruise credit good for 12 months or more. Applies to existing bookings and new ones made by November 30, 2020.

If you cancel, we'll give you a credit that needs to be used on a cruise that is booked and departs on or before December 31, 2021 or 12 months from the cancellation (whichever is longer).

Take advantage of a better price up to 48 hours before your sail date – just give us a call. You'll receive the difference as a non refundable onboard credit inside final payment or rate adjustment outside final payment.



Royal Caribbean

In line with the parent company's key mandate, Royal Caribbean have suspended sailings until the end of February 2021 at the earliest. The following dates are scheduled for returns currently, but are subject to change .

- Odyssey of the Seas cruises: April 18th, 2021
- Australia & New Zealand cruises: May 2021

Again, as part of the Healthy Sail Panel, Royal Caribbean are utilising the cross-disciplinary expert advice to ensure that they adopt the right policies and procedures across the ships to maintain staff and guest safety. Areas looked at will be public health, infectious diseases, hospitality and maritime operations with all changes backed in science.



Regent Seven Seas Cruises

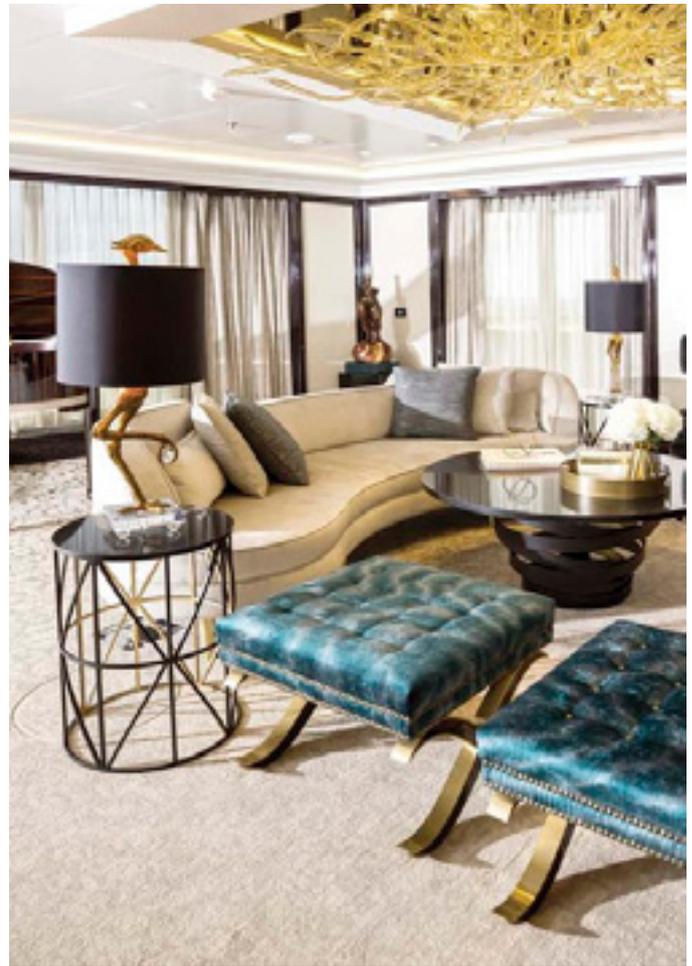
Regent's parent company is Norwegian Cruise Line and as such, Regent is operating under their guidance and improved protocols. The current scheduled return date for cruises is January 2021 but as with the other cruises, this is subject to change in line with updated guidance.

As with the other cruise lines operating under this parent company, Regent is working with the Healthy Sail Panel, also in conjunction with the Royal Caribbean Group. This panel has enlisted the help of cross-disciplinary experts in order to help guide the cruise industry back to sailing in a way which enables guests to be healthy even whilst the pandemic is ongoing.

