



CELEBRITY RIVER CRUISES

FREQUENTLY ASKED QUESTIONS - TRADE

1. What is "Celebrity River Cruises"?

Celebrity River Cruises is our brand-new premium river cruise offering, designed to provide intimate and immersive journeys throughout the world. Experience personalised service, world-class amenities, and unique itineraries tailored for our guests.

2. Why "Celebrity River Cruises"?

Celebrity River Cruises is a natural extension of Celebrity's premium offering that will bring its unique service-first approach to the world's most iconic rivers.

3. How is River cruising different from Ocean cruising?

Celebrity River Cruises will bring the best of Ocean cruising to Europe's most iconic rivers while delivering a unique river experience, The Celebrity Way. More intimate spaces and experiences onboard and onshore. Guests will sail to the heart of cultural and historic cities, experience locally inspired cuisine and unique shore experiences. More details to come. Stay tuned!

4. How long are River cruises?

Our 2027 sailings will be 7-nights.

5. Which rivers will be offered for sailing?

For 2027, Celebrity River Cruises will be sailing on the Danube with select holiday sailings on the Rhine.

6. When is the first sailing?

Our inaugural river cruises are set to sail in 2027.

7. How many ships will be sailing in the first year?

Two ships will be sailing the Danube and the Rhine in 2027.

8. How many ships will Celebrity River Cruises have?

The brand has signed an initial order of 20 ships.

9. How can I arrange group travel?

Once we open for General Booking, group reservations can be requested through contracted space by contacting our Celebrity River Cruises experts. Our experts will assist in arranging accommodations and itineraries. Promotional group rates will not be available.

10. What is included in the voyage fare?

Guests can expect all meals, beverages including alcohol, Wi-Fi, entertainment options, and one shore excursion per day to be included in their fare.

11. Is elevator access available on board the ship?

Yes, elevators are available and provide access to all passenger decks with two exceptions: Deck 1, which houses, our River View staterooms, is not accessible via elevator; and the top deck, which is accessible via stairs as well as, via a motorized chair rail system.

12. What activities/entertainment will be available on board?

Guests can enjoy enrichment programs, including cultural talks, live music, local experiences, culinary, demonstrations, and more. There will also be opportunities to relax and unwind in our lounges and wellness spaces,. We are still developing these incredible experiences for our guests and will share more soon. Stay tuned!

13. When is the best time to cruise?

Our cruises are designed to offer an exceptional experience all year round. It really depends on the guests', preferences, as well as what they wish to see. Reference city events and weather schedules.

14. Will we add more sailings in 2027 given the demand?

The full list of 2027-2028 itineraries are available on celebritycentral.co.uk.

15. Will there be Priority Booking Access for the next River Deployments in 2029 and beyond?

Stay tuned for details on 2029 deployment.

16. How long will you typically stay at each port?

Our cruising schedule is designed to give guests the optimal amount of time in each port. This varies based on time of day and size of city. Smaller ports may be a half day while larger ports might be a full day or even an, overnight.

17. Will overnights be available?

We do include overnights. Please review specific itineraries for details.

18. What is the total capacity for the River ships?

The total capacity of a river ship is 172 pax which is 86 staterooms at double occupancy.

19. What cabin types will be available?

Our river ships feature five cabin categories to offer guests exactly what they want. From Suites to River View, we, have something to cater to every need.

20. What does the ship look like? How can I learn more about the ship layout?

Our ships will be unlike anything else on the river. Sleek and unmistakable design with more open spaces for your, guests to enjoy. Full deck plans can be found on the website.

21. What loyalty benefits will I receive?

We are in the process of creating the perfect onboard experience for your guests. More details to come on, specific Captain's Club benefits.

22. Can I take advantage of the loyalty status match?

Leveraging Royal Caribbean Group's industry-first Loyalty Status Match Program, Celebrity River Cruises guests, can join the Captain's Club cruise rewards program and be able to attain equivalent tier status across any of Royal, Caribbean Group's wholly-owned brands (Royal Caribbean, Celebrity Cruises, and Silversea).

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23. Will single traveler guests earn double loyalty points?

Yes, solo travelers who are Captain's Club members will earn double Club Points when sailing alone.

