



# THE BEGINNER'S GUIDE TO SELLING CELEBRITY CRUISES

Celebrity **X** Cruises®  
JOURNEY WONDERFULL™



# WELCOME TO CELEBRITY CRUISES!

Learn all you need to know about making your clients' holiday one they'll never forget. We've created The Beginner's Guide to Selling Celebrity Cruises especially for you. Whether you're new to the industry, new to cruise or new to Celebrity, this guide is designed to give you the knowledge and confidence to start selling Celebrity Cruises.

Before you start, we recommend you register with Celebrity Central, our dedicated travel agent website which works hand in hand with this guide.

Once you've read through this guide, remember to bookmark your copy and use the contents page buttons to quickly return to key sections. You will also find helpful links on each page to discover even more resources, like our virtual tours and downloadable flyers to help you sell our cruise holidays.

Good luck and happy selling!

**Claire Stirrup**  
Sales Director (UK & Ireland)

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# 10 REASONS WHY YOUR CLIENTS SHOULD CHOOSE CRUISE

Cruise Lines International Association (CLIA) is the world's largest cruise industry association, providing support and resources for their members. Here are their top 10 reasons to book a cruise for your clients.



## 1 UNFORGETTABLE MEMORIES

CLIA research shows that those who go on a cruise for the first time are likely to book again within 12 months, meaning cruising is great for building customer loyalty.



## 2 LEADING INNOVATION

The cruise industry is constantly advancing. Guests experience the very latest and greatest without any extra cost.



## 3 NO-HASSLE ADVENTURE

The most stress-free and relaxed way to experience multiple destinations over one holiday. Your clients can unpack once and wake up somewhere new every day.



## 4 NO NEED TO FLY

Your clients can choose a cruise departing from Southampton, board the ship with as much luggage as they wish and start their holiday straight away, with no need to fly!



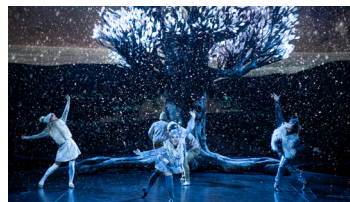
## 5 SPAS & WELLNESS

Cruise ship spas have taken personal pampering to new heights. Your clients' wellness experience begins the moment they step on board.



## 6 EXTRAORDINARY EXPERIENCES

On a cruise holiday, your clients will enjoy experiences ashore that they wouldn't ordinarily get the chance to do, and with more time in destination with Celebrity Cruises, they can create unique memories that last a lifetime.



## 7 ENTERTAINMENT INCLUDED

There is limitless talent included with cruise ship entertainment, with outstanding shows and theatre productions, live music and dancing. There's never a dull moment, and the productions are unrivalled by any land based holiday.



## 8 EXQUISITE DINING

Cruise line guests can enjoy a sumptuous breakfast, lunch and dinner all included in their cruise fare. Celebrity Cruises offers a world-class dining experience at sea, with menus crafted by Michelin-starred chefs.



## 9 THE CREW

Cruise ship crew go above and beyond to make your clients' holiday extra special. Celebrity Cruises offers impeccable service from Stateroom Attendants to Sommeliers who make every sailing extraordinary.

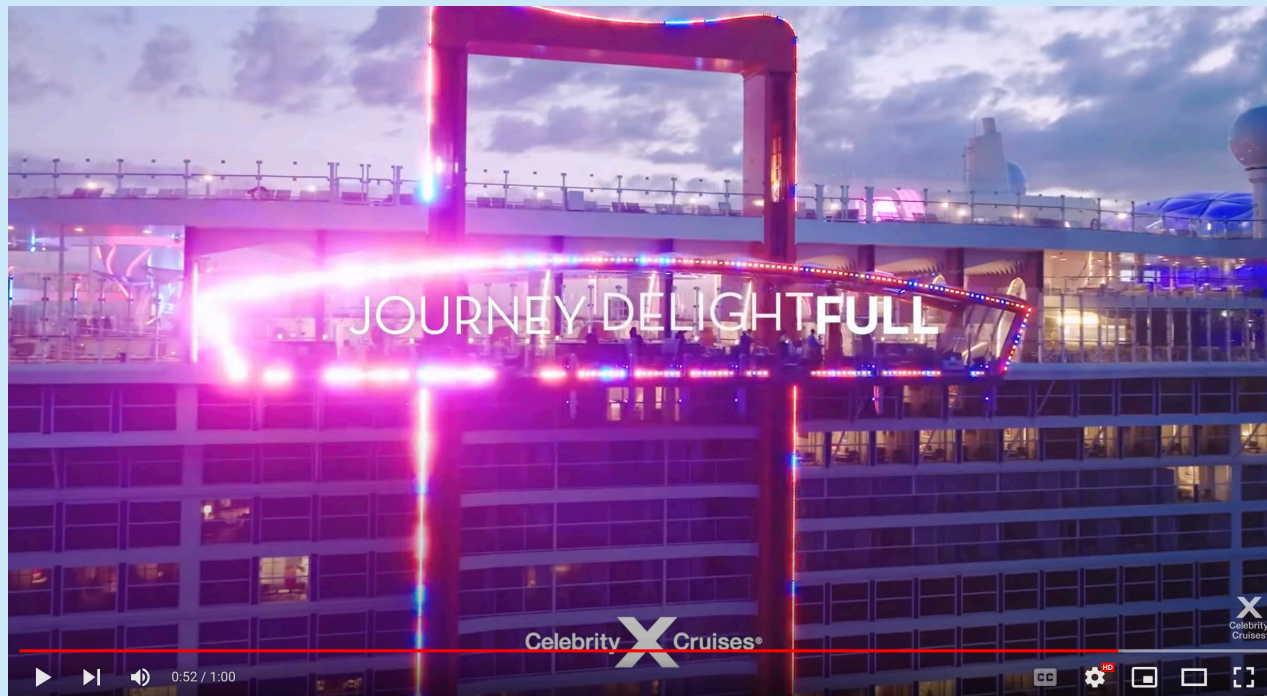


## 10 INCREDIBLE CHOICE

A cruise is arguably the best type of holiday to suit all types of traveller - plus it offers exceptional value and experiences on board and on shore. From laid-back relaxers to culture chasers, there's a cruise for everyone.

# WHAT IS RELAXED LUXURY<sup>SM</sup>?

We are the world's only Relaxed Luxury Resorts at Sea. We centre your clients' experience around authenticity and indulgence, less formal and more casual. The interiors of our ships have moved away from traditional cruising. They are modern, chic and stylish. A luxury designed to make your clients feel comfortable and evoke a feel-good state of mind from the moment they step aboard.



WATCH OUR LATEST TV AD AND SHARE THE HIGHLIGHTS WITH YOUR CLIENTS SO THEY CAN GET A TASTER OF THE CELEBRITY CRUISES EXPERIENCE THEMSELVES.



## WHY CHOOSE CELEBRITY CRUISES?



### SEE MORE. DO MORE.

- Our 15 ships visit an incredible range of **destinations across all 7 continents**, spanning 300 destinations.
- Your clients could visit **up to 8 European countries** in one holiday.
- We give your clients more time to explore with over **230 overnight stays**.
- Guests can experience two overnight stays in cities like Copenhagen and Stockholm in one holiday, giving them **more time to connect** with local life and culture.
- We offer **immersive shore excursions** from glacier hiking in Iceland to snorkelling in the Galapagos islands.



### AT YOUR SERVICE

- We're the first and only cruise line to be Star Rated by Forbes Travel Guide. Our ships join an elite and exclusive group of land-based properties receiving this coveted recognition. For more information about Forbes Travel Guide, visit [www.forbestravelguide.com](http://www.forbestravelguide.com).
- All our crew are **trained to an exceptional standard**, from our personal concierges to expert sommeliers at every restaurant.
- We have a ratio of **one crew member for every two guests**.
- Our **world-class staff** are friendly, approachable and always know your name.

