

Membership FAQ

How do I know if my trip is affected because of Coronavirus

While several cruise lines have announced postponed or canceled itineraries, the majority of cruise lines will continue full operations.

TRAVEL WITH CONFIDENCE

The influx of daily developments regarding the evolving situation with the Coronavirus has caused a time of uncertainty for many travelers. The health and safety of our customers remain our top priority. During this time of uncertainty, we want you to know you can cruise and travel with confidence. Whether you are planning to cruise, fly or rent a car, all travel service providers are rapidly responding to the situationâ€” addressing concerns, answering questions and making adjustments for more flexible vacation options.

Cruise with Confidence

With enhanced security measures advised by government agencies like the Center for Disease Control (CDC) and the World Health Organization (WHO), they are proactively increasing communications to passengers with upcoming bookings regarding medical advisory tips, sanitization efforts, and advanced health screenings. As a result of the current environment, we are experiencing high call volume and it may be difficult to get your questions answered quickly. However, we want you to have peace of mind so, we created a helpful resource to address some of the top concerns. Additionally, we are offering chat services online for our customers and members with cruise reservations and you can always email us at support@hotelsetc.com

We like to thank you for your continued confidence as we all navigate through these challenging times.

INFORMATION

Longer than average hold times

We are experiencing longer than average hold times at this time. As we strive to provide you the highest level of customer service, we appreciate your patience and understanding. If you are not traveling within the next 30 days, we recommend calling back at a later time, or you can email us at support@hotelsetc.com

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FAQs

Common Questions and information surrounding the Coronavirus for travelers with upcoming reservations

What precautions should I take?

What steps can travelers take to protect themselves from COVID-19?

Leading health authorities are urging the same personal best practices that are standard for a typical flu season, such as the following:

- Avoid close contact with people who show signs of illness, including coughing or sneezing
- Avoid touching your eyes, nose and mouth with unwashed hands
- Wash your hands often with soap and water for at least 20 seconds
- Use alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available

Source: U.S. Centers for Disease Control and Prevention; World Health Organization

What should I expect when I board my cruise?

To ensure the safety of all guests, cruise lines have enhanced their preventative screening process for embarkation. Including robust outbreak prevention and response plans, including procedures to provide care for and isolate passengers and crew if needed.

Additionally, all guests may be subject to random screening at any time while aboard. If a guest exhibits signs of illness, temperature screenings will be taken and medical support provided as needed.

How will I know if my cruise itinerary is impacted by the virus?

We are working closely with the cruise lines to keep you informed about the Coronavirus outbreak and how it may affect some of our members'™ travel plans. As cruise lines announce cancellations or changes to their itineraries, we will immediately reach out to you via email and/or phone if your sailing has been impacted. A travel agent will discuss your options and assist you with the next steps

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on your booking.

Can I cancel my cruise if my itinerary is impacted?

Some impacts are more significant than others. If your sailing is canceled due to a travel advisory, we will notify you and work with you to make any cancellations or changes.

Some itineraries are adjusted by the cruise line with a simple port change within the itinerary. If the cruise line cancels your itinerary entirely, they may give you credit for a future cruise, or perhaps a full refund. For more information, you can visit the cruise line website for the most up-to-date policies.

Should I cancel my cruise?

If you are a healthy young person, there is no reason to avoid a cruise vacation. While the decision to cancel your cruise is a personal one, most cruise lines are offering flexible payment and cancellation terms as well as optional itineraries to allow customers more time to make decisions about travel. In most cases, rescheduling your trip to a later date may be an alternative.

Please be assured that cruise lines are working diligently to ensure your health and safety is the number one priority, from increased customer communications to enhanced pre-board screening and onboard sanitation measures.

What steps are being taken to prevent the spread of Coronavirus?

All terminal and ship access points are being thoroughly sanitized before and after all sailings. Most terminals and ship access points are making daily announcements to remind guests to wash their hands often, use recommended coughing etiquette, and report any illness symptoms immediately.

Official Health Websites

Center for Disease Control Coronavirus Home Page:

<https://www.cdc.gov/coronavirus/index.html>

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Prevention and Treatment:

<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

World Health Organization Coronavirus Home Page:

<https://www.who.int/health-topics/coronavirus>

Cruise Lines International Association (CLIA) COVID-19 FAQs™:

<https://cruising.org/-/media/Media%20Kit/CV/Cruise%20Industry%20COVID-19%20Policy%20FAQs%204%20Mar>

CLIA Statement on COVID-19:

https://cruising.org/-/media/Media%20Kit/CV/TFS6727-COVID-19_Factsheet_01

For more information:

[Cruising is OK if you are Healthy](#)

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