



2021 - 2024 DEPOSIT, PAYMENT & CANCELLATION UPDATE

OCEAN | RIVER | EXPEDITION



SIMPLIFIED DEPOSIT, PAYMENT & CANCELLATIONS

From a reduced deposit for all new bookings to waived admin fees and relaxed schedules for Early Full Payment Savings and cancellations, Crystal's streamlined sales and booking processes provide continuity across all brand experiences — Ocean, River and Expedition.

Please use [CruiseBuilder](#), available 24/7, to access your client's reservation and to print/email/share with them a confirmation with these details.

2021 - 2024: OCEAN & EXPEDITION

Days shown are prior to first date of service

DEPOSIT/PAYMENT SCHEDULE	2021-MAR 2022	APR 2022-2024
Reduced Deposit	\$100*/15%	15%
Relaxed Early Full Payment Discount 2.5%	90 days**	150 days
Relaxed Final Payment	60 days	120 days

**\$100 per guest reduced deposit applies to 2021 Luxury Bahamas Escapes and Luxury Bermuda Escapes.*

***Early Full Payment discount does not apply to 2021 Luxury Bahamas Escapes, Luxury Bermuda Escapes and Luxury Iceland Expeditions.*

CANCELLATION SCHEDULE	2021-MAR 2022	APR 2022-2024
Admin Fee	Waived	Waived
Cancellation 25%	60 days	120 days
Cancellation 50%	30 days	90 days
Cancellation 75%	N/A	60 days
Cancellation 100%	7 days or less	30 days or less

2021 - 2024: RIVER

Days shown are prior to first date of service

DEPOSIT/PAYMENT SCHEDULE	2021	2022-2024
Reduced Deposit	15%	15%
Relaxed Early Full Payment Discount 2.5%	90 days	150 days
Relaxed Final Payment	60 days	120 days

CANCELLATION SCHEDULE	2021	2022-2024
Admin Fee	Waived	Waived
Cancellation 25%	60 days	120 days
Cancellation 50%	30 days	90 days
Cancellation 75%	N/A	60 days
Cancellation 100%	7 days or less	30 days or less

Note: Effective on all new bookings as of August 9, 2021 and thereafter, the reduced deposit and relaxed payment and cancellation schedules noted above will apply. For existing bookings, the waived admin fee, relaxed Early Full Payment Savings date, relaxed final payment date and cancellation penalty dates will be retroactively applied.