

**IMPORTANT INFORMATION RELATED TO THE ROUTES 5 WONDERS OF THE MEDITERRANEAN AND SPRING RIDERS BOAT  
(departures on the 4<sup>th</sup>, 11<sup>th</sup>, 17<sup>th</sup> and 18<sup>th</sup> of April 2020)**

Madrid, 11 March 2020

Dear Collaborator,

We are contacting you to provide you with important information related to the routes *5 Wonders of the Mediterranean* and *Spring Riders Boat*, both operated by the Sovereign ship and embarking in Barcelona. The *5 Wonders of the Mediterranean* itinerary also embarks in Marseille (France).

Given the importance of this message, please help us spread the information below to your customers that have already made a reservation with us.

Due to the outbreak of COVID-19, we are replacing the aforementioned routes with *Balearic Islands and the French Riviera*, a new route also embarking in Barcelona and Marseille.

Details regarding the itinerary departing from Barcelona on the 4<sup>th</sup>, 11<sup>th</sup> and 18<sup>th</sup> of April and from Marseille on the 17<sup>th</sup> of April are included below:

	Port	Arrival	Departure
Saturday	Barcelona	-	6:00 pm
Sunday	Ibiza	8:00 am	11:59 pm
Monday	Palma de Mallorca	8:00 am	7:00 pm
Tuesday	At Sea	-	-
Wednesday	At Sea	-	-
Thursday	Villefranche	8:00 am	6:00 pm
Friday	Marseille	8:00 am	5:00 pm
Saturday	Barcelona	8:00 am	-

We have made this decision following the measures taken by the Spanish Ministry of Foreign Affairs, as well as by the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO) and other health authorities, and as consequence of the concurrence of inevitable and extraordinary circumstances in certain destinations where Pullmantur Cruises had their itineraries scheduled.

In order to minimise the impact on the holidays of our common customers, we will offer them the following alternatives:

1. Keep their reservation for the same departure dates but on the route *Balearic Islands and the French Riviera* aboard the Sovereign, at the same price.

They will be reimbursed for the amounts related to excursions previously booked (and paid for) with Pullmantur Cruises following the usual procedures.

2. Change their reservation for any of the routes operated by Pullmantur Cruises until September 2021 (depending on availability). In this scenario, the customer must pay the remaining amount by following the payment schedule of their new reservation and price.

They will be reimbursed for the amounts related to excursions previously booked (and paid for) with Pullmantur Cruises following the usual procedures.

All passengers that choose any of these two options will receive the following amounts of **on-board credit**:

- Customers with a reservation in the Suite category: 250 euros/cabin.
- Customers with a reservation in the Exterior category: 150 euros/cabin.
- Customers with a reservation in the Interior category: 100 euros/cabin.

In the event of single occupancy, the amount given as on-board credit will be 50% of the value indicated above.

This will be valid for any services booked on board with the exception of the Casino.

Should the customer choose not to accept any of the alternatives mentioned above, we will proceed to reimburse the following:

- The amounts already paid to Pullmantur Cruises, including the expenses derived from the cancellation of the connections booked with Pullmantur Cruises; these must be processed through the Feedback Management Department ([reclamaciones@pullmantur.es](mailto:reclamaciones@pullmantur.es)), submitting the documentation that justifies said expenses.

Please notify us of the final decisions made by our common customers within a maximum period of 20 calendar days from the date of receipt of this message.

We apologise any for any inconveniences caused by this situation that is beyond our control and will.

For any questions or clarifications, you may contact us by phone +34 91 418 88 91.

Sincerely,

The Pullmantur Cruises Team