24. What payment methods are accepted online during full booking? Are payment plans available?

We accept major credit cards, split payments, scheduled payments, Apple Pay, Bank of America cards, gift cards,, and Future Cruise Credits. Affirm payment plan and FlexPay are also available.

25. When can I book a Celebrity River cruise?

Bookings for 2028 cruises are open to the general public as of 29/01/26. Visit celebritycentral.co.uk to book, starting then.

26. How do I make a booking for river cruises?

Bookings for 2028 cruises are open to the general public as of 29/01/26 Visit celebritycentral.co.uk to book, starting then.

27. Will a guest be able to move a reservation from Ocean to River and/or River to Ocean?

Yes, guests can move a reservation from Ocean to River or from River to Ocean. However, they must pay the, deposit difference at the time of the change.

28. Can a guest book a back-to-back Ocean to River or River to Ocean that would include transportation?

Guests can book back-to-back Ocean and River cruises; however, transportation between the two is not included, and must be arranged separately.

29. Will there be NCCFs?

Yes, NCCFs will apply and are set at \$75 per day, totaling \$525 for a 7-night cruise.

30. Can I add pre and post stays to my cruise?

Yes, we will offer pre-and post-cruise experiences in Prague and Budapest to extend your guests vacation and, explore more of the region. Stay tuned for details on when booking becomes available in early 2026.

31. Can I use a Book Later booking towards a River cruise booking?

Yes, a guest can apply a Book Later towards a River Cruise. The remaining deposit required for a River Cruise, booking must be taken at the time of converting the Book Later.

32. If I convert a Book Later (which is non-refundable) into a refundable River Cruise fare after paying the* remaining deposit, does my entire deposit become non-refundable?

No, only the initial Book Later deposit would be non-refundable; any additional monies paid towards the River, Cruise booking would remain refundable under a refundable rate.

33. Do bookings made onboard (or through converting a Book Later) qualify for the onboard promotion?

No, the onboard promotion does not apply to River Cruise products.

34. Can I convert an Ocean Future Cruise Book Later for Celebrity River cruises?

Yes, an Ocean Future Cruise Book Later can be used for River, but it will not be eligible for the onboard promotion, offer.

35. Will there be a fee for changing the ship and sail date on a refundable River Cruise booking?

There's no fee to change your guest's ship or sail date on a refundable River Cruise booking.

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36. Will there be a fee for changing the ship and sail date on a non-refundable River Cruise booking?

Yes, non-refundable River Cruise bookings are subject to a \$100 per person change fee when changing the ship or, sail date.

37. Can a Ocean Cruise booking with a refundable promotion ship and sail date be converted to a River Cruise* booking? Would any fees or penalties apply?

Yes, an Ocean Cruise booking with a refundable promotion, ship, and sail date can be converted to a River Cruise, booking. No fees or penalties will apply for the change.

38. Can a River Cruise booking with a refundable promotion ship/sail date be converted to an Ocean Cruise? Would any fees or penalties apply?

Yes, guests moving a refundable River Cruise booking to an Ocean Cruise would incur a \$100 change fee.

39. Can a River Cruise booking with a non-refundable promotion be converted to an Ocean Cruise booking? Yes, non-refundable River Cruise bookings are subject to a \$100 per person change fee when changing the ship or, sail date.

40. Can an Ocean Cruise booking with a non-refundable promotion be converted to a River Cruise booking? Yes, non-refundable River Cruise bookings are subject to a \$100 per person change fee when changing the ship or, sail date.

41. What is Celebrity River Cruises cancellation and refund policy for fully paid booking?

For refundable bookings, deposits are refundable minus a \$100 administrative fee if canceled at least 120 days, prior to departure. For complete details, please refer to our Guest Ticket Contract.

42. What is Celebrity River Cruises' cancellation and refund policy for fully paid non-refundable bookings?

For non-refundable bookings, cancellations made at least 120 days prior to departure will result in the forfeiture, of the deposit amount. For full details, please refer to our Guest Ticket Contract www.celebritycruises.com/guest-terms/

43. Does the fee for canceling a refundable fare vary by market?

No, the cancellation fee is a converted \$100 USD amount and does not vary by market.