# WHAT MAKES US DIFFERENT?

We set ourselves apart from our competitors. We pay attention to every exquisite detail, from the interiors of luxurious suites and chic lounges to the wellbeing classes and experiences that are exclusive to Celebrity Cruises.



## WORLD-CLASS DESIGN

We are pioneers of brilliant spaces at sea.

- **Kelly Hoppen CBE** and our team of world-class designers and architects have departed from the traditional and created a fresh perspective on luxury cruising.
- Our outward facing design **brings your clients closer to the ocean** than ever before, erasing boundaries between inside and outside spaces.
- Unique and innovative spaces such as the **Magic Carpet®**, the first cantilevered floating platform at sea, and the first-at-sea ice-topped bar at **The Martini Bar and Crush**, with high-energy mixologists who are sure to put on a show.



## CULINARY EXCELLENCE

- With our huge range of **complimentary and speciality dining**, your clients have the luxury of choice by dining at a different restaurant at every meal. So whatever they are in the mood for – casual or fine dining, inside or al fresco – we have it covered, and offer incredible value compared to an all-inclusive land based holiday.
- For nine consecutive years, we have set the standard for onboard wine programmes, holding **more awards from the leading authority Wine Spectator than any other cruise line**.
- Destination inspired **menus are designed by Michelin-starred chef, Cornelius Gallagher** and prepared by over 200 chefs from around the world.



## A WELLNESS JOURNEY

From the moment your clients step on board, they can rest, rejuvenate and reconnect with body and mind through yoga classes, meditation and a range of options for clean eating.

- **Fully equipped gym** on board.
- First-at-sea Peloton cycling and F45 fitness classes\*.
- AquaClass® is ideal for clients who would enjoy **unlimited access to our spas**, a dedicated Spa Concierge and an exclusive clean cuisine restaurant. Read more about the benefits of AquaClass here.
- Over 120 revitalising treatments at **The Spa**.

\*On selected ships. F45 costs \$25 per class.



## OUR VALUES

We aim to open up the world and make incredible experiences accessible for everyone.

- With **staff from over 200 countries** around the world, we bring cultures together and celebrate our differences.
- **Stunning accessible rooms** with lowered sinks, roll-in showers and wider doors and corridors.
- We offer pool lifts as well as autism friendly experiences and **accessible shore excursions**.
- We care about making positive changes and sustaining the environment. **Visit our website to find out more**.
- Voted **Best Large Ship Cruise Line** for LGBTQ+ Passengers at the Cruisiez Awards four years running.

# WHO ARE OUR CUSTOMERS?

We welcome everyone on board but we do have a certain type of traveller in mind - one that appreciates the finer things in life. Our cruise holidays are designed to give your clients an unforgettable experience and unrivalled service whatever their passion is.



## FOODIES

Clients who love food almost as much as they love travel, can try local cuisine from all over the world as well as dining at any of our incredible onboard restaurants with destination inspired menus.

- **Sommelier in every restaurant** on board.
- Opportunity to dine in a different restaurant at **every meal**.
- Menus designed by a **Michelin-starred chef**.
- Exclusive culinary shore excursions such as **Chef's Market Discoveries**.
- Experience a one-of-a-kind dining experience at **Le Petit Chef**, bringing your table top to life in a blend of interactive entertainment and dining.



## CULTURAL ENTHUSIASTS

The chance to explore so many different cultures with the luxury of only unpacking once.

- With overnight and even double overnight stays, there's more time to explore destinations such as Alexandria, where your clients can visit the **Great Pyramids of Giza**.
- Private Journey excursions create the destination experience your clients have always dreamed of - from private tours of **Pena Palace in Lisbon, Portugal** to a private voyage around Symi Island in Rhodes, Greece. These exclusive experiences showcase each destination's depth of culture and history.



## INDULGENCE SEEKERS

To elevate your clients' holiday, introduce them to indulgent experiences from luxury accommodation upgrades to private shore excursions.

- **Recommend The Retreat\***, complete with luxurious suite accommodation and an exclusive restaurant, sundeck\* and lounge access. They'll enjoy a dedicated team of attendants, concierges, and a personal butler.
- Speciality dining offers oysters at **Raw on 5**, outdoor Grilling at the **Lawn Club Grill\*** and bold flavours at **Tuscan Grille**.
- AquaClass® guests on our Edge® Series ships enjoy unlimited access to the **SEA Thermal Suite** spa sanctuary, complimentary dining at Blu restaurant, and a personal spa concierge.

\*Dependant on ship

## A CRUISE FOR EVERY OCCASION



### SHORT BREAKS

Our mini-cruises are 4 nights long and provide the perfect quick-getaways for your clients to recharge or dip their toes into a new culture.

- The convenient option to sail from Southampton.
- **Great for those who haven't cruised before - giving them a taste of the experience.**
- The perfect opportunity to experience indulgences like The Retreat or AquaClass before they book for longer cruises.



### CELEBRATIONS & SPECIAL OCCASIONS

We make special occasions extra memorable.

- **The perfect setting to celebrate birthdays or other special occasions.** You clients can travel as a large group to enjoy the celebrations too.
- **Tailored events packages** such as our Celebration packages include venue, photography and an event manager to make memories that will last forever.



### WEDDINGS AND HONEYMOONS

We love love. So, we make it as easy as we can for your clients to celebrate love too.

- We offer engagement and wedding packages so your clients can celebrate their special occasion with ease\*.
- **All marriages, including same-sex ones, can be performed by our Captains and are legally recognised.**
- The exclusive spaces in The Retreat are perfect for couples celebrating and seeking the ultimate relaxed luxury experience.



### MULTI-GENERATIONAL HOLIDAYS

- At **Camp at Sea**, kids from 3-13 can participate in entertaining activities from sports to treasure hunts with experienced Youth Staff.
- Family shore excursions in over **300 destinations**.
- **Families can travel in comfort** with our range of accommodation types and the option of connecting staterooms. Find out more on pages 11 & 12.

\* Must be pre-booked before sailing.

# EDGE® SERIES

Celebrity Edge Series ships let your clients see the world from a new perspective. They are the newest in our fleet, known for unique firsts like the Magic Carpet® and Eden.

## SERIES HIGHLIGHTS



### MAGIC CARPET®

An industry first, 13-stories above sea level and the size of a tennis court, the Magic Carpet can be positioned to extend decks 16, 14, 5 or 2 for your clients to enjoy drinks, lunch, dinner and live music while they take in the view.



### ROOFTOP GARDEN

Inspired by childhood playgrounds and full of unexpected experiences. Your clients can relax with a book, enjoy a movie, take in the ocean views with a cocktail, or enjoy musical performances among the unique treetop structures.



### EDEN

Three-story windows and two areas of alfresco seating means your clients are truly connected to nature. With over 11,800 square feet of space, Eden is a fluid space that transforms from morning to evening, offering different experiences throughout the day.



### SEA THERMAL SUITE®

With eight distinct spaces, your clients can explore undiscovered depths of relaxation before treatments at The Spa. They can unwind and rejuvenate between each stunning destination with experiences like the Rainfall Water Therapy Room.



### DINING HIGHLIGHTS

- 29 restaurants, bars and lounges on board each ship
- Four complimentary main dining restaurants
- Four complimentary cafés
- Seven speciality dining restaurants (not included in the price of the cruise)

## SERIES SHIPS



NEW

### CELEBRITY ASCENT<sup>SM</sup>

GODMOTHER - TBC  
**Inaugural Date:** 2023 **Tonnage:** 140,600  
**Occupancy:** 3,260 **Beam:** 128 feet  
**Length:** 1,073 feet **Decks:** 17



### CELEBRITY BEYOND<sup>SM</sup>

GODMOTHER - SIMONE BILES  
**Entered Service:** 2022 **Tonnage:** 140,600  
**Occupancy:** 3,260 **Beam:** 128 feet  
**Length:** 1,073 feet **Decks:** 17



### CELEBRITY APEX®

GODMOTHER - RESHMA SAUJANI  
**Entered Service:** 2021 **Tonnage:** 129,500  
**Occupancy:** 2,910 **Beam:** 128 feet  
**Length:** 1,004 feet **Decks:** 16



### CELEBRITY EDGE®

GODMOTHER - MALALA YOUSAFZAI  
**Entered Service:** 2018 **Tonnage:** 129,500  
**Occupancy:** 2,918 **Beam:** 128 feet  
**Length:** 1,004 feet **Decks:** 16

### ACCOMMODATION HIGHLIGHTS

- Infinite Balcony rooms bringing guests closer to the sea. Take a 360° virtual tour of our Edge Series rooms [here](#)
- Single staterooms for travellers who love to explore alone
- Accessible staterooms with wider doors, roll-in showers and grab bars

\*AquaClass guests enjoy unlimited access to SEA Thermal Suite but is chargeable to other guests

**WHAT'S A GODMOTHER?**  
 Part of a longstanding naval tradition, a ship's godmother is someone who is invited to sponsor and give their good name to a new ship.