Health and safety protocols will cover all aspects of onboard and shoreside operations so that guests, crew and communities visited can be properly protected. They will include:

- Continuous ship-wide disinfection of public areas and suites
- Daily fogging of public areas and suites – this uses a hospital-grade oxidant that is safe and non-toxic for people and will offer microbial disinfection
- Upgraded medical-grade air filters to ensure cleaner air by killing 99.9% of airborne pathogens including Covid-19 particles
- Each ship will have a dedicated Public Health Officer who will be responsible for outbreak prevention initiatives and to monitor the daily cleaning of all ship areas. They will work in accordance with the CDC's Vessel Sanitation Programme and the ship's on board health and medical departments
- Changing itineraries to avoid high-risk locations
- Improved embarkation process with better health-screening and socially responsible check-in
- No touch food service
- Improved social distancing through reduced capacity
- Improved on shore protocols to maintain safety whilst on excursions
- Staff and crew will also have the highest standards
- Improved on board medical teams and health services

A cruise with Regent when the time is right will ensure the highest levels of guest and crew safety to give you peace of mind.



Proposed restart date:

Regent Seven Seas Cruises continues to closely monitor the COVID-19 coronavirus situation and the global health environment. With COVID-19 continuing to impact communities and ports around the globe, we have extended our voluntary temporary suspension of voyages embarking through March 31st, 2021

Current Deposit:

20%

Booking Flexibility / Cruise with Confidence Message:

To ensure you feel confident about sailing with Regent, we have evolved Regent Reassurance. For reservations made between 1 September and 31 October 2020, on voyages embarking through 31 October 2021, guests who have paid in full have the option to cancel up to 15 days* prior to departure date and receive a 100% Future Cruise Credit, which can be applied to any new reservation within one year on any Regent voyage sailing before 31 December 2022. [Click here for more information.](#)



Saga Ocean Cruises and Saga River Cruises

Saga's return to the waters is planned for April 2021 for the Spirit of Discovery, and 4th May 2021 for Spirit of Adventure.

In order to ensure the safety of guests, they will be adopting the following:

- Pre-departure testing at home and in the terminal
- Reduced guest capacity
- Increased staff to guest ratio meaning cleaning services can be increased
- Private chauffeur transfer (up to 250 miles)
- Social distancing
- Face coverings to be worn in all public areas
- Improved air conditioning
- A dedicated isolation area if needed
- Doubling in size of the medical team



Proposed restart date:

Postponing the Inaugural cruise of our new ship, Spirit of Adventure until 4th May, 2021 and extending the suspension of our cruising operations for Spirit of Discovery until April 2021.

Current Deposit:

£150 or 10% (whichever is greater)

Booking Flexibility / Cruise with Confidence Message:

We've got you covered

- Our included travel insurance on all overseas holidays includes up to £5m emergency medical and repatriation cover for coronavirus.
- Underwritten by Great Lakes. Subject to medical screening, and a price reduction if insurance not required.

Added flexibility

- Our flexible cancellation cover is there should you need to cancel due to coronavirus medical conditions prior to departure.
- Pre-departure cancellation cover is provided by Saga, and only available when taking the included optional insurance.

Amend your holiday for free

We understand you may want to change your holiday plans. So we're waiving our normal amendment fee, giving you the flexibility to travel when you're ready.





Seabourn

Seabourn is a Carnival Corporation-owned cruise line and as such is operating under their guidance. Currently, there is a staggered return scheduled with three of the cruise ships' sailings cancelled beyond January 1st, 2021. The expected dates of return are as follows:

- Seabourn Odyssey from 6th November, 2021
- Seabourn Ovation from 19th April, 2021
- Seabourn Encore from 29th May, 2021
- Seabourn Quest from November 7th, 2021
- Seabourn Sojourn from June 5th, 2021

Seabourn is operating under Carnival Corporation's recommendations and research that they are conducting. In partnership with CLIA, Seabourn's top priority will always be the safety of their guests and crew, as well as the communities they visit as part of the itineraries. Leading global public health and policy experts are supporting these cruise lines in their efforts to develop and enhance all the protocols and procedures so that when you do get back on board, it will be as safe as possible.



Measures will include:

100% testing of all guests and staff and crew
Implementing policies regarding mask-wearing by all staff and guests in certain areas and during excursions
Enhanced medical facilities, equipment and staffing with on board testing capabilities and the appropriate resources to quarantine and isolate
Shore excursions only to be provided by those who can uphold the same safety standards as provided by Seabourn

Policies will continue to be reviewed and updated in line with whatever new advice is issued by the experts within their fields.



Proposed restart date:

Cancel upcoming 2020 and 2021 voyages for three cruise ships in its fleet into Spring 2021.

