

Seabourn Club

Frequently Asked Questions

What is Seabourn Club?

Seabourn Club provides valuable benefits to guests based on their sailing history. In keeping with the personalization that is a hallmark of Seabourn's service, Seabourn Club members are free to choose the rewards they prefer from a generous menu of onboard amenities.

Guests must join Seabourn Club by opting in to the program in order to participate. Within Seabourn Club, there are six membership levels, determined by the number of Seabourn Club Points the member has earned – Club Member, Silver Member, Gold Member, Platinum Member, Diamond Member and Diamond Elite Member. Each level has a unique set of benefits.

In addition, Milestone Awards, which offer several recognition benefits including complimentary cruises, are based on Sailed Days and Redeemable Sailed Days.

How do guests earn Seabourn Club Points and what are the membership levels?

One Seabourn Club Point is awarded for each day sailed on board a Seabourn ship. Guests who pay published fares for penthouse and premium suites – Penthouse, Penthouse Spa, Owner's, Signature, Wintergarden or Grand (GR) suites – earn an additional Seabourn Club Point per Sailed Day. Additional Seabourn Club Points are also awarded for each night on an escorted *Seabourn Journey* and for every \$500USD of eligible onboard and pre-cruise online purchases (net of returns). Seabourn Club Points for onboard and pre-cruise online purchases have a limit of one additional Club Point for each Sailed Day. The first two guests named on the booking will receive the same number of Seabourn Club Points for onboard purchases. As an exception, all guests who purchase a GR suite will be given OBS points (regardless of how many guests on the booking and if the GR is booked as 1 or 2 bookings). Seabourn Club Points never expire.

For example, a guest on a seven-day cruise paying a published fare in a Penthouse Suite, spending \$1,100 on board and participating in a three-night escorted *Seabourn Journey* earns:

Seven Seabourn Club Points for the Sailed Days
+ Seven additional Seabourn Club Points for purchasing a Penthouse Suite
+ Two Seabourn Club Points for their onboard purchases
+ Three Seabourn Club Points for the *Seabourn Journey*

Total = 19 Seabourn Club Points

There are six membership levels in Seabourn Club:

<u>Level</u>	<u>Seabourn Club Points</u>
Club Member	1-14 Seabourn Club Points
Silver Member	15-49 Seabourn Club Points
Gold Member	50-99 Seabourn Club Points
Platinum Member	100-199 Seabourn Club Points

Diamond Member

200-499 Seabourn Club Points

Diamond Elite Member

500+ Seabourn Club Points

What are the details for earning additional Seabourn Club Points?

- Please note, additional Seabourn Club Points will not be awarded for any past sailings.
- **Penthouse and Premium Suites:** One additional Seabourn Club Point for each day sailed is awarded to guests who pay a published fare for a penthouse or premium suite: Penthouse, Penthouse Spa, Owner's, Signature, Wintergarden or Grand suites. For instance, a guest booked in one of these penthouse or premium suites for a 10-day cruise earns 20 Seabourn Club Points: 10 Seabourn Club Points for the days on board, and an additional 10 Seabourn Club Points for the penthouse or premium suite. Complimentary suite upgrades to these premium categories do not qualify for additional Seabourn Club Points.
 - **Seabourn Journey:** Guests who book a *Seabourn Journey* (pre, post or mid-cruise) receive one Seabourn Club Point for each night on a *Seabourn Journey*. For instance, a guest who purchases a five-night *Seabourn Journey* in conjunction with a 30-day cruise earns 35 Seabourn Club Points: 30 Seabourn Club Points for the days on board and five Seabourn Club Points for the *Seabourn Journey*. If that guest purchased a penthouse or premium Suite they would earn 65 Seabourn Club Points: 30 Seabourn Club Points for the days on board, an additional 30 Seabourn Club Points for the penthouse or premium suite, plus five Seabourn Club Points for the *Seabourn Journey*.
 - **Onboard Purchases:** One Seabourn Club Point will be earned for each \$500USD in onboard and pre-cruise online purchases. This is calculated on the combined eligible onboard charges for all guests on the booking, regardless of who signs each charge and who pays the bill. The first two guests named on the booking will receive the same number of Seabourn Club Points for onboard purchases. There is a limit of one additional Seabourn Club Point for each Sailed Day. Spending by the third and fourth guests named in the booking contributes to the spending total, but they do NOT receive additional Seabourn Club Points for onboard purchases.

Pre-purchased shore excursions, including mid-cruise *Seabourn Journeys*, wines and spirits, and gift orders are eligible for the onboard purchase points. Please note that pre- and post-cruise *Seabourn Journeys* are not included in the onboard purchase calculation.