# SOLSTICE® SERIES

Celebrity Solstice Series ships are renowned for onboard firsts like the half-acre of real grass on the top deck where your clients can enjoy a relaxed country club atmosphere.

## SERIES HIGHLIGHTS



### THE LAWN CLUB

The only cruise line to offer a real grass lawn on board. The perfect place for your clients to play outdoor games, listen to live music or have a picnic surrounded with idyllic seascapes. Relax in the Lawn Club alcoves\* or dine on fresh seafood.

\*Must be pre-booked, additional charges apply.



### MURANO

Speciality restaurant Murano\*\* offers a modern take on classic French cuisine, with many dishes prepared tableside as your clients watch. Why not recommend they experience the tableside lobster presentation?

\*\*Additional cost applies



### FOR WINE AFICIONADOS

Have clients who love wine? Our main dining room features a two-story glass wine tower, designed by Adam Tihany, holding 1,800 bottles so that every preference and perfect pairing is accounted for.



### MARTINI BAR AND CRUSH

Another first at-sea experience. The Martini Bar and Crush is host to an ice-topped bar where your clients can savour our range of classic and creative cocktails mixed by high-energy bartenders in a super cool atmosphere.



### HIGHLIGHTS

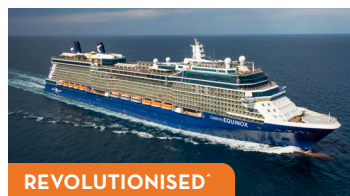
- 22 restaurants, bars and lounges on board each ship
- One of our speciality restaurants, Tuscan Grille has a menu of rustic Italian dishes with a twist
- Single rooms perfect for solo travellers on Celebrity Silhouette®
- Seven room categories from Interior to The Retreat® - spectacular choice to suit every budget

## SERIES SHIPS



**CELEBRITY SOLSTICE®**  
GODMOTHER - SHARON L. SMITH

**Inaugural Date:** 2008 **Tonnage:** 122,000  
**Occupancy:** 2,252 **Beam:** 121 feet  
**Length:** 1,041 feet **Decks:** 16



**CELEBRITY EQUINOX®**  
GODMOTHER - NINA BAROUGH, CBE

**Entered Service:** 2009 **Tonnage:** 122,000  
**Occupancy:** 2,852 **Beam:** 121 feet  
**Length:** 1,041 feet **Decks:** 16



**CELEBRITY ECLIPSE®**  
GODMOTHER - EMMA PONTIN

**Entered Service:** 2010 **Tonnage:** 122,000  
**Occupancy:** 2,852 **Beam:** 121 feet  
**Length:** 1,041 feet **Decks:** 16



**CELEBRITY SILHOUETTE®**  
GODMOTHER - MICHELLE MORGAN

**Entered Service:** 2011 **Tonnage:** 122,400  
**Occupancy:** 2,902 **Beam:** 121 feet  
**Length:** 1,047 feet **Decks:** 16



**CELEBRITY REFLECTION®**  
GODMOTHERS - JOVANKA GORONJIC MEGAN MATHIE, HELEN O'CONNELL, ROSEY RODRIGUEZ

**Entered Service:** 2012 **Tonnage:** 126,000  
**Occupancy:** 3,046 **Beam:** 123 feet  
**Length:** 1,047 feet **Decks:** 16

\*AS PART OF OUR CELEBRITY REVOLUTION, WE HAVE GIVEN SHIPS SILHOUETTE (2020) AND EQUINOX (2019) A LUXURIOUS UPGRADE. [CLICK HERE FOR MORE DETAILS.](#)



# MILLENNIUM® SERIES

More intimate in size, the Millennium Series ships can go where other ships can't. Your clients can explore more exclusive destinations such as Montenegro and Croatia.

## SERIES HIGHLIGHTS



### ROOFTOP TERRACE

An incredible place to relax and take in stunning views. Designed to be the ultimate hang-out spot, your clients can watch a film under the stars and enjoy light snacks and cocktails.



### RENDEZVOUS LOUNGE

A perfect place to meet with friends in the evening. Enjoy live music, dancing and signature cocktails in a lively and welcoming atmosphere. This is the ideal venue for your clients to start or end their night.



### THE PERSIAN GARDEN

Your clients can treat themselves at The Spa where we offer over 120 different destination-inspired treatments. Then, they can spend time in the Persian Garden where aqua-therapy is at the centre of deep relaxation.



### DINING HIGHLIGHTS

- Sushi on Five offers authentically prepared sushi and other Japanese specialties from a menu crafted by expert chefs.
- Le Petit Chef, a one-of-a-kind dining concept that fuses entertainment and cuisine. We bring the table top to life.

## SERIES SHIPS



REVOLUTIONISED\*

### CELEBRITY MILLENNIUM®

GODMOTHER - ROBYN ROUX

**Inaugural Date:** 2000 **Tonnage:** 90,940  
**Occupancy:** 2,218 **Beam:** 105.6 feet  
**Length:** 965 feet **Decks:** 12



### CELEBRITY INFINITY®

GODMOTHER - SOLVEIG WILHELMSSEN

**Entered Service:** 2001 **Tonnage:** 90,940  
**Occupancy:** 2,170 **Beam:** 105.6 feet  
**Length:** 965 feet **Decks:** 12



REVOLUTIONISED\*

### CELEBRITY SUMMIT®

GODMOTHER - PAULINA RIDER WILHELMSSEN

**Entered Service:** 2001 **Tonnage:** 90,940  
**Occupancy:** 2,218 **Beam:** 105.6 feet  
**Length:** 965 feet **Decks:** 12



### CELEBRITY CONSTELLATION®

GODMOTHER - JEAN MARIE ARNBERG

**Entered Service:** 2002 **Tonnage:** 90,940  
**Occupancy:** 2,184 **Beam:** 105.6 feet  
**Length:** 965 feet **Decks:** 12

### ACCOMMODATION HIGHLIGHTS

- Wheelchair accessible rooms on every ship.
- The majority of rooms include their own spacious private balconies.
- Six room categories from Interior to The Retreat®.

\*AS PART OF OUR CELEBRITY REVOLUTION, WE HAVE GIVEN SHIPS MILLENNIUM (2019) AND SUMMIT (2019) A LUXURIOUS UPGRADE. [CLICK HERE FOR MORE DETAILS.](#)



**SELLING TIP**  
Celebrity Flora is the most energy-efficient ship of its kind in the region

# GALAPAGOS FLEET

Our fleet of innovative and intimate expedition ships are specifically designed to sail the Galapagos region where your clients will experience a safari at sea as they meet endangered species and discover islands that are over 3.5 million years old.