The announcement applies to Seabourn Odyssey, Seabourn Ovation, and Seabourn Encore. Specific details are as follows:

- Seabourn Odyssey: with its operations pause effective through November 5th, 2021 (except seven-day Alaska/British Columbia and the Pacific Coast sailings).
- Seabourn Ovation: with its operations pause effective through April 18th, 2021.
- Seabourn Encore: with its operations pause effective through May 28th, 2021.
- Seabourn Quest: with its operations pause effective through November 6th, 2021
- Seabourn Sojourn: with its operations pause effective through June 4th, 2021

Current Deposit:

10%

Booking Flexibility / Cruise with Confidence Message:

SeabournShield is a package of benefits to provide reimbursement for losses that may occur while you cruise. SeabournShield may be added to your booking up until time of final payment. Learn more about SeabournShield.





SeaDream Yacht Club

SeaDream recommenced cruises to Barbados in October 2020.

Their on board protocols include:

- Testing requirements pre-travel plus on arrival in Barbados
- Staggered embarkation to reduce crowding
- Health screening by a doctor which will provide a negative result within 15-minutes
- Thermal scanners to check your temperature daily
- Social distancing and reminders to use common sense to keep everyone safe
- Mats to clean and sanitise your shoes when you return to the ship
- Advanced ultrasonic fogger to provide high-level disinfection (used in hospitals)
- UV lamps to sanitise staterooms daily

Proposed restart date:

SeaDream restarted operations from Barbados in November, but was forced to pause until the end of the year following a COVID outbreak onboard. The line has not released a restart date.

Current Deposit:

25%

Booking Flexibility / Cruise with Confidence Message:

SeaDream's new Ultimate Booking Assurance policy guarantees a Full Cash Refund or a 120% Future Voyage Credit for all new bookings departing July 22, 2020, until June 30th, 2021 that may be affected by travel restrictions from the country of guest origin.



Silversea

Silversea are operating under the Healthy Sail Panel from the Royal Caribbean Group in order to safeguard guests when they return back on board. The current suspension on sailing through to April 1st, 2021.

Silversea will be adopting the recommendations of this Healthy Sail Panel to ensure that the safety of everyone whilst boarding, on board and ashore is of the utmost priority. Improved cleaning and sanitation, health screening, social distancing, reduced capacities, better air ventilation, safe food distribution and managed excursions all feature within these recommendations.

Proposed restart date:

Jan 2021

- **Silver Cloud** will set sail on May 5th, 2021
- **Silver Wind** will welcome guests once more from June 14th, 2021
- **Silver Shadow** will commence service once again from April 28th, 2021
- **Silver Spirit** will set sail on April 20th, 2021
- From May 20th, 2021, **Silver Muse** will resume sailing
- **Silver Whisper** will commence service once again from June 20th, 2021
- Guests will cruise on **Silver Explorer** again from June 24th, 2021
- **Silver Moon** will set sail on April 13th, 2021
- **Silver Dawn** will commence service from November 9, 2021
- From February 6th, 2021, **Silver Origin** will resume sailing.



Current Deposit:

25%

Booking Flexibility / Cruise with Confidence**Message:**

Effective 6 October, you will be able to cancel your cruise up to 30 days prior to departure for all voyages until 31 December, 2021, without penalties when selecting a Future Cruise Credit. Applicable for all bookings made prior to 30 November 2020.

WHEN GUESTS CANCEL 30 DAYS PRIOR TO DEPARTURE DATE:

- Guests will receive a 100% Future Cruise Credit (FCC)*. The FCC is equivalent to the portion of the booking paid minus any cancellation penalties from 3rd party suppliers charged to Silversea.
- If guests opt for a cash refund* instead, standard Silversea cancellation terms will apply.


Uniworld

Uniworld has cancelled all remaining sailings in 2020, with the restart due to commence in early 2021.

As always, Uniworld will be working to ensure all guests have an unparalleled experience both on board and ashore too and as such, health and safety remains a complete priority. They are putting in additional measures to give the peace of mind that you will be well cared for by observing the highest standards and offering booking flexibility.

Proposed restart date:

Delayed until 2021

Current Deposit:

15%

Booking Flexibility / Cruise with Confidence**Message:**

You have the flexibility to change your holiday for any reason up to 30 days prior to the start date on 2021 European cruises (up to 60 days for 2021 Exotic cruises) with departure dates through 30 June 2021.

