



MICE FAQ's

1. What are some of the benefits of booking a meeting or incentive program with Celebrity Cruises?

Strong value proposition! Industry's most revolutionary cruise line, offering dedicated meeting rooms as well as a multitude of venues to facilitate your events. A variety of choices for dining, entertainment, shipboard & shore activities are available in addition to a numerous of program customization options. Our dedicated Corporate Sales & Event Planning Team will support you every step of the way to ensure your event is a huge success.

2. What types of groups qualify as a meeting/incentive?

Incentive Groups – reward incentives include employee, vendor, member and or customers

Meeting Groups – conferences (company or associations), company paid/non-paid meetings, professional certification classes, trade shows, or product launches

3. What is included in my cruise fare?

Accommodations, most meals, 24-hour room service, shipboard activities, entertainment, casino, state-of-the-art Spa & Fitness Center, exciting itineraries and ports of call, meeting space with audio/visual equipment, coffee breaks (set-up fee applies) and intuitive service are all included.

4. What is not included in my cruise fare?

Shore excursions, soft drinks, bottled water and alcoholic beverages, government taxes and fees, gratuities, spa services, specialty restaurants, duty free shopping purchases, photographs, casino gambling and any other personal incidentals. Please note that many of these items can be prepaid.

5. While onboard, who do I talk to if I need assistance?

All our ships have a dedicated Onboard Event Coordinator. Prior to your program they will correspond with your group advocate on the plan for the group and will assist you through all the stages of your program onboard. This is complimentary service!

6. Are there meeting facilities onboard?

Our ships offer a variety of event and meeting venues. Seating capacities and configurations vary depending on ship. Meeting space is complimentary and based on availability at the time of booking.

7. Is audio/video equipment available, and is there a fee for usage?

Based on availability, standard audio/video equipment is available free of charge. Equipment such as LCD projectors, overhead projectors, slide projectors, screens, TVs, DVD player, flipcharts, laser pointers, microphones, podiums and more are standard on all ships.

Tech Fees are applicable if a tech is required to operate equipment during event.

8. How do I book meeting or event space, can it be done in advance?

Yes, it can be done in advance and is booked and confirmed by your group advocate prior to boarding.

9. Is there Internet access onboard?

Internet access is available on all ships. Xcelerate high speed internet at sea allows you to surf the web, make and receive calls, send text messages, video chat, stream shows, and more. Prepaid packages are available.

10. Do I need a passport?

A valid passport is required for travel. For your protection, we recommend that your passport expiration date be valid for six (6) months from the sailing termination date.

11. When can I check-in on embarkation day?

The boarding time for your ship and sailing date is specified in your Cruise Documents. Please do not plan on arriving at the pier earlier than the specified time as the ship will not be ready to board guests. Early boarding can be arranged in advance for your program's travel staff, VIP's and production crew.

12. When and how can I disembark?

Once the ship has received proper clearance from the port, disembarkation can begin. Specific disembarkation details will be delivered to your stateroom the day prior to the last day of the cruise. We recommend flights are not booked until noon.

13. Are there food and beverage packages available for my events?

Celebrity Cruises offers standard "Coffee Break" set ups for meetings/conferences. A minimal set up fee per person applies. In addition, we offer an extensive array of culinary and beverage packages for purchase for your private receptions, meetings and events.

14. Do you offer amenities and customization options that can be added to my group program?

Celebrity Cruises provides you with a menu of options to customize your program. From private receptions and team building events to turndown gifts and customized group shore excursions. We also welcome your customization options!

15. Can I arrange a private shore excursion for my group?

We can assist you in arranging private and customized group shore excursions. Arrangements for group shore excursions need to be made during the planning process of the program.

16. Is there a fee for meeting and function venues?

We do not charge for conference rooms and function venues for your private events. In addition, all standard audio-visual equipment is complimentary.

Should you want to customize your event with additional amenities (food, beverage, entertainment, etc.) and/or require assistance from technicians, additional fees will apply.

17. How can I arrange for a private function?

We can secure your private function space for events in the contract stage so that all confirmed space is noted in your group contract. Once contract is executed we will continue to partner with you up until sailing to finalize your onboard programming needs.

18. What kind of security is there onboard?

Celebrity Cruises' highest priority is to ensure the safety and security of all guests. We have established strict security procedures in the seaport terminals and onboard all our vessels. These measures include screening all guests and their personal property prior to boarding.

19. Can I pre-book spa treatments?

Spa treatments can be pre-booked during the planning process of the program. Space is limited and is based on availability.

20. Can I purchase airport transfers for cruise-only guests?

You may purchase one-way or round-trip airport transfers during the planning process of the program. A Celebrity Cruises representative will meet you either in baggage claim or outside of customs for international flights. After you have claimed your luggage, we'll escort you to our air-conditioned motor coach for a ride to the pier in comfort.

21. Can I set up a master account for my program while onboard?

A master account may be set up during the planning process of the program

22. Will my group dine together?

During the planning process of the program we can secure a reserved section for your group in our Main Restaurant. Round robin dining is available as long as gratuities are prepaid for the group. Groups have the choice of main

or late seating as well as select dining. Space is limited and is based on availability.

For a nominal fee, we also offer group reservations in our Specialty Restaurants as well as full restaurant buy-outs.

23. What is your policy on gratuities for meeting and incentive programs?

Gratuities must be pre-paid for all meeting and incentive programs.

24. What size groups can Celebrity accommodate?

Whether you have a group of 16 guests or would like to charter a ship for 3,000 + guests, we have the ship and facilities to accommodate your program needs.

25. How does the cost of a cruise compare to a land-based resort?

A cruise program can save you significantly when compared to a land-based resort. On a Celebrity cruise most of your program costs are included in your cruise fare such as: accommodations, meals, entertainment, onboard activities, fitness facilities, meeting space and audio-visual equipment, coffee breaks and more! There is no greater value proposition than a “meeting or incentive program at sea”!

26. How far out can you quote for incentive/meeting groups?

Our incentive/meeting groups usually book 12-18 months ahead of their program. We can also quote outside of our deployed inventory.

27. Do you provide sailing or non-sailing site inspections?

Yes, site inspections are a great way to experience our product, hardware and service. Our corporate sales desk will be able to assist with availability and pricing.

28. Do you offer promotional materials to assist in the promotion of a group event?

Celebrity Cruises can provide you with a variety of marketing materials to assist you in your efforts to promote your program including images, videos, brochures, postcards and flyers.

29. Do you have an individual incentive program?

Yes, rather than traveling as a group, you can book individual travel through our cruise certificates and the guest can redeem their reward when it is most convenient for them.

30. Who do I contact to request a group proposal or a full ship charter proposal?

For a group or charter proposal, please contact our Corporate Incentive, Meeting & Charter Sales Team at (800) 722-5934, Option 1, then Option 1

For assistance with an existing group event. Please contact our Corporate Event Planning Team at (800) 722-5934, Option 1, then Option 2

Affinity and Promotional group quotation requests are addressed by the High Complexity Group Department at 1-800-963-0311.