## OUR SHIPS

- Celebrity Flora® is the first all-suites, 100-guest ship designed exclusively for sailing these islands and is now the first and only cruise ship in the region to receive a **Forbes Travel Guide Star Rating**.
- Our award-winning, 48-guest Celebrity Xpedition® put us on the map in the Galapagos Islands.
- Celebrity Xploration® is our most intimate escape and reserved for only 16 guests.
- Our holiday packages range from 10 to 16 nights in this unique corner of the world—from **Quito to Lima to the legendary Inca citadel in the Andes, Machu Picchu.**



## INDESCRIBABLE EXPERIENCES

- Witness **ancient tortoises and blue-footed boobies** in their natural habitat, coming closer to nature than ever before.
- Hike from pristine **white sand beaches to black lava flows.**
- Snorkel amongst vibrant sea life including **sea turtles, marine iguanas and sea lions.**
- **Explore the depths of the Galapagos** just as Darwin did, guided by certified naturalists from the Galapagos National Park.



## WHAT'S INCLUDED

- Every detail is taken care of on our **all-inclusive Galapagos adventures.** From luxury hotel stays in Quito with transfers and flights between Ecuador's mainland and the islands to twice-daily shore excursions guided by Galapagos National Park certified naturalists.
- So much included in the price, including our **locally sourced menus** and refreshing drinks delivered by personal butlers.
- **Everything your clients will need**, from snorkelling equipment and wetsuits to binoculars and more, is included.



## WHAT TO PACK:

- Comfortable walking shoes and waterproof jacket
- Hat, sunglasses, sunblock and insect repellent
- No formal wear needed, casual attire and warmer clothes for the evening.

## SERIES SHIPS



### CELEBRITY FLORA® GODMOTHER - YOLANDA KAKABADSE

**Inaugural Date:** 2019      **Tonnage:** 5,739  
**Occupancy:** 100      **Beam:** 55.7 feet  
**Length:** 333 feet      **Decks:** 8



### CELEBRITY XPEDITION®

**Entered Service:** 2004      **Tonnage:** 2,842  
**Occupancy:** 48      **Beam:** 49 feet  
**Length:** 296 feet      **Decks:** 4



### CELEBRITY XPLOURATION®

**Entered Service:** 2017      **Tonnage:** 319.5  
**Occupancy:** 16      **Beam:** 36.7 feet  
**Length:** 98.3 feet      **Decks:** 3

## HIGHLIGHTS:

- All-inclusive suites
- Guests can enjoy a sunset to sunrise glamping experience\*.
- Locally sourced, sustainable ingredients
- Latest environmentally sustainable technologies including anchor free positioning, solar panels and osmosis water filtration\*\*

\*Only available on Celebrity Flora, fees apply.  
\*\*Only available on Celebrity Flora.

# OUR ACCOMMODATION

We offer a range of different room types to suit the wants, needs and budget of every one of your clients.

Although our rooms are all different, we carry an exceptional standard across them all. That's why, regardless of which room your clients choose, they can be sure to experience these special touches:

- **Celebrity eXhale bedding** – fabrics that are 100% made in Italy of the highest quality, used on all beds.
- **Cashmere™ Mattress** – made from natural materials and using the latest in technology to ensure healthy sleep.
- **World class amenities** – from fresh ice delivered on request to premium bathroom products.
- **King size beds** (except single rooms) – comfortable and spacious rooms with king size beds.
- **Accessible rooms available** – with roll-in showers, wide corridors and doorways, lowered surfaces and ample space.

**Top tip:** Use AirWaves to compare the different rooms and prices, find out more about AirWaves on page 19.



## THE RETREAT®

The Retreat is the **top tier of our accommodation types**. It is the ultimate and unparalleled luxury experience that rivals any high-end resort.

Suites within The Retreat boast **luxurious living spaces, serene sleeping spaces and private outdoor areas**. Depending on ship series, The Retreat suites have the option for two-storey villas, private outdoor plunge pools, and interiors curated by world-renowned designer, Kelly Hoppen, CBE.

There are many different suite types available within The Retreat, **see our brochure for details on each**.

For clients who want to elevate their holiday, The Retreat is more than just accommodation, it's a full luxurious experience including a personal butler, private Retreat concierge service and 24-hour in-suite dining.

### A RESORT WITHIN A RESORT, THESE SPACES ARE EXCLUSIVE TO GUESTS OF THE RETREAT:



## LUMINAE

A **complimentary private restaurant** exclusive to Retreat guests. Luminae's menu includes signature dishes by our Global Culinary Ambassador Daniel Boulud.



## THE SUNDECK

Available on Edge® Series and Revolutionised ships, The Retreat Sundeck is an **outdoor sanctuary with water features, hot tub, pool** and attendants serving light snacks and refreshing drinks.

\*Only available on Edge Series ships.



## THE LOUNGE

Your clients can unwind in their **exclusive lounge**. They can enjoy complimentary drinks and snacks, served by a dedicated concierge.

Guests of The Retreat also receive **Premium drinks and Wi-fi included** in the price of their cruise, as well as **up to \$400 onboard credit** that they can spend however they like. **All tips are included** within the price too, so your clients don't need to worry about a thing.

# OUR ACCOMMODATION

Our range of luxurious accommodations have been artfully created to make your clients' stay warm and welcoming.



## AQUA SKY SUITES

Aqua Sky Suites focus on wellness and are suitable for **clients who love being taken care of**, and love taking care of themselves.

### HIGHLIGHTS

- It is the best of the wellness focused AquaClass® and the luxury of The Retreat®.
- Only available on Edge® Series and Revolutionised suites.
- Each room has its own private balcony, in-room fitness amenities, and is spa-inspired to promote serenity.
- Like The Retreat, these suites also benefit from: Premium drinks, Wi-Fi and tips included, plus onboard credit.

### SERVICES

- All the benefits of an AquaClass room.
- Access to all the exclusive spaces within The Retreat, including Luminae, the Lounge and Sundeck.



## AQUACLASS®

AquaClass is a **fully immersive wellness experience** for clients who are focused on using their holiday to improve their body, mind and soul.

### HIGHLIGHTS

- Stunning rooms with spacious balconies that connect you to the ocean.
- Unlimited complimentary access to SEA Thermal Suite or Persian Garden spa facilities.
- Drinks, Wi-Fi & Tips included in the fare alongside additional exclusive amenities. **Find out more.**

### SERVICES

- Complimentary fitness classes and in-room fitness amenities.
- Exclusive access to clean cuisine restaurant, Blu.
- Personal Spa Concierge.



## CONCIERGE CLASS

Concierge Class focuses on the little details and services that make your clients' holiday remarkable. Perfect for guests who want to enjoy **special added extras at great value.**

### HIGHLIGHTS

- Sparkling wine in room on request.
- Exclusive events like a Welcome Aboard Lunch and Destination Seminars.
- Room with a Balcony or Infinite Balcony on Edge Series ships.

### SERVICES

- A team of dedicated professionals are never far away and will take care of all your clients' needs.
- Priority check-in, so they don't need to wait to start their holiday.



## BALCONY ROOM

Our Balcony rooms are a perfect haven for **clients who like to spend time in their room** enjoying the view. Indoor and outdoor space come together as each room comes with a private balcony.

### HIGHLIGHTS

- Infinity Balcony rooms are available on Edge Series ships, where the entire living space opens, letting the outside in at the touch of a button.
- Family Balcony rooms offering ample space for all the family.
- Sunset Balcony rooms at the aft of the ship.
- Connect the Balcony rooms to other rooms to create bigger living spaces. There are up to 178 different variations of connecting Balcony rooms offering accommodation flexibility for families and larger groups travelling together.

## OCEAN VIEW ROOM

These rooms are ideal for guests who are travelling on a budget but still want to enjoy the view. They come at a lower fare but are still spacious with ample light let in through a large window.

## INTERIOR ROOM

Interior rooms are great for guests who love to get out and see the world and enjoy the onboard facilities. These rooms are offered at a lower fare because they do not have a window and are typically on lower decks. They're great for guests on a budget who don't spend a lot of their time in their room.

Interior rooms are comfortable and equipped with all the little touches that come as standard on our Relaxed Luxury<sup>SM</sup> Resorts at Sea.