44. Are gratuities included in the cruise fare?

Gratuities are not included in the cruise fare. They can either be prepaid prior to boarding. If not prepaid, they, will be automatically added to the guest's onboard account. Additional gratuities for exceptional service are at the discretion of the guest.

45. If not included in the cruise fare, what is the cost of gratuities? Does this vary by stateroom/suite category?

Gratuities are \$18/night for River View, \$19/night for Infinite Balcony and Balcony, \$23/night for Suites and will be, charged automatically charged, but is not included in cruise fare.

46. What will be the starting prices?

Pricing can be found on our booking tools on celebritycentral.co.uk.

47. Can we book in Euros (€)?

Yes, bookings can be made in Euros (EUR).

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48. Can I book a solo room? What are solo rates?

While all of our river staterooms are built for double occupancy, it is possible to book a solo room for an additional 'solo supplement' fee.

49. What are the accepted payment methods for securing reservations?

We accept all major credit cards, including Visa, MasterCard, and American Express, including Affirm, FlexPay and Apple Pay. Payments can also be made through wire transfers.

50. What is the deposit schedule for River bookings?

Deposit schedule can be found in the Guest Ticket Contract www.celebritycruises.com/guest-terms/.

51. What is the benefit of booking a pre- or post-cruise hotel stay and how do I book?

Booking a pre- or post-cruise hotel stay allows your customers to extend their vacation and explore the city at a more relaxed pace. These stays can be added during the cruise booking or after booking by our Celebrity River Cruises experts.

52. Can I book a transfer from the airport to the cruise terminal?

Guests who are flying in/out to their cruise vacation ports can purchase transportation between the airport and cruise terminal for the day of embarkation and debarkation. These transfer sales are generally closed at [5] days prior to sailing. They can purchase online in their Guest Account or via the Celebrity Cruises app once available. If they've already booked, they can log in to their Guest Account and click Plan My Cruise

53. Do I need travel protection?

While travel protection is not required, we do recommend it. Emergencies sometimes arise, and you want your customers to be protected..

54. What are the travel protection plans provided by Celebrity River Cruises?

CruiseCare insurance is available for Residents of the US only at an additional cost as part of the cruise purchase.

55. Is there any variance in the coverage or benefits of Travel Protection (CruiseCare) for River?

CruiseCare offers the same coverage and benefits for River cruises as it does for Ocean cruises for residents of the US only.

56. What company is providing the coverage/plan?

CruiseCare insurance is available at an additional cost as part of the guest's cruise purchase for residents of the US only.

57. Will travel protection be available for all markets?

CruiseCare is currently only available in the US Market.

58. Will the process for adding Travel Protection vary from ocean voyages?

The process for securing CruiseCare insurance is the same as with Ocean.

59. Will there be overnight excursions?

We will be revealing more about our Shore Excursions in early 2026. Stay tuned!

60. Do you have to book a shore excursion or can you explore on your own?

A shore excursion per day will be included in the ticket, upgrades are available and guests are welcome to explore at their leisure.

61. Will beverage packages be available?

All guests will receive our classic beverage package included in their cruise fare. Suite guests will receive a premium beverage package, which will also be available for purchase for a fee. Details on purchasing to come.

62. Do you have laundry and dry cleaning facilities onboard?

There are no laundry or dry cleaning facilities onboard. However, we do offer select laundry services in partnership with land-based businesses.

63. What spa and salon options are available?

We will not have a spa onboard. However, we have partnerships with vendors on-shore that will be able to provide spa services for guests.

64. What dining options are available?

Guests will be able to immerse themselves in locally inspired cuisine across our various destinations. More details to come once we open for sale.

65. When can I book dining reservations?

Guests do not need to book reservations for the main restaurant. Specialty dining will be available for an additional cost, require a reservation, and can be booked for your customers via My Celebrity Cruise prior to their sailing.

66. Are there opportunities for shopping onboard?

Our ships will sell basic personal sundries and we encourage guests to spend time on shore for souvenir shopping.

67. Will there be talks and presentations onboard?

Guests can enjoy enrichment programs, including cultural talks, live music, culinary demonstrations, and more. There will also be opportunities to relax and unwind in our lounges and wellness spaces.

68. What is the dress code on board?

The dress code is casual and comfortable during the day, with smart-casual attire recommended for evening dining. Some special events may have specific attire guidelines.