Please note, Seabourn Club Points for purchases are calculated based on eligible purchases net of returns. All casino charges and associated fees are excluded as well as certain types of guest compensation credits. Future Cruise Deposits are also excluded since they never post to the shipboard account.

How do guests earn a complimentary cruise?

Seabourn Club Milestone Awards feature complimentary cruises, Club Award Cruises, of 7 days and 14 days. These are earned when guests accrue 350 Club Days and then every 110 Club Days thereafter. When guests accrue 350 Club Days they will earn 7 Club Award Cruise Days. When they accrue an additional 110 Club Days for a total of 460 Club Days they will earn an additional 14 Club Award Cruise Days. Guests will earn an additional seven Club Award Cruise days for every 110 Club

Days after they reach 460 Club Days.

Guests earn one **Club Day** for each eligible day sailed on a Seabourn cruise, except when the cruise is a Club Award Cruise, complimentary, at a special reduced-rate or is part of a charter. Pre- and post-cruise land programs such as *Seabourn Journeys* and hotel stays are not counted as Club Days and do not count towards Club Award Cruises. The count of Sailed Days continues to grow as guests sail. The count of Club Days does as well, even when a guest takes a Club Award Cruise. The count of Club Award Cruise Days will be reduced by the number of Club Award Cruise Days used when a guest takes a Club Award Cruise. The number of days used (i.e. 7 or 14) is deducted from the Club Award Cruise Days in the guest's Club account. Club Days and Club Award Cruise Days do not expire as long as guests sail at least once every three (3) years. If a guest does not sail at least once in three years from the date of disembarkation from their most recent cruise, all Club Days and unused Club Award Cruise Days will be forfeited.

The category of the Club Award Cruise applies towards a suite in the category V1, regardless which category in which the Club Days were purchased. Guests accrue Sailed Days but do not accrue Club Days on the complimentary Club Award Cruise sailing.

How do guests earn other Milestone Awards?

Each day sailed with Seabourn earns one Sailed Day, and these days count toward Milestone Awards.

Sailed Days is the running count of days actually sailed on board. One Sailed Day is earned for each eligible cruise day and adds to the guest's history. This is the only way to earn Sailed Days. For example, a seven-day cruise earns seven Sailed Days; a 60-day cruise earns 60 Sailed Days. Sailed Days do not expire.

We are pleased to recognize guests with a special gift when certain Sailed Day milestones are reached.

Milestone Awards are based solely on Sailed Days:

- 100 Sailed Days
- 200 Sailed Days
- 500 Sailed Days
- 1,000 Sailed Days
- 1,500 Sailed Days
- 2,000 Sailed Days
- 2,500 Sailed Days

These are presented during the Seabourn Club exclusive event on board.

Another award is presented to the guest with the most Sailed Days on the cruise.

Who is eligible to earn Sailed Days, Club Days and Seabourn Club Points?

Guests sailing on eligible cruises will be awarded Sailed Days, Club Days and Seabourn Club Points. Eligible cruises do not include charters, certain reduced fare rates (i.e. employee, vendor rates, etc) and other cruises as may be designated by Seabourn in its sole discretion. Some details are below.

- Third and fourth fare-paying guests sharing a suite are awarded Sailed Days, Club Days and Seabourn Club Points. Please note, third and fourth guests sharing a suite do not earn Seabourn Club Points for onboard and pre-cruise online purchases.

- Guests sailing on a complimentary Club Award Cruise earn Sailed Days and Seabourn Club Points. They do not earn Club Days on the complimentary cruise. Please note, if guests use the seven-day cruise award on a ten-day cruise, they will earn three Club Days for the purchased days.
- Guests paying Friends & Family, Travel Advisor and Interline Rates are awarded Sailed Days and Seabourn Club Points (no Club Days).
- Charity certificate cruises are awarded Sailed Days, Club Days and Seabourn Club Points.
- Charter bookings will not be awarded Sailed Days, Club Days or Seabourn Club Points. Please note, guests sailing on chartered bookings are not eligible to receive any Seabourn Club benefits on board.
- Prizes, familiarization trips, and working personnel will not be awarded Sailed Days, Club Days or Seabourn Club Points.

Will Sailed Days, Club Days and Seabourn Club Points Expire?

Sailed Days and Club Points do not expire.

Guests must sail at least once every three (3) years to keep Club Days and Club Award Cruise Days from expiring. If a guest does not sail at least once in three years from the date of disembarkation from their most recent cruise, all Club Days and unused Club Award Cruise Days will be forfeited.