## SINGLE ROOM

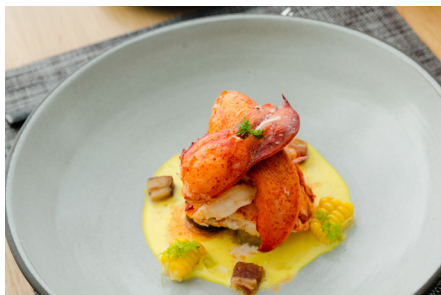
Our Single rooms are perfect for the solo traveller or a client sailing with a group who wants their own space. These Single rooms are available on all Edge Series ships and Celebrity Silhouette.

Although these rooms are smaller than the others, they have a queen sized bed and are spacious.

To learn more about what each room has to offer, visit **Celebrity Central** and click through to the Training tab. Here you'll find lots of information on the ships, their rooms and how they differ to suit your clients.

# DINING

Dining on board our ships offers incredible value, unrivalled quality and fantastic choice when compared to land-based holidays. Here's everything your clients need to know about the culinary experience they'll find on board.



## HOW DOES DINING ON BOARD WORK?

Your clients can choose from **Select Dining Early, Late or Anytime**. With **Select Dining Early and Late**, they'll have a designated time each evening for dinner, between 6pm and 9.30pm. With these options, they'll be seated with the same people or alone if that's the preference they've stated and have the same waiting staff each night. **Celebrity Select Dining Anytime**, is available on all ships\*, and is ideal for clients who want a little more flexibility. They can choose to dine anytime between 6pm and 9.30pm. Your clients should choose their preference during the booking process and will be accommodated on a first come first served basis. **Download our flyer to find out more.**

\*Not applicable to Galapagos sailings



## WHAT'S THE DRESS CODE?

The dinner dress code on a Celebrity cruise is **Evening Chic**. T-shirts, swimsuits, robes, bare feet, tank tops, baseball caps, and pool wear are not allowed in the main restaurant or speciality restaurants.

For ladies, Evening Chic ranges from a **cocktail dress with heels, to a nice blouse with smart jeans and wedges**. For men, a **dress shirt or button-down shirt with trousers or smart jeans** is a great choice, with a jacket or blazer optional.



## MAIN DINING

In our main dining restaurants, menus are changed daily to create variety and a range of culinary experiences for your clients.

Edge® Series ships all have four main dining restaurants to choose from:

- **Cyprus** – A homage to our Greek heritage, featuring Mediterranean dishes.
- **Tuscan** – Italian inspired cuisine.
- **Normandie** – Contemporary French cuisine.
- **Cosmopolitan** – New American cuisine with a global influence.

**Download our Edge Series dining fact sheet for more detail.**

Each of our other ships has one main dining restaurant, sophisticated spaces offering a fine dining experience with dishes designed by a Michelin-starred chef using locally sourced ingredients.



## COMPLIMENTARY CAFÉS, BARS AND LOUNGES

Our ships include several complimentary options, from the buffet-style Oceanview Café, to light bites at the Spa Café & Juice bar.

- **Oceanview Café** – A casual but chic buffet-style environment with dishes from around the globe  
AVAILABLE ON ALL SHIPS
- **Spa Café & Juice Bar** – Offering healthy cuisine at breakfast and lunch  
AVAILABLE ON ALL SHIPS
- **Sunset Bar** – An open-air bar serving a range of drinks and cocktails  
AVAILABLE ON ALL SHIPS
- **World Class Bar** – A sophisticated cocktail bar offering a 'fine-drinking' experience  
CELEBRITY SOLSTICE®, CELEBRITY ASCENT™ AND CELEBRITY BEYOND™
- **Martini Bar** – Classic and contemporary cocktails are served by high-energy bar tenders  
AVAILABLE ON ALL SHIPS
- **Craft Social Bar** – A casual pub atmosphere with a huge selection of craft beers  
CELEBRITY APEX®, CELEBRITY ASCENT™, CELEBRITY BEYOND, CELEBRITY EQUINOX® AND CELEBRITY SILHOUETTE®
- **Café al Bacio** – Serves up speciality coffees and sweet treats  
AVAILABLE ON ALL SHIPS
- **Eden Café** – Offers light breakfast and lunch options, and a range of speciality coffees  
AVAILABLE ON EDGE SERIES
- **Eden Bar** – Hand crafted cocktails  
AVAILABLE ON EDGE SERIES
- **Mast Bar & Grill** – Perfect for poolside drinks and gourmet burgers  
AVAILABLE ON ALL SHIPS



# DINING

## EXCLUSIVE DINING FOR THE RETREAT® AND AQUACLASS® GUESTS



### LUMINAE AT THE RETREAT

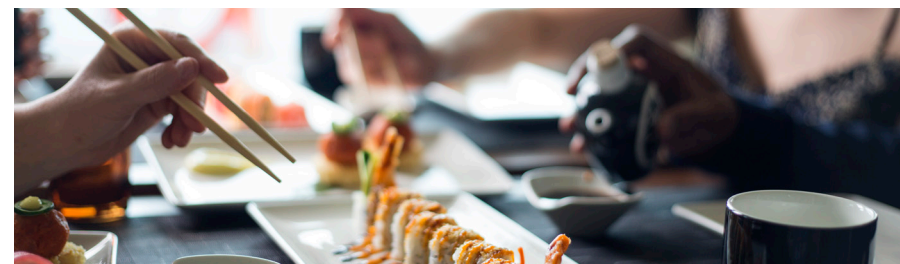
- Exclusive to guests of The Retreat.
- Dishes are crafted by Michelin-starred chef, Daniel Boulud, our Global Culinary Ambassador.
- The menu is complimentary and changes daily to offer a wide selection of fine dining that isn't available anywhere else on board.



### BLU

- Blu is exclusive to AquaClass guests.
- Menus are designed with wellness in mind.
- Blu offers healthy, clean dishes – including plant-based options.
- An extensive variety of sustainable and organic wines.

**Selling tip:** Using Onboard Credit, received through promotions, is the perfect way to try a speciality dining experience



## SPECIALITY RESTAURANTS

For clients who want to **make their holiday extra special**, we offer a range of speciality restaurants where they can dine for an additional charge from \$30pp. They can choose to purchase a **speciality dining package\*** or add individually to their onboard account.

- **Le Petit Chef** – Innovative technology offers a unique, interactive dining experience  
AVAILABLE ON ALL SHIPS
- **Murano** – A new twist on classic French cuisine  
AVAILABLE ON SOLSTICE® SERIES
- **Lawn Club Grill** – An outdoor grilling experience  
CELEBRITY REFLECTION® AND CELEBRITY SILHOUETTE®
- **The Porch** – Fresh seafood and raw bar  
CELEBRITY REFLECTION® AND CELEBRITY SILHOUETTE
- **Tuscan Grille** – Classic Italian fare with a contemporary edge  
CELEBRITY MILLENNIUM® AND CELEBRITY SOLSTICE®
- **Sushi on Five** – Fresh, expertly prepared sushi  
CELEBRITY MILLENNIUM AND CELEBRITY SOLSTICE
- **Le Voyage by Daniel Boulud** – Global cuisine with an upscale atmosphere  
CELEBRITY BEYOND™ AND CELEBRITY ASCENT™
- **Raw on 5** – Expertly prepared Japanese specialities, including fresh sushi  
AVAILABLE ON EDGE® SERIES
- **Eden Restaurant** – Delicious experiential cuisine  
AVAILABLE ON EDGE SERIES
- **Fine Cut Steakhouse** – American-style steakhouse, with plant-based and seafood options  
AVAILABLE ON EDGE SERIES
- **Le Grand Bistro** – Inspired by classic French bistros  
AVAILABLE ON EDGE SERIES
- **Rooftop Garden Grill** – Gourmet barbeque favourites  
AVAILABLE ON EDGE SERIES
- **Dinner on the Edge (Magic Carpet)** – A sky-high spot to eat exclusive dishes  
AVAILABLE ON EDGE SERIES

\*On selected restaurants.

**Download our flyer to see the costs of speciality restaurants.**

### NEED TO KNOW:

- Guests receive 30% off when making a reservation for the first night of their cruise.
- An 18% service charge is added to all speciality restaurant bookings.



