

## **FAQ's: CHOOSE A GIFT FOR YOUR CUSTOMERS**

### **What is the 'choose a gift for your customers' option on Celebrity Rewards?**

The 'choose a customer gift' option allows you to redeem your Celebrity Rewards points on a gift for your customers to enjoy onboard their Celebrity cruise holiday. Choose from a luxurious gift collection, ranging from Champagne and wine, to a luxurious Celebrity velour robe and slippers, or French macarons and other delicious culinary delights.

### **What sailings are eligible for customer gift orders?**

Customer 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 'Customer Gift' category in the Celebrity Rewards Catalogue. Items range from 1000 to 6000 points in value, so please ensure you have checked for allergies before choosing the gift for your guest.

<b>CUSTOMER GIFTS</b>	<b>CATEGORY</b>	<b>POINT REQUIRED</b>
<b>French Macarons</b>	<b>Sweet Sensations</b>	<b>1000</b>
<b>Corte Giara Pinot Grigio</b>	<b>White Wines</b>	<b>1500</b>
<b>Chocolate Strawberry Sensation</b>	<b>Sweet Sensations</b>	<b>1500</b>
<b>La Crema Sonoma Pinot Noir</b>	<b>Red Wines</b>	<b>2500</b>
<b>Celebrity Plush Robe / Celebrity Velour Slippers</b>	<b>Apparel</b>	<b>3000</b>
<b>Veuve Clicquot Brut Champagne</b>	<b>Champagne &amp; Sparkling Wines</b>	<b>6000</b>

### **How do I redeem my Celebrity Rewards points on a gift for my customers?**

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 customers. The 'Customer 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 customer 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 customer receive the gift?**

Gift orders will be delivered to your customer'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 customer?**

Yes, you can order multiple gifts for your customer 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 customer 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 customer 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 customer cancels their booking after I have submitted a gift order?**

If your customer 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 customer gift redemption?**

Please email [celebritycentral@celebritycruises.com](mailto:celebritycentral@celebritycruises.com)