What happens to Sailed Days, Seabourn Club Points and Redeemable Sailed Days from the past?

Seabourn Club tracks three sets of numbers for all guests that have joined the Seabourn Club by opting in. Guests that do not join the Seabourn Club will have all Sailed Days, Seabourn Club Points and Sailed Days removed from their Club account. Club guests receive:

- Sailed Days equal to the number of Sailed Days in their Club account
- Seabourn Club Points equal to the number of Seabourn Club Points in their Club Account. Additional Seabourn Club Points for sailing in a penthouse or premium suite, Seabourn Journeys and onboard purchases that were previously excluded from eligibility will not be credited for those past cruises.
- Club Days equal to the number of available Redeemable Sailed Days available toward a Milestone Cruise Award on October 20, 2025.
Guests that have an earned and unused Milestone Cruise Award on October 20, 2025 will have the associated Redeemable Sailed Days redeemed from their account and a Milestone Cruise Award certificate issued under the terms of the Seabourn Club program prior to October 20, 2025.

Can a guest share benefits with other guests?

No. Benefits are intended for the personal use of a guest and those sharing their suite/booking. Seabourn reserves the right to limit benefits if necessary. Please note, the savings benefits for shore excursions and premium wines and spirits will apply to both guests in the suite.

Will guests receive credit or compensation for unused benefits?

No.

Are any onboard purchases excluded from earning additional Seabourn Club Points?

Seabourn Club Points for purchases are calculated based on eligible purchases net of returns. All casino charges and associated fees are **excluded** as well as certain types of guest compensation credits. Future Cruise Deposits are also excluded since they never post to the shipboard account.

If two guests of different membership levels share a suite, does each guest receive separate benefits?

Yes. Each person is awarded benefits based on their individual membership level. Please note, the savings benefits for shore excursions and premium wines and spirits will apply to both guests in the suite.

If a guest becomes eligible for a higher membership level while on board, when can they take advantage of the additional benefits?

The next level of benefits will be available to the guest on their next Seabourn cruise.

If guests are booked on back-to-back cruises, how should they select their benefits?

Eligible guests booked on back-to-back sailings will receive one set of benefits on board, regardless of whether the cruise is booked as one or more than one reservation. Guests should select their benefits for the first sailing and these will extend throughout their time on board. Benefits selected for multiple reservations will default to the selections made for the first sailing.

If a guest pays the cruise fare and onboard charges for multiple suites, can they designate that all Sailed Days, Club Days and Seabourn Club points be applied to their account?

No. Sailed Days, Club Days and Seabourn Club Points are awarded to each guest in a suite/booking, regardless of who makes or pays for reservations and onboard purchases.

If a guest cancels a cruise within the 100% cancellation fee period, will they receive Sailed Days, Club Days or Seabourn Club Points?

No. Guests must check in at the pier and sail away from the embarkation port in order to receive Sailed Days, Club Days and Seabourn Club Points.

If a guest has to disembark early for medical reasons or any other reason, will they still receive credit for the full length of the cruise?

Once a guest checks in at the pier and sails out of the embarkation port, they will receive Seabourn Club Points, Sailed Days and Club Days, if eligible, for the entire length of the voyage, regardless of when they disembark.

If a guest is approved for early disembarkation or late embarkation will they still receive credit for the full length of the cruise?

Yes. Guests will receive Sailed Days, Club Days and Seabourn Club Points for the length of the voyage, regardless of when they embark or disembark.

How quickly will a guest's club account be updated after a cruise?

A guest's status will be fully updated seven to ten days after the cruise or post-cruise *Seabourn Journey* ends.

Are there any differences in the benefits for guest who live outside the United States?

Some benefits may not be available to those living outside of the United States. For example, the complimentary magazine subscriptions to *Condé Nast Traveler* and *Travel+Leisure* have some international mailing limitations.

Where are the complete Seabourn Club Terms and Conditions?

The complete terms and conditions are available [on Seabourn.com](https://seabourn.com).

How can a guest check their cruise history?

A guest can view their cruise history, Membership level and other Seabourn Club information in the "My Account" section at [Seabourn.com](https://seabourn.com).

To register for "My Account", simply follow the easy online instructions for setting up an account. Once logged in, go to "My Account" and select "My Cruise History".

What can a guest do if they believe "My Cruise History" is incorrect?

Please contact Seabourn Club to request a review of the Club account. Guests may use the online email form located in the "My Account" section of [Seabourn.com](https://seabourn.com) or by email at seabourncruisehistory@seabourn.com.

