



Latest information from AIDA Cruises

Dear AIDA guests,

We appreciate the current international efforts to normalize tourism and naturally work intensively on detailed plans regarding the speedy restart of AIDA cruises. The health of our guests and crewmembers are thereby our top priority. For this purpose, we are in close coordination with the different national and international authorities and health organizations. In many of our frequently visited destinations, however, regulations for international tourism are still being adjusted and the specific conditions for a restart have not been fully clarified, yet.

In order to give our guests the necessary planning security for their vacation, however, we unfortunately have to extend the temporary break of the AIDA travel season **until the end of July 2020**.

All guests who have planned to travel with AIDA during this period will be informed by us.

We ask for your understanding that we will process the affected bookings chronologically by departure date and that this will take some time.

AIDA Travel credit plus Bonus – Thank you for your trust

It is very important to us to make your long-awaited AIDA holiday possible at a later date. To this end, AIDA will reimburse all guests whose cruises between March 8 and July 31, 2020, have been cancelled for the travel price already paid in the form of a travel credit. We would like to thank our guests for their confidence in us by offering them a bonus of 10% on top of the payment already made.



The AIDA travel credit can be used for bookings until December 31, 2021, for all AIDA trips from our wide range of offers. The AIDA travel credit can also be redeemed for MyAIDA services and on-board credit.

If you have already booked services on MyAIDA, they will be fully reimbursed as soon as possible.

You don't want to use your credit including 10% bonus? On request, we will of course refund you the payment already made, but without the 10 % bonus.

The next holiday is coming!

The AIDA travel credit can be used until December 31, 2021, for all AIDA trips from our wide range of offers. The complete program can be found at www.aida.de and in the current AIDA catalogue. Your travel agency will also be happy to advise you.

Alternatively, the AIDA travel credit can also be redeemed for an existing booking.

How to get the AIDA travel credit

The AIDA travel credit is sent to the travel applicant via mail or postal service. It should arrive within two weeks after travel cancellation.

This is how easy it is to redeem your AIDA travel credit

- Please book your new trip until December 31, 2021, at your travel agency, at the AIDA Customer Center or at www.aida.de.
- After booking your new trip you can redeem your credit code on MyAIDA.
- Please log in at www.aida.de/myaida and select "Vouchers, Credits and Promotional Codes - Redeem Now" on the desktop start page.
- To use the credit, you can choose between "AIDA travel price payment" and "MyAIDA credit".