69. Are religious services available on board?

We do not offer regular religious services, but we can assist guests in finding services at select destinations.

70. Is there a theatre onboard with shows?

There is no theater onboard; however, we have a wide array of entertainment options for all guests. Stay tuned as we share more information on our onboard entertainment experience.

71. Is there a casino onboard?

There are no casinos onboard; however we will have partnerships with local casinos in select ports for guests to visit.

72. Is the ship non-smoking?

Yes, all indoor areas of our ships are non-smoking. Designated smoking areas are available outside.

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73. What type of currency will guests need on a river cruise?

The currency needed depends on the countries they're visiting. Euros are commonly used in most European countries, while other countries may have their own currency.

74. Can my customers exchange money on board?

Yes, currency exchange services are available onboard for your customers' convenience, though we recommend carrying local currency before embarking.

75. How will payments onboard be handled?

All purchases and services must be paid for using an onboard expense account, which can be set up at check-in. One account may be used for everyone in the group or individuals can set up their own accounts. Guests are required to add a credit card to complete check-in. For their convenience, they can update the credit card associated with the account in the Celebrity Cruises app. Guests can also change their payment method online, at the check-in counter on sail day, or onboard at Guest Relations.

76. Are there ATMs available on board?

ATMs are not available onboard; however, most stops along the river offer ATM access. We recommend bringing local currency before embarking.

77. When is disembarkation?

Disembarkation typically occurs in the morning on the final day of the cruise. Exact times can be found on the reservation. Guests can disembark as soon as the ship has docked. Transfer times will vary depending on flights. Guests can wait on their ship or explore the port until their transportation to the airport is ready; their luggage will be looked after on board.

78. When is embarkation?

Embarkation begins in the afternoon on the first day of the cruise. We recommend arriving early to enjoy a smooth boarding process. Exact times can be found on the reservation. Should guests arrive before their stateroom is available and wish to explore the port of call, they should drop off their luggage shoreside where we will gladly look after it. They need to be onboard the ship at least 30 minutes before the scheduled departure time.

79. Where will the ships be docked for embarkation?

We recommend checking the booking confirmation, itineraries on the web or contacting our River Cruise Experts for the exact docking location, as it may vary by itinerary and date.

80. What travel documents are required for the cruise?

- Guests will need a valid passport and, depending on the country they are departing from or visiting, a visa may be required. Ensure there are sufficient blank visa pages within the passport for visa stamps.
- For the guests' protection, we require that their passport expiration date not occur within six (6) months of the sailing termination date.

U.S. citizens carrying an official (maroon cover) passport must also be in possession of a valid diplomatic or personal (blue or green cover) passport to allow ship embarkation.

In addition to the Passport and Visa requirements indicated on this page, guests are asked to bring with them a second official form of identification in the way of a Passport Card (US), a laminated driver's license or identification card issued by a federal, state, provincial, country, territory or municipal authority.

- Depending on the itinerary, the ship may collect a guest's passport to speed up the clearance formalities at each port of call. We suggest they bring a few photocopies of their passport's personal page which includes the picture, and that they carry one of these photocopies with them each time they leave the ship.

81. Are there refrigerators available in each stateroom?

Each stateroom is equipped with a mini-refrigerator stocked with drinks for their convenience.

82. What amenities are offered in staterooms?

Each stateroom includes a variety of amenities such as premium toiletries, a hairdryer, linens, and bathrobes. Additional amenities may vary by cabin type.

83. What is the electrical voltage in the staterooms?

We provide both 110V and 220V outlets in our rooms. For added convenience, we recommend guests bring European adapters.

84. Are there USB chargers on board?

Yes, USB charging ports are available on board for guests' convenience. We also recommend bringing a USB wall adapter to ensure they can connect wherever needed.

85. Can I book staterooms next to each other?

Yes, you will be able to select staterooms during booking, and are able to pick two staterooms that are together, if available.

86. Will a TV be provided in the stateroom?

Yes, each stateroom is equipped with a flat-screen TV offering a selection of entertainment channels.

87. Are twin beds available upon request?

Yes, many of our staterooms offer convertible twin beds. Please note this request when booking.

88. Are sleeper sofas, cribs, or rollaway beds available?

We do not offer sleeper sofas, cribs or rollaway beds. All of our staterooms are double occupancy.