Seabourn Club will require the following information for each missing sailing in order to process an update:

- Ship Name
 - Sailing Date
 - Destination
 - Length of Voyage
 - Documentation: either a verifiable booking number or a copy of cruise documents
- Please note, only sailings taken on Seabourn ships will count toward Seabourn cruise history. Voyages taken at a complimentary or reduced rate prior to July 2011 were not eligible for Sailed Days or Redeemable Sailed Days. Examples of reduced fares would include interline rates, travel advisor rates, friends and family rates, 3rd and 4th guests sharing a suite, charters, etc. After July 2011 these types of bookings began accruing Sailed Days only. Penthouse or premium suite upgrades taken at a reduced rate prior to October 2025 were not eligible for Seabourn Club Points. Examples would include PLUS upgrades. After October 20, 2025 these types of booking upgrades begin accruing Club Points. If a guest's name or address has changed since the time of the missing sailing please provide the name and/or address under which the missing cruise was booked with the information sent to Seabourn.

What should guests do if their Seabourn Club Number is wrong in "My Account" online?

Most likely they have multiple Seabourn Club Membership numbers. [Please contact Seabourn Club](#) with the Club number(s) and Seabourn will provide assistance.

How does a guest choose their benefits?

Guests simply log into “My Account” and select from the menu of benefits for their Membership level prior to sailing. The selected benefits will remain in the guest profile until they are changed by the guest, another guest on the same booking, the travel advisor or by Seabourn upon request. Guests booked on back-to-back voyages will receive one set of benefits on board, regardless of whether the cruise is booked as one or more than one reservation. Guests should select their benefits for the first sailing and these will extend throughout their time on board.

How can guests receive the shore excursions savings benefit?

All eligible shore excursions will receive the savings benefit once a guest chooses that as a preference. Depending on the timing of when the guest selects this preference, the savings will be applied either online or on board.

- Online: Savings on eligible shore excursions pre-purchased on Seabourn.com prior to sailing will show in the ‘cart’ prior to final purchase.
- On board: Savings on shore excursions will be reflected at the time of purchase.
- If a guest purchases shore excursions online prior to selecting this benefit, the savings will be calculated on board and posted to the guest’s statement.
- If a guest chooses this benefit and purchases shore excursions, they cannot later change the benefit.
- Please note, the shore excursions savings benefit does not apply to private cars/driver hire booked through Seabourn, group or private transfers, *Seabourn Journeys*, or optional Expedition programs such as submarines, kayaking and Image Masters.

How do guests receive the savings on premium wines and spirits?

Eligible Club members who select the savings on premium wines and spirits will receive them as follows:

- Online: Savings on premium wines and spirits pre-purchased on Seabourn.com prior to sailing will show in the ‘cart’ prior to final purchase.
- On board: Savings on premium wines and spirits purchased on board will show on your shipboard account, NOT on the individual receipt.
- Please note, if a guest purchases premium wines and spirits online prior to selecting this benefit, the savings will be calculated on board and posted to the guest’s statement.
- If guests choose this benefit and purchase premium wines and spirits, they cannot later change the benefit.

What is the Seabourn Club Signature Massage? How does a guest reserve a treatment?

Exclusively available for eligible Seabourn Club members, the 25-minute Seabourn Club Signature Massage therapy is designed to awaken a guest’s senses with the combination of massage, sound and aromatherapy. Each individual massage therapy will be customized based a guest’s selection: the relaxing spirit of ocean, the balancing spirit of the earth or the energizing spirit of the sky. Please note, only one Seabourn Club Signature Massage can be redeemed per guest during their voyage and does not include access to the Serene Area before and after the treatment. Reservations can be made online prior to sailing or on board at the Spa. No treatment substitutions are allowed. The treatment is non-transferable. No refund or credit is given for unused benefit

How does a guest receive the day pass for the serene area in the spa at Seabourn?

A guest choosing the day pass benefit for the Spa at Seabourn Serene Area will receive an invitation once on board and can select and reserve the desired day. Subject to availability, not available on Seabourn Venture and Seabourn Pursuit.

What is included in the complimentary laundry and pressing benefits?

Silver Members choosing the laundry benefit, receive one bag of laundry per sailing, regardless of the length of the cruise. 'Same day service', pressing and eco-friendly dry-cleaning alternative not included.

Gold and Platinum Members choosing the laundry benefit receive complimentary normal laundry throughout their cruise. 'Same day service', pressing and eco-friendly dry-cleaning alternative not included.

Diamond Members receive complimentary normal laundry and pressing service throughout their cruise. Professional cleaning suitable for dry-clean-only garments and 'same day service' is not complimentary and will be charged at regular rates.

