

FREQUENTLY ASKED QUESTIONS



WHAT IS INCLUDED WITH PREMIUM ACCESSSM?

- 1 Premium** Wi-Fi for two devices, per person
- 2 Complimentary** room service, unlimited (waived delivery fee & gratuities)
- 3 Early** access at the terminal on the first day (may vary by port)
- 4 Priority** luggage delivery to staterooms
- 5 Welcome** lunch in the main dining room served from 12:00 pm to 1:30 pm; be sure to select an early boarding time
- 6 Priority** departure from ship to shore in ports that require tender service
- 7 Reserved** seating at shows in The Theatre
- 8 Express** luggage service in the terminal when debarking

Q: Is everyone in my stateroom required to purchase Premium Access?

A: All guests ages six and older in the same stateroom are required to purchase Premium Access.

Q: Which benefits of Premium Access are available for guests under the age of six?

A: Guests under the age of six may participate in all benefits of Premium Access, except the Wi-Fi benefit.

Q: Does my loyalty discount with Captain's Club apply to Premium Access?

A: Captain's Club discounts do not apply to Premium Access.

Q: What if I purchased All Included which includes Basic Wi-Fi in my cruise ticket, and I purchase Premium Access?

A: Your Basic Wi-Fi of one device per person is converted to Premium Wi-Fi with two devices per person.

Q: Do I need to select an arrival window in the Celebrity App during the check-in process?

A: Yes, select an arrival window to complete the check-in process. Regardless of the arrival time selected, your Premium Access grants you early access to the terminal starting at 11:30 a.m.

Q: What if the early arrival window is not available when I check-in?

A: Look for signs with the Premium Access logo for priority boarding and proceed through the check-in process.

Q: If early access is not available, does Premium Access include priority boarding?

A: Yes, look for signs with the Premium Access logo for priority boarding.

Q: Does early access to the terminal and priority luggage delivery apply to all embarkation ports?

A: The homeports where we cannot guarantee early access to board the ship and priority luggage delivery include, but not limited to, Australia, South America, Vancouver, Hong Kong, Singapore, Iceland, Bali, Dubai & Mumbai.

Q: When does early access to the terminal begin?

A: Depending on the terminal, early access generally begins at 11:30 am.

Q: Where do I meet in the terminal for early access?

A: Early access differs according to each terminal. Look for the Premium Access logo on signs pointing you in the right direction.

Q: Do I need a printed confirmation that I purchased Premium Access to gain early access to the terminal?

A: No, your Set Sail pass in the Celebrity App will show the Premium Access logo to confirm you have Premium Access.

Q: How will I be identified onboard as having Premium Access?

A: The Premium Access logo is printed on your SeaPass card.

Q: Where do I drop off my luggage during embarkation?

A: Please look for the Premium Access logo for your designated luggage drop off location.

Q: When will I receive my luggage with priority delivery to my stateroom?

A: Luggage is prioritized for delivery as soon as it is received at the designated drop off location. Delivery times on board may vary by port and terminal.

Q: When does the welcome lunch start and end?

A: Generally, the Welcome Lunch is open from 12:00 pm to 1:30 pm, but may vary by ship and port.

Q: What if I miss the welcome lunch?

A: The buffet in Oceanview Café is open for extended hours on embarkation day.

Q: Will I have access to my stateroom at 11:30 am?

A: Yes, staterooms will be ready in time for your arrival.

Q: May friends and family traveling with us join the welcome lunch?

A: Only guests with Premium Access may join the welcome lunch.

Q: May I share the benefits of Premium Access with other guests?

A: Premium Access and the benefits are not transferable. A violation of this may result in the cancellation of Premium Access without refund or credit.

Q: Where do I meet for priority departure in tender ports of call?

A: The Celebrity Today and Celebrity App identify the meeting place. Or, listen for announcements and follow signage directing you to the Premium Access meeting area.

Q: Where is the designated section in The Theatre?

A: The side sections of seating are reserved for guests with Premium Access; look for the Premium Access logo. Be sure to arrive early as seats in the designated section are first come, first served.

Q: What if I am late to the show and the designated seating is full?

A: The remaining seats in The Theatre are open seating. You may also arrive early to the second show to secure your seat in the designated section.

Q: What does the complimentary room service include?

A: The fee for room service delivery is waived. Gratuity is included with complimentary room service, but additional gratuities may be added at your discretion. Complimentary room service does not include items available for purchase such as alcoholic beverages.

Q: Is Premium Access available to purchase on board?

A: Premium Access is only available to purchase in My Celebrity Cruises or the Celebrity App 48 hours before the cruise date

Q: Is there a limit to how many guests can purchase Premium Access?

A: Yes, there is a limited capacity per ship and sail date.

Q: Where do I pick up my luggage after debarking the ship?

A: Luggage is delivered to a designated location in the terminal. Please look for signs with the Premium Access logo.

Q: If I have any questions or concerns with my Premium Access experience, who can help me onboard?

A: Please visit or call Guest Relations or the Photo Gallery for assistance.