

FAQ's: CHOOSE A GIFT FOR YOUR CLIENTS

What is the 'choose a gift for your client' option on Celebrity Rewards?

The 'choose a client gift' option allows you to redeem your Celebrity Rewards points on a gift for your clients to enjoy onboard their Celebrity cruise holiday. Choose from a luxurious gift collection, ranging from a bottle of Champagne or gorgeous floral arrangement, to teddy bears for the little cruisers, celebration cakes and other delicious culinary delights.

What sailings are eligible for client gift orders?

Client gift orders are available for all Celebrity Cruises sailings, excluding Galapagos voyages. Orders are available up until 28 days prior to sailing departure date.

What gifts are available?

To view the gifts available, select the 'Client Gift' category in the Celebrity Rewards Catalogue. Items range from 700 to 2,500 points in value, from sweet delights to Champagne, flowers and teddy bears. Please ensure you have checked for allergies before choosing the gift for your guest.

CLIENT GIFTS	UK CATALOGUE POINTS	IRE CATALOGUE POINTS
Chocolates	700	840
Celebration Cake	1,000	1,200
Prosecco	1,200	1,440
Teddy Bear	1,500	1,800
Champagne	2,500	3,000
Flowers	2,500	3,000

How do I redeem my Celebrity Rewards points on a gift for my clients?

Log in to the Celebrity Rewards website (via Celebrity Central) and visit the REWARDS tab to view all options for redeeming your points, including the option to order a gift for your clients. The 'Client Gift' option will display a catalogue of available gift items and the associated point values. Select your preferred gift(s) to add them to your cart. Once you are ready to redeem, you will be presented with a pop-up online Gift Order Form. Complete all required fields including guest booking details and preferred delivery date. You have the option to note a special occasion or dietary requirements and include a personal message with your name. Once the form is submitted, your gift order will be processed by the Celebrity Cruises team and may take up to 14 days to be applied to the booking. Your redeemable points balance displayed at the gift catalogue check-out will be updated with points deducted for any gift items redeemed.

Will my client know the gift is from me?

Yes, when you complete the order form you will have the option to provide a short personal message to accompany your gift.

Where and when will my client receive the gift?

Gift orders will be delivered to your client's stateroom. When completing the gift order form, you will have the option to request a specific delivery date. Every effort is made by Celebrity Cruises to deliver gifts at requested times. However, please note delays in receiving gift orders may affect timely delivery and therefore, we cannot guarantee a specific delivery date or time.

Can I order more than one gift per client?

Yes, you can order multiple gifts for your client on one order form, but all items must be for delivery to the same named guest at the one requested delivery time.

Can I order client gifts for more than one stateroom?

Yes, however you will need to complete a separate gift order form per stateroom.

Can I change or cancel a client gift order?

No, once the gift order has been submitted and applied to the booking, the order cannot be amended or cancelled.

What happens if my client cancels their booking after I have submitted a gift order?

If your client subsequently cancels a booking that you have submitted a gift order for, the gift order will be cancelled and the reward points used to redeem for the item will be returned to your Celebrity Rewards account. Please note, it could take up to 4 weeks for the points to be returned to your account and the balance updated.

Who can I contact for assistance with a client gift redemption?

Please email celebritycentral@celebritycruises.com

Where can I find full terms and conditions?

Full terms and conditions can be found on the Celebrity Rewards website, accessible via the Rewards tab on Celebrity Central.