# OUR FARE OPTIONS

	OFFERING PER PERSON	AVAILABILITY	RATE CODE IN BOOKING TOOLS	LUXURY ACCOMMODATION	MEALS Excludes speciality restaurants	ENTERTAINMENT Theatre, live music, bars & lounges	DRINKS Beer, wine, spirits, speciality coffee, & more**	WI-FI	TIPS	ONBOARD CREDIT
<p>Most Amenities</p> <p><b>THE RETREAT®</b></p>	<p><b>CHOOSE A SUITE</b></p> <p>Premium drinks, Wi-Fi and tips, plus up to \$400 to spend onboard included. Exclusive restaurant, lounge and Sundeck access*. Concierge service. Butler Service.</p>	<p><b>ALL SAILINGS</b></p> <p><b>ALL SUITES</b></p>	<p>RETREAT</p>	✓	✓	✓	✓	✓	✓	✓
<p>Best Wellness Experience</p> <p><b>AQUACLASS®</b></p>	<p><b>CHOOSE AN IMMERSIVE WELLNESS EXPERIENCE</b></p> <p>Classic drinks, Wi-Fi and tips included. Exclusive restaurant, a spa concierge, plus unlimited access to Persian Garden or SEA thermal suite.</p>	<p><b>AQUACLASS</b></p> <p><b>STATEROOMS</b></p>	<p>AQUACLASS</p>	✓	✓	✓	✓	✓	✓	✓
<p>Best Value</p> <p><b>ALL INCLUDED</b></p>	<p><b>CHOOSE VALUE &amp; CONVENIENCE</b></p> <p>Classic drinks, Wi-Fi, and tips included. Add ALL INCLUDED at the time of booking for savings of up to 45% compared to onboard prices.</p>	<p><b>ALL SAILINGS</b></p> <p><b>INTERIOR–AQUACLASS STATEROOMS</b></p>	<p>ALLINC</p>	✓	✓	✓	✓	✓	✓	✓
<p>Best Rate</p> <p><b>CRUISE-ONLY</b> (NO-PERK RATE)</p>	<p><b>CHOOSE THE LOWEST FARE</b></p> <p>Add amenities like drinks, Wi-Fi and tips later.</p>	<p><b>ALL SAILINGS</b></p> <p>Excludes Galapagos and Cruisetours. Excludes AquaClass® and The Retreat®.</p>	<p>NOPERKRATE</p>	✓	✓	✓				

WHAT A CELEBRITY CRUISE FARE INCLUDES

\*For combinability with current offers and more information, please visit [www.celebritycentral.co.uk/campaigns](http://www.celebritycentral.co.uk/campaigns). Certain restrictions apply. Only on selected ships. \*\*Classic drinks package, additional charges per drink may apply. Bar staff tips included in All Included. [www.celebritycruises.com/blog/what-is-included-on-a-cruise](http://www.celebritycruises.com/blog/what-is-included-on-a-cruise). †Private sundeck only available on Edge Series and Revolutionised ships.



# ALL INCLUDED

Drinks. Wi-Fi. Tips. All Included.



All Included is our best value fare option. Our most popular amenities, basic Wi-Fi, Classic drinks and tips are all included in the price of the cruise.

Booking All Included is the **most convenient way to sail**, as well as the **best value for money**. And, when your clients choose to sail All Included - you will also benefit from more commission compared to a cruise-only fare. This fare option is available across all room types and itineraries (excluding Galapagos).

Your clients can choose to upgrade from Classic drinks to Premium drinks, similarly they will be able to upgrade from Basic Wi-Fi to Premium Wi-Fi. There is an upgrade charge for both per person per day.

For clients who don't want to book the All Included rate, drinks and Wi-Fi packages are also able to be purchased separately.

**View our drinks flyer** to find out more about what's included in Classic and Premium drinks packages.

BASIC WI-FI	PREMIUM WI-FI
Web browsing	Web browsing
Texting/messaging	Texting/messaging
Access emails	Access emails
	Share photos and videos
	Exchange/share files and attachments
	Post photos
	Post videos
	Stream videos
	Video chat

## WELL CONNECTED WITH INCREDIBLE WI-FI

If your clients are looking to purchase Wi-Fi to stay connected and share their journey with friends and family - it's better value before sailing, so recommend they book before they cruise.

**Selling tip:** To create a truly special experience, encourage your clients to choose All Included at the time of booking to benefit from the best value, saving up to 45% compared to when purchasing on board. **And when they choose to do this - don't forget you benefit from more commission too.**

# BOOKING TO BOARDING



The exceptional standard of our cruises and our amazing range of destinations means that Celebrity Cruises are easy to sell. Here's a timeline that will take you through the simple steps of building your clients' dream holiday from booking to boarding, including pre-cruise planning and setting sail – your first booking is made easy.



1

2

3

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## CHOOSING A CELEBRITY CRUISE

Cruises are available to book up to 3 years in advance.

Take the time to find out all about your clients' needs and wants for their holiday.

Learn about where they would like to travel to – is it a specific region? Many of your clients will be open to suggestions – so be prepared!

It's helpful to narrow down what type of customer they are so you can recommend the right ship and itinerary.

Find out if they are celebrating a special occasion so we can make their holiday extra special.

Don't forget our All Included rate is the best value for money when they book before boarding.

If they are seeking a more luxurious experience, think about offering AquaClass® or The Retreat® depending on their preferences.

## MAKING A BOOKING

Bookings can be made via Celebrity Central using AirWaves, our booking platform.

### 1. PROMOTIONS

Check out our campaigns page to see our current offers. AirWaves will show you the prices with any discounts included.

### 2. ACCOMMODATION

This is an opportunity to upsell to a Balcony room, AquaClass or The Retreat. Your clients can choose the location of their room – show them deck plans to help them decide. Use AirWaves to compare rooms by price and category.

### 3. DINING

Discuss dining options with your client so they can decide on their dining preference. Check out our Dining page for more information. Things to consider when selecting dining options:

- Do they want to dine at the same table with the same people every evening?
- What time do they want to eat at each night? Or would they prefer it to be flexible?
- Do they want to book a speciality restaurant in advance?

### 4. BOOKING FLIGHTS AND TRANSFERS

You can book your clients' entire holiday using AirWaves, this includes pre- and post- cruise hotel stays, flights, baggage, and transfers.

### 5. CAPTAIN'S CLUB

Tell your clients about our loyalty programme, if they're already a member, enter their membership number at time of booking to unlock any additional benefits.

### 6. GUEST PAYMENTS

Your clients can secure their booking with a deposit from only £150/€165. Please note for low cost air, full payment for flights may be required at time of booking.

## PREPARING YOUR CLIENT FOR THEIR CELEBRITY CRUISE

Before sailing, guests need to create a Celebrity account online to keep up to date with their sailing and make reservations. We recommend they download the app too.

### 1. ADD PAYMENT DETAILS

Guests can add their credit card details to the app before checking in. This card will be charged for any onboard expenses once they've left the ship. They can see their expenses on the app or on their TV screen in room.

### 2. PRE-CRUISE PLANNING

Your clients can make dining, spa and shore excursion reservations via their Celebrity Account before they sail.

### 3. CHECK-IN

Guests can check in via the app or online 45-days before sailing and choose an embarkation (boarding) time.

### 4. SAFETY DEMONSTRATION

Our mandatory safety demonstrations are called a Muster and explain all the safety regulations and procedures of the ship. Your clients can watch the muster on the app or on their in-room TV.

## BOARDING

Your clients can relax when boarding, knowing everything has been taken care of. It shouldn't take more than an hour from arriving at the port to boarding the ship.

### 1. ARRIVE AT PORT

A porter will greet your clients at the port and take their luggage, placing it in their room whilst they embark. Your clients can hold onto their hand luggage, including valuables and essentials like medication and travel documents.

### 2. SECURITY

Port security is much like airport security, where guests and their personal items will be required to go through a scanner. There are no restrictions on liquids.