89. Will there be signs at the mini bar letting the guests know that it is included?

Everything in the mini bar will be included.

90. Will River use the Celebrity App? If River is on the Celebrity App, will that be how they message the butler?

Yes, Celebrity River Cruise will utilize the app. More to come on the app and River features.

91. Will our customers be able to access River bookings through the Celebrity App?

We are currently developing our app experience for River. Guests will be able to access their bookings and manage their voyages closer to sailing. Details to come!

92. What Wi-Fi speed can I expect during my cruise?

Standard Wi-Fi (offering speeds suitable for browsing, social media, and email) is included in the cruise fare. (Note: internet speeds may vary based on location).

93. Are there computers available on board?

There will be no computers on board. We recommend guests bring their own device.

94. Are there business centers on the cruise where my customers can fax/print?

While we do not offer full business centers, faxing and printing services can be arranged through our guest services team.

95. What is the policy regarding pregnant guests?

For safety reasons, guests who have entered their twenty-third (23rd) week of pregnancy by the departure date or who will enter their twenty-third week of pregnancy during the cruise will not be permitted to travel.

96. What type of medical services are available on the cruise?

We offer limited medical services onboard. However, we are prepared to offer emergency land-based medical care throughout the cruise.

97. Are there luggage restrictions during the trip?

There is no limit or restriction. However, we recommend each guest carry a reasonable amount of personal property and limit the number of pieces they bring.

98. What steps should guests with specific health or medical requirements take prior to their voyage?

We recommend that guests with specific health or medical needs contact us at least 30 days prior to sailing. This allows us to accommodate any special requirements or prepare onboard arrangements to ensure their comfort.

99. Are there any vaccination or testing requirements for guests?

Currently there are no Covid-19 vaccine requirements or testing for guests. If a country requires specific vaccines, guests will be notified.

100. What happens if a guest falls ill and is determined to have contracted a communicable disease while on a Celebrity River Cruises voyage?

In the event of illness, our onboard medical team will provide care, and we follow strict health protocols, including isolation if necessary. We will work with local authorities to ensure proper care and treatment, and any necessary actions will be taken to protect other guests. Any expenses incurred associated with the illness - medical, quarantine or repatriation, etc. are the guest's responsibility.

101. How is the air treated onboard Celebrity River Cruises ships to prevent airborne illness?

Our ships are equipped with advanced air filtration systems that continuously circulate and filter fresh air throughout the ship to ensure a healthy and comfortable environment for all guests.

102. What specific dietary needs does the ship accommodate?

We cater to a variety of dietary preferences and requirements, including vegetarian, vegan, gluten-free, and more. Please notify us of any dietary needs when booking.

103. How do you monitor water level impact on itineraries?

We continuously monitor water levels using real-time data and work closely with local authorities to ensure the safety and comfort of guests. In the event of changes due to water levels, we will notify guests and adjust itineraries as necessary.

104. Can you accommodate disabled guests? What about during shore excursions?

Yes, we are fully equipped to accommodate guests with disabilities. Please contact us in advance to discuss specific needs. Additionally, many of our shore excursions are accessible, though some offerings may have limitations.

105. What are your wheelchair accommodations? Do the ships have elevators?

Yes, our ships are equipped with accessible cabins and public spaces, and elevators are available between decks. Please let us know in advance if your guests require any special accommodations.

106. What's the minimum age requirement to sail?

Children must be at least 4 years old as of the first day of the cruise.

107. How old does a guest need to be to stay in their own stateroom?

Guests over 18 may book their own stateroom. Guests ages 4-18 are welcome and must be in the same cabin as their parent.

108. Is there a time of year when we do not operate river sailings?

Yes, there are a few weeks a year where our ships will be out of service for yearly maintenance and upkeep. Please see our itineraries on the website for sailing dates.

109. Is there a way to block the light coming through the skylight?

Yes, all Skylight Infinite Balcony rooms will include a blackout shade and a screen for light filtration and privacy.

110. Is the window in the River View stateroom under water?

Our River View staterooms feature windows that are above the water line and provide ample natural light in the room.

111. What is the drinking age for the river ships?

The minimum drinking age aboard our Europe river ships is 18.