



**WE'VE HAD TO CANCEL YOUR CRUISE.  
BUT WE DO HAVE OPTIONS FOR YOU.**

**ALL NORTH AMERICAN ITINERARIES DEPARTING MAY 12 THROUGH JUNE 26, 2020  
ALL CARNIVAL SUNRISE NEW YORK 2020 ITINERARIES**

Dear Guest,

As all of us come together to support the global response to the COVID-19 situation, the cruise industry is extending our pause in operations once again. For Carnival, this means we will resume our North America cruising on June 27, 2020, and as part of this, we are also cancelling Carnival Sunrise's seasonal itineraries out of New York this summer and into the fall.

This is disappointing, but we are committed to being a strong partner with government and taking steps that maintain public confidence in our business. We will use this extended pause to continue to identify and implement additional protocols so that we can safely welcome our guests back on board. Nevertheless, we apologize for disrupting your vacation plans and appreciate your patience as we work through this sudden action.

As we have offered previously, we are providing two options for you, including a bonus value incentive package that has proven very popular with our guests. We hope you will be able to rebook your vacation utilizing the incentives we have developed in recognition of your loyalty.

We have fully automated your ability to respond with your choice online, avoiding the need to call us. We urge you to carefully review this information and follow the online process. Like many other companies, our offices remain closed at the direction of local government. While our customer contact center team is now working from home and taking calls, technology limitations continue to impact productivity and our level of support. This announcement is also likely to continue the extremely high call volumes that limit our traditional levels of resources and responsiveness. Calling us will not expedite your request at this time. In addition, if you booked through a travel advisor, they are fully equipped to help you with this process and will also be able to rebook another vacation with your future cruise credit.

This letter supersedes any previous offer received. Carnival will honor this offer for any guests who were previously booked on these voyages and cancelled their booking on or after March 6, 2020.

| CURRENT CRUISE LENGTH | OPTION 1: ENHANCED VALUE   | OPTION 2: WHAT YOU PAID |
|-----------------------|--|-------------------------|
| <b>6+ DAYS</b>        | <ul style="list-style-type: none"> <li>• <b>100% FUTURE CRUISE CREDIT*</b></li> <li>• <b>US\$600 ONBOARD CREDIT PER STATEROOM</b> on next cruise if booked by 12/31/20 for a sailing departing by 12/31/22*</li> </ul> | • 100% REFUND           |
| <b>5 DAYS OR LESS</b> | <ul style="list-style-type: none"> <li>• <b>100% FUTURE CRUISE CREDIT*</b></li> <li>• <b>US\$300 ONBOARD CREDIT PER STATEROOM</b> on next cruise if booked by 12/31/20 for a sailing departing by 12/31/22*</li> </ul> | • 100% REFUND           |

Please make your selection using our online tool [here](#) – there is no need to call.

Please note that whichever option you select will apply to all guests on your reservation.

Given how fluid the situation is, we have extended this offer until December 31, 2020 for you to make a selection. After that, you will automatically receive a Future Cruise Credit\*.

Regardless of the option you choose, your taxes, fees and port expenses, 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 you purchased your own flights for getting to your cruise, we encourage you to contact your airline or travel agent about your options as the airlines are also working to accommodate their passengers.

Please continue to visit the link below to learn more about how we are addressing COVID-19 and get further updates on our operations.

Again, we apologize for this inconvenience because we know how much time and effort you put into planning the perfect cruise vacation. We want to get back to cruising just as soon as we can and we'll be here when times are better and be ready for your return.

Please continue to take care of yourself and your loved ones. Your health and safety are important to us whether or not you're on one of our ships.

We thank you for your patience and support.

Sincerely,



Christine Duffy  
President, Carnival Cruise Line

## HOW WE'RE PRIORITIZING GUEST SAFETY

[LEARN MORE >](#)



\*The Future Cruise Credit (FCC) is based on the cancellation fees retained by Carnival for this voyage, including Fly2Fun air if applicable. FCC and Onboard Credit (OBC) are combinable with all Carnival-offered fares, are non-transferable, non-refundable, cannot be used as a deposit or applied to a chartered sailing, have no cash value, and must be redeemed on a Carnival Cruise Line sailing departing by 12/31/2022. The FCC/OBC may only be used toward one (1) booking in the same currency in which the above voyage was originally paid. FCC cannot be used for taxes, fees & port expenses, Carnival Vacation Protection, onboard charges or gratuities and any unused portion will be forfeited. New OBC offer replaces any previous OBC offer and applies to new booking if made by 12/31/20. The booking guest shall be responsible for payment of the difference between the amount of the FCC and the amount of the new booking if higher. After you have booked your cruise, please use this [link](#) to provide us with the new booking information so we can process your FCC.