### 3. SHOW DOCUMENTS

Your clients will be required to show their passport and any relevant visas.

### 4. BOARD SHIP

It's time for your clients to explore the ship and discover all the relaxing spaces on board. The Guest Relations team on board are available to assist with any queries.

# INTRODUCING CELEBRITY CENTRAL



Celebrity Central is the best tool to use to help you sell Celebrity Cruises. From the latest campaigns to sales support resources, everything you need is in one place so you can create the ultimate cruising experience for your clients.

## 1 QUICK LINKS

Quick access to key resources like brochures and selling guides to give you useful information at your finger tips as soon as you log in.

## 5 TOOLKIT

Our toolkit includes training videos, ship tours, social-ready content and itinerary guides. You can also access our Global Asset Library - where you'll find all our brand images and media.

## 7 TRAINING

We recommend you visit the Training area of Celebrity Central and complete the modules to learn more about our brand, our ships and all their incredible amenities.

## 9 LIVE CHAT

Chat to our team to get instant support with your queries, 7 days a week. When the Chat team are available, you'll find the navy blue Chat bar at the bottom of the Celebrity Central homepage.

## 2 ABOUT US

All the key information that you need to know about our brand and fleet, to give you the confidence to start selling Celebrity Cruises. You can also meet the team and access all our contact details in one place.

## 6 NEWS

Stay up to date on all our latest news, check the News page for brand updates and exciting announcements.

## 8 BOOKINGS

Here you'll find access to our AirWaves and Espresso booking platforms.

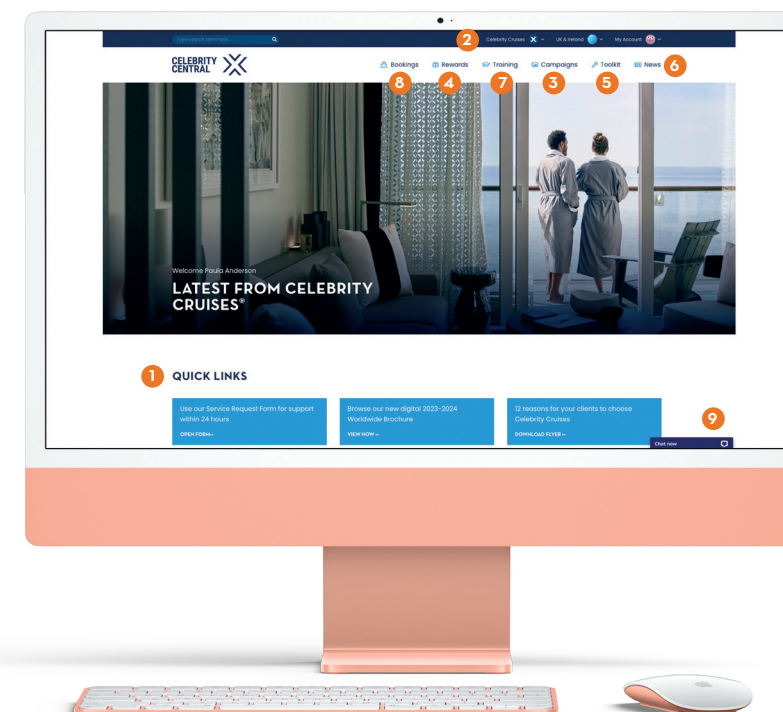
## 3 CAMPAIGNS

Our promotions change from time to time, for information on the latest promotions and top offers flyers, check out the Campaigns section so you can always share the best deal with your clients.

## 4 REWARDS

Find out about our latest incentives and access Celebrity Rewards where you can earn points for every booking you make and convert them into cash. Make sure you register to maximise your earning potential.

Check out the helpful video by **Leon Hand**, our Training Manager, who talks you through the registration process as well as where you can find all the useful resources across Celebrity Central.



# HOW TO BOOK



Thanks to all the spectacular experiences that Celebrity Cruises has to offer, selling is easy and using our booking tool is even easier.

## WHAT IS AIRWAVES?

AirWaves is our **fly-cruise reservation system** – an easy to use tool to make your booking experience quick and hassle free.

## WHAT CAN I USE AIRWAVES FOR?

It's everything you need to book your clients' holiday **all in one place**. Use AirWaves to tailor make their dream holiday:

- **Choose a specific room** by looking at the stateroom layout and deck plan from Interior to The Retreat®.
- Book an entire fly-cruise holiday, **including flights, transfers and pre-cruise hotel stay** (transatlantic flights).
- View **live pricing** and full itineraries.
- **Compare prices** for different room categories and fares.
- **Upsell** to All Included and The Retreat.
- Enter a **Future Cruise Certificate**, view our handy guide on future cruise certificate redemption.
- **Edit an existing booking**, you can add flights to a cruise only booking and make minor changes without the need to call us.
- You can select your clients' **dining preference** and **bedding configuration**, eg together or apart.

**Top tip:** Enter your clients' Captain's Club loyalty number before you start the cruise search to auto-populate their details.

## WHAT ARE THE BENEFITS?

You can easily **streamline search results** on AirWaves and see all the options and prices side by side. AirWaves is designed to make booking easy.

AirWaves automatically applies any promotional savings in the price. **Check out our video** to learn our top tips for using AirWaves.

## HOW DO I GET STARTED?

Once you're registered with Celebrity Central you can access AirWaves through the Bookings tab. You'll need your ABTA number to begin.

**Watch our video** to guide you through the process.



AirWaves is **only available to agents in the UK and Ireland**.



# CELEBRITY REWARDS

Celebrity Rewards is our loyalty programme that rewards you for every Celebrity Cruises booking you make. You'll earn points with each booking and then use these points to get incredible rewards or convert them into cash!

Let's look at how Celebrity Rewards works and how easy it is to instantly turn your bookings into big rewards. There's three easy steps: **Register, Claim and Redeem.**

## 1 CREATE YOUR ACCOUNT

Simply join by registering for Celebrity Central! Once logged into Celebrity Central, activate your Rewards account by visiting the Rewards tab and clicking through to our dedicated Celebrity Rewards website.

## 2 CLAIM YOUR BOOKINGS

Once you are registered, start claiming your bookings in the My Bookings section on the Rewards website. When you sell Celebrity Cruises, regardless of the length of sailing or sailing date, you will receive fixed points that vary by stateroom category - the higher the room category, the more points you will receive. Your Celebrity Rewards points balance will continue to increase and you can check your Account Balance at any time.

## 3 REDEEM REWARDS

To redeem your rewards, all you need to do is visit the Rewards page, choose your item, complete the order form and wait for your reward to arrive!



## WHAT REWARDS ARE ON OFFER?



- Order your **Celebrity Rewards Mastercard** and convert your points to cash.
- Surprise and delight your clients with an onboard gift, flowers or celebration cake.
- E-gift cards for popular high street and online retailers.
- Experiences from a supercar track day to a spa treatment.
- Luxury items from our expansive gift catalogue including Celebrity Cruises merchandise, Apple products and tech items, fragrance, homeware and more.
- Donate to our charity partner, Reuben's Retreat.
- **Celebrity Auctions** - Use your points to bid on limited-time auctions giving you the chance to win exclusive gifts, luxurious hampers and even Celebrity cruise holidays!

Visit Celebrity Central regularly to make sure you don't miss out on our Celebrity Moments campaign that takes place each year. **It's a chance to win big cash prizes and not-to-be-missed experiences!**

# WE'RE HERE TO SUPPORT YOU

#CELEBRITYLOVESAGENTS is our mantra, and we support our valued Travel Agents in every way we can. We offer different ways to connect and receive information that you can read in your own time, or listen to on the go.