Diamond Elite Members receive complimentary normal laundry and pressing service throughout their cruise. In addition, Diamond Elite Members will receive one bag of eco-friendly dry-cleaning alternative for every seven days.

Please note, all complimentary eco-friendly dry-cleaning alternative, laundry and pressing must be requested at least two days prior to disembarkation.

What are the special Seabourn Club events on board?

The Captain and Seabourn Club Host/Hostess will invite Club Members to an exclusive Seabourn Club Party during each cruise. Champagne and canapés will be served and the reception will feature entertainment and dancing. The Captain and Host/Hostess recognize those achieving Milestones Awards at this event.

How does a guest receive the \$100 voucher for the spa at Seabourn?

For eligible Club Members the USD \$100 credit for the Spa at Seabourn will be applied to your shipboard account the day of embarkation and is applicable to any treatment and/or product offered at the Spa at Seabourn. The \$100 credit will extend throughout your entire time on board. The credit is non-transferrable, cannot be redeemed for cash and cannot be used in other onboard venues.

How do I book my complimentary transfers?

For eligible Club Members, Seabourn Cruise Line offers pre- and post-cruise transfers in luxury sedans. A standard private sedan will accommodate a maximum of two guests, two large pieces of luggage and two carry-ons. If you require additional space, requests for vans can be accommodated. We recommend booking your transfer no later than 60 days prior to departure. To request a transfer please call Seabourn Reservations. Please be sure to have your Seabourn booking number, airport name/city, flight date, airline carrier and flight number available. Transfers for disembarkation may be requested in advance through Seabourn Reservations or arranged on board. Please note: Transfers between most hotels in Venice are via water-taxi.

Once you have supplied Seabourn with your flight details or hotel information, any subsequent changes must be communicated to Seabourn at least 14 days prior to embarkation. Failure to advise of changes may result in a missed transfer. Local Seabourn representatives are unable to assist

guests without advance transfer arrangements. Local representatives are independent service contractors for whom Seabourn acts solely as an agent.

Please allow sufficient time pre-cruise for airport landing formalities and transportation time to the pier in order to check-in for the ship prior to the ship departing. All guests must be checked in at least one hour prior to departure. For post-cruise transfers, please allow sufficient time for the ship to be cleared with Immigration and local Customs authorities, and the transportation time to get to the airport for departing flights. Flights booked with Seabourn take these times into consideration when booking.

How do I receive my reduced single supplement as a Diamond Elite Members?

Your local Seabourn office will apply your reduced single supplement on your booking.

How do guests receive the savings on Personal Valet Luggage shipping service?

Seabourn Club members eligible for this benefit can contact Luggage Forward:

www.luggageforward.com/seabourn

Email: orders@luggageforward.com

Or call from the US, 1-800-766-8535; from the UK dial (+44) 203 375 4769; or from any other location, +1-617-482-1100.

Guests will be asked to provide name, Seabourn Club number, and Membership level. Once a guest's eligibility is verified, they will receive the appropriate savings.

How do guests receive a subscription award for Conde Nast Traveler or Travel + Leisure?

Eligible Club members can call Seabourn Club at +1 866-934-2332 within North America or +1 206-626-9199 outside North America or email seabournclub@seabourn.com to claim the complimentary subscription. Club Members with international mailing addresses can only choose *Condé Nast Traveler* at this time. Please note, *Condé Nast Traveler* is distributed as US edition only and cannot be mailed to Ghana, Iran or Nigeria.

What is the Seabourn Advisory?

Seabourn Club Silver, Gold, Platinum, Diamond, Diamond Elite Members are eligible to participate in the Seabourn Advisory Board. Seabourn will occasionally email surveys and questionnaires to the Advisory Board seeking their valued feedback.

When will a guest receive advance communication?

Guests with an email address linked to their Seabourn Club account that have opted into receiving emails from Seabourn will receive select news, product announcements and other information in advance of the general public.

Does Seabourn have a loyalty program?

Yes. Seabourn has a robust loyalty program, Seabourn Club. Guests must join the Seabourn Club loyalty program in order to participate. To learn more about our loyalty program, visit our Seabourn Club information section on Seabourn.com at https://www.seabourn.com/en_US/seabourn-club.html.

Can anyone join the Seabourn Club loyalty program?

Yes. Guests must explicitly opt into the Seabourn Club loyalty program to join. Anyone 18 years of age or older can join. Guests that are under 18 or do not opt in will not be able to participate in the Seabourn Club loyalty program.