



FAQ's Regarding the 2021 Distinctive Voyages Program

1. What changes are you making to the Distinctive Voyages program?

We are modifying the 3rd amenity from Exclusive Shore Event to be an Exclusive Amenity?

2. Why are you doing this?

Due to the uncertain environment we are currently working through, we felt it was the better option for your clients. It also allows us greater flexibility to offer something new and different with several of our partners.

3. When you say Exclusive Amenity, what do you mean?

We are changing the 3rd amenity and it will vary by cruise line. For those cruise lines that provide our Exclusive Shore Events, they will continue to do so. Other cruise line partners have informed us that they will only offer shipboard credit and others are working with us to replace the shore event with either an onboard event, a gift in-room or a shipboard credit.

4. How will I know what the amenity is?

Always check the Cruise Space Spreadsheet to see what amenity will be offered as it will vary depending on the cruise line and even by itinerary.

5. If my client is being given a shipboard credit, when will it be applied?

Shipboard credits will be applied to your client's account between 1-2 weeks prior to departure.

6. What can they use the credit for?

Ideally, the shipboard credit would be used to purchase a shore excursion through the cruise line. However, it can be used towards purchases onboard the ship while on the cruise.

7. If my clients don't spend the credit can they take it home or give to someone else?

No. Shipboard credits can only be used while on the cruise it has been applied to. They are neither transferrable nor can they be redeemed for cash.

8. When will the shipboard credit appear on my client's account?

Shipboard credits usually show up 2-3 days after the ship has departed for the cruise. This varies by cruise line.



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9. How will my client know about the shipboard credit?

They will receive a card or note in their stateroom saying that they have received a shipboard credit courtesy of their travel professional. It is also strongly recommended that you tell your client to look for the shipboard credit so that they know to look for it on their account.

10. Do I need to place the shipboard credits on my clients account?

No. The good news is that you do not need to do anything. The Cruise Space Team will take care of applying the shipboard credit on your behalf.

11. If my client is receiving an in-room gift or invited to an onboard event how will they be notified?

Pre-cruise: The information will be noted on the confirmation that is sent to your agency 30 days prior to departure. This confirmation can be modified so that you can add your details and either print it to include in your clients travel documents or send to send to your client.

During the cruise: The Distinctive Voyages Host will include the information in their Welcome Letter. They will also mention it during the Welcome Reception.

12. Will the Private Car & Driver Program continue to be offered?

We are suspending the Car & Driver Program until we are confident that itineraries and ports are stable.

13. Will the Surprise & Delight program continue?

The Surprise & Delight amenity will continue to be offered to your guests travelling on Regent Seven Seas Distinctive Voyages departures that are 14 nights or longer. While on Regent Seven Seas, your clients will receive an invitation to a Private Fireside Chat with one of their onboard guest speakers.

14. Are you planning on going back to offering the Exclusive Shore Event again?

Absolutely! Once things begin to normalize and we are allowed to partner with a 3rd party shore excursion company we will resume offering our Exclusive Shore Event



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15. If a shipboard credit is added to a departure that ends up being cancelled due to the cruise line pushing back their start-up date, can the shipboard credit be carried over to another cruise?

No. These shipboard credits only valid for the departure they have been credited to. Should the departure be cancelled the shipboard credit becomes void.

16. Can a shipboard credit be cashed out at the end of the cruise?

No. Shipboard credits can only be used for purchases made during the cruise it was applied to. If the credit is not fully used the funds are forfeited.

17. Can a shipboard credit be transferred to someone else's account?

No. Shipboard credits can only be used by the person(s) on the reservation they have been applied to.

18. What can a shipboard credit be used for?

Shipboard credits can be used towards purchases made onboard and can include any of the following: shore excursions, specialty dining, spa treatments, salon services, gift shop purchases, etc. Guests should always double check with Guest Services on how they can best use their shipboard credits.

19. Does this change the Culinary Collection or Amenity Departure Date offers?

Both the Culinary Collection and Amenity Departure Date amenities will continue to be offered on all of the participating cruise lines. For more information on these programs be sure to visit the Cruise Space pages on [Agent Universe](#).

20. Who do I contact with any questions?

Please contact Support Services at supportservices@travelladers.com