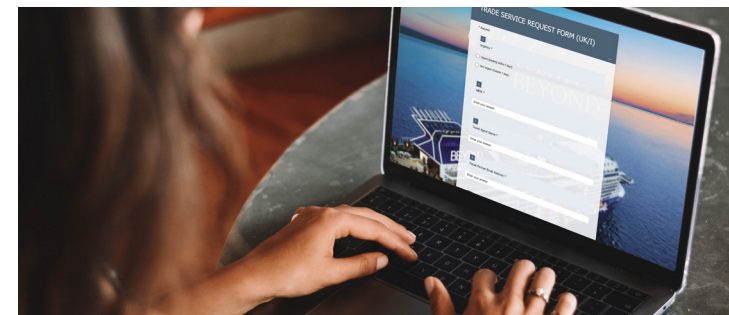
## MEET THE TEAM

Familiarise yourself with our award-winning Sales team who make Celebrity Cruises so spectacular. They can help you with unlocking new sales opportunities and driving business potential.



## LIVE CHAT

The Live Chat function on Celebrity Central allows you to access additional tailored support. It's instant and means you don't need to wait on our phone line.



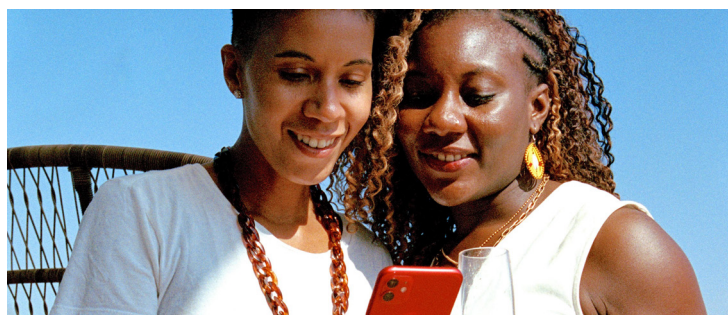
## SERVICE REQUEST FORM

Use our Service Request Form to resolve a guest query within 24 hours. The form link is available on the Celebrity Central homepage.



## PODCASTS

Listen to inspiring stories and useful selling tips with our podcast Conversations with Celebrity, hosted by our training manager, Leon Hand. There are three easy ways to listen - Spotify, Apple Music or Soundcloud.



## PRIVATE FACEBOOK GROUP

Celebrity Loves Agents is a community of travel agents across the UK and Ireland. Join now to unlock exclusive content and be the first to hear about limited-time promotions, exclusive competitions and all our latest news.



## TRADE SUPPORT

Our Trade Support team can assist you with administrative updates including ABTA changes and store profile updates, Celebrity Central profile updates, marketing support and Celebrity Rewards queries. **Find our contact details here.**

# FAQS

Here's a collection of the most frequently asked questions all in one place so you can build your knowledge and support your clients with ease. For further reading on cruise terminology, please refer to CLIA's Cruise Glossary.

## CHOOSING AND BOOKING A CELEBRITY CRUISE



### WHAT IS A FLY CRUISE PACKAGE?

A Fly-Cruise package is where the cruise booking includes return flights and transfers from airport to the ship, plus a pre-cruise hotel stay for transatlantic flights.

### WHAT IS CAPTAIN'S CLUB?

It's our tiered loyalty programme which allows guests to earn points based on the length of their cruises and room category. There are 6 tiers, from Preview to Zenith which include a range of discounts, offers and perks for our loyal guests and members of the Captain's Club.



## PREPARING YOUR CLIENT FOR THEIR CELEBRITY CRUISE



### DO GUESTS NEED A CELEBRITY CRUISES ACCOUNT?

Yes, guests need to create a Celebrity Cruises account to check in for their cruise and take care of pre-arrival health requirements to make boarding a breeze. They'll need a booking reference and email address to set this up.

### HOW DO GUESTS SET-UP A CELEBRITY CRUISES ACCOUNT?

They can visit [www.celebritycruises.com/account](http://www.celebritycruises.com/account) and all they'll need is an email address, password and booking reference.

### DO GUESTS NEED TO DOWNLOAD THE CELEBRITY CRUISES APP?

This isn't essential but we recommend they download the app. They'll need a Celebrity Cruises account to use the app.

### WHAT ARE THE BENEFITS OF USING THE APP?

Guests can check-in using the app. They can also add their emergency contact details, and credit card details for onboard expenses. They'll be able to complete the mandatory muster safety demonstration with ease and enjoy the fastest boarding experience on their sailing day.

### HOW DO GUESTS PRINT THEIR LUGGAGE TAGS?

Guests can log into their account and print as many luggage tags as they like prior to joining the ship. We recommend reinforcing them with a plastic or leather tag holder. Luggage tags will be available at the pier for guests who prefer to use this service at the terminal prior to boarding. It takes just a few minutes to get the tags and fill out their information with the porter. They'll need to know their stateroom number and room location.

### DO GUESTS NEED TO TIP?

We automatically add gratuities (tips) to guests' onboard SeaPass® account. A 20% gratuity will be added to all drinks, mini bar purchases and drinks packages. When guests purchase the All-Included rate, these tips are already included in the price of their cruise\*. Many guests like to give the crew additional tips to recognise great service and this is given to them in US dollars at the end of their cruise.

### WHAT IS THE CELEBRITY REVOLUTION?

Accommodation and public venues have been refreshed on select ships, undergoing multi-million dollar enhancements inspired by our Edge Series. **View our Celebrity Revolution flyer to find out more.**

\*Mini bar purchases not included in All Included.

# FAQS

## ON BOARD ESSENTIALS



### WHAT IS ONBOARD CREDIT (OBC)?

When booking, guests may receive onboard credit as a bonus offer that comes with their booking. OBC can be used to book shore excursions and spa treatments, to upgrade drinks packages and in speciality restaurants. OBC must be used before 10pm on the final night of the cruise.

### WHAT CURRENCY IS USED ONBOARD?

Our ships operate a cashless system. All onboard payments are made using an onboard expense account, known as a SeaPass®. Depending on the ship, SeaPass cards are handed out at the pier or will be in guests' rooms awaiting their arrival. A SeaPass also serves as the guests' security ID pass when they disembark and embark the ship on port days. All onboard payments, for amenities such as drinks, speciality dining, and spa treatments are priced in US dollars.

### DO FEES APPLY FOR ROOM SERVICE?

Room service is charged at a fee of \$9.95 with an 18% service charge per order (except continental breakfast). This service is complimentary for guests of The Retreat® and Zenith Captain Club members.

### IS THERE A MINI-BAR?

Mini-bars are available in each room, but additional charges will apply.

### IS THERE A LAUNDRY SERVICE?

There is a laundry service onboard for an additional charge. The Retreat guests enjoy a complimentary laundry service twice per cruise.

### WHAT POWER SOCKETS ARE AVAILABLE ONBOARD?

Both US and European two-pronged plugs are available in each room. This means guests will need a US or European adaptor. Edge® Series ships also have USB ports.

### WHAT IS A SHORE EXCURSION?

For an additional price, guests can book experiences in the destinations they visit. A range of private journeys, small group discoveries and local cultural experiences are available depending on the destination.

### HOW DO GUESTS BOOK SHORE EXCURSIONS?

Guests can pre-book via their Celebrity account before they sail, or at Guest Relations once onboard. Shore Excursions are affordable, easy to book and guests can use their Onboard Credit to pay. If booked with Celebrity Cruises, guests will never be left behind when the ship sails to the next port.

### WHAT AMENITIES ARE IN THE ROOM?

As standard, guests will enjoy the use of a robe and slippers, hairdryer, beach bag and umbrella. Luxurious beauty items are also available in the room, including soap, shampoo, conditioner, shower gel and body lotion. Guests in AquaClass and The Retreat enjoy upgraded room amenities.

### WHAT CAN'T YOU BRING WITH YOU?

Guests shouldn't pack items that generate heat or produce an open flame, this includes: travel kettles, candles, incense and clothing irons (hair irons are permitted).

### WHAT IS FUTURE CRUISE?

Many guests enjoy their holiday with Celebrity Cruises so much, they decide to book their next holiday while onboard. They'll get the best promotion available at the time of booking, bonus onboard credit, plus a reduced deposit, and you'll still get commission!