**Virgin Voyages**

Owing to the current global environment, suspension of operations and limited port access, Virgin have suspended their sailings until at least December 2020.

Virgin are developing their health and safety protocols to ensure the experience on board is safe. They are working closely with the Voyage Well Expert Advisory Group and implementing various measures. Changes will include:

- Additional pre-boarding and routine health checks throughout
- Thermal camera technology to monitor crew's temperatures
- Flexible booking policies
- Best practices around sanitation with advancing cleaning, UV and fogging technologies
- Improves air purification
- Social distancing
- Improved medical facilities

Proposed restart date:

3rd Jan 2021

Current Deposit:

20%

Booking Flexibility / Cruise with Confidence**Message:**

If you book before December 10th, 2020, for any sailing in 2021 or 2022, you'll be able to take advantage of our even more flexible booking policy— which allows you to cancel up to 48 hours before the voyage date and receive full credit.



Want to talk about your next cruise?



Whether you're itching to get back on the water, or you want something in the diary to look forward to, we can help.

At Panache Cruises, we exist to connect our customers with the very best luxury cruises available, and we're ready to take your call and provide our renowned connoisseur service to help you book the cruise of your dreams.

Over the years, we've learnt a lot about what it takes to organise a truly exceptional cruise, and we've brought all of that expertise into Panache Cruises, which means you can rest assured that when you book with us, your every need will be fully satisfied.

Our small team right here in the UK will be with you every step of the way, from your initial enquiry, right through to your arrival at home, and unlike other companies, you won't have to fight through an automated computer to speak to us on the phone.

When you need us, we'll be there straight away - no annoying hold music, and no explaining who you are and which cruise you've booked - our intimate team will know your situation inside out, and provide you with bespoke service as a result.

Why book now?

When you book a cruise during this uncertain time, you want to be sure your money is safe, and at Panache Cruises, we're delighted to be able to give you that guarantee.

All the lines we work with are extremely financially stable, and more than robust enough to cope with the disruption caused by the pandemic.

Your money is more than safe when you invest in a future cruise, and thanks to new attractive deposit schemes, you can secure a cruise for just 5% deposit, giving you peace of mind and reducing any perceived risk.

If you book a cruise now and you choose not to go within up to 14 days before the ship is due to set sail, you're able to cancel and get a 100% credit, no questions asked.

And as far as safety on board is concerned, there are significantly more health protocols in place on cruise ships in comparison to other holiday alternatives, meaning lower risk and more peace of mind when you book with Panache Cruises.



Call us now for the very best cruise offers available



The offers available for cruisers now are the best offers we've seen in the last three decades; no exaggeration.

Our analysis suggests that when you book a 2021 cruise now, you're likely to save an average of £561 per person compared to booking the same cruise 12 months ago.

However, as borders open up, and the world transitions into a new way of doing things, prices are likely to rise once again, which means that time is of the essence if you'd like to get the best possible deal you can.

To do that, call us now on 0161 513 8200, and you'll be put straight through to a member of our friendly team – no call centres, no time on hold; just dedicated, personal service to help you book your cruise and get something special in the diary to look forward to.



0161 513 8200



Book with confidence



A handful of reviews from our customers...



Gill



Service

Following many years with another company which, regrettably suffered declining customer service, I have transferred to Panache. Whilst this is my first booking I have been very impressed with the service by Ryan, who has restored my faith in excellent and professional service.



Pam Clements



Very impressed with this new cruise...

Very impressed with this new cruise company. Natalie was friendly, very knowledgeable and professional. We already knew the cruise we wanted but she provided some useful advice and her reassuring approach was invaluable in these uncertain times. Also good to know she would be our dedicated contact for any queries.



Ann Giblin



Emma's knowledge of the cruise industry...

Emma's knowledge of the cruise industry is comprehensive & she is enthusiastic about sharing it in a direct & friendly manner. Any queries about the itinerary or ship were answered promptly & she was keen to find the right experience for us. I appreciated her attention to detail & that she gave me time to consider. I was so impressed that I booked another cruise & am happy to leave the details of the pre-cruise land trip to Emma. Definitely recommend Panache & Emma.





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