



# One fare. Endless possibilities.

**A simpler, more inclusive way to sail with Celestyal**

We're passionate about high value – whether it's value for time, money or experience. So, we've made some changes to our fare packages to make things simpler, all while giving your customers inclusions, more choice, more flexibility, and out-of-this-world value.



## Contents

1

### **Celestyal One**

Introducing our new sole fare

2

### **WiFi**

Free essential WiFi for staying connected

3

### **Celestyal Pay**

Introducing Celestyal Pay, a new dedicated food and drink tab

4

### **Cabins and Suites Overview**

A brief overview of our cabins and upgrades available

5

6

**Upgrade your guests experience**

7

### **The Celestyal Way**

7

**We are renowned for...**

8

**We are proudly known for...**

9

### **Q&A**

Your questions answered

# Our one and only



**Introducing Celestyal One. This will be our sole fare, with complimentary WiFi, meals and soft drinks throughout the day, and even more included dining options than before.**

When it comes to extra beverages from the bar and specialty dining, guests can either add the charges to their account as they go, or prepay using **CelestyalPay** and get an added bonus from us. It makes it easy to spend on any extra tasty dining and drinks with the beep of a room card, as and when it suits them.

## Always included\*

-  **Delicious dining** at breakfast, lunch and dinner, plus extra snacks from the Greek Deli and Pizza Oven throughout the day
-  **Unlimited filter coffee, tea, water and juice** stations available during the day (during main restaurant opening times, usually 6:30am - 10:00pm)
-  **Unlimited free pour sodas** in all main restaurants with meals. (Thalassa and Taverna)
-  **Complimentary WiFi** for all guests\*\*
-  **A range of onboard activities and entertainment**, with pop up music sessions and dazzling evening shows in the Amphitheatro
-  **All port fees** and gratuities



\*Guests that have made a booking before December 10, 2024 will receive our previous Celestyal Experience or Celestyal Experience+ package which excludes complimentary WiFi but includes a shore excursion voucher, please contact your travel advisor for more details. \*\*Essential WiFi, which will allow you to browse the web, send emails, and even text family and friends via select messaging apps. And if you're still hungry for more data, don't worry - we offer a simple upgrade option.

## Get connected

Like to unwind but stay online? We get it. **Celestyal One** includes **free essential WiFi** for every guest, every day, so they can stay connected.

This package allows guests to browse the web, send emails, and even text family and friends via select messaging apps. And if they're still hungry for more data, don't worry - we have additional upgrade options available to purchase onboard that will allow them to email larger files, share photos or videos on social media, use streaming apps or make video calls.



# A new way to pay



Meet **CelestyalPay**. It's the dedicated **food and drink tab** when guests are onboard, giving them the choice and flexibility to treat themselves to a range of beverages and specialty dining. From indulgent milkshakes to award-winning cocktails, succulent steaks to seafood risotto, guests can choose how they spend their tab. Plus, when they pre-pay they'll get an extra bonus on us.

Pre-purchase a **€1000**  
tab for a

**€250 bonus**

enough for them to enjoy

- 4-course Chef's Table Experience for two
- 8 x multi-award-winning Alchemy Cocktails
- 4 x Cappuccinos from Café Nation

Pre-purchase a **€750**  
tab for a

**€175 bonus**

enough for them to enjoy

- Dinner for two and bottle of wine at Grill Seekers (set menu)
- or
- 10 x multi-award-winning Alchemy Cocktails + 3 x Cappuccinos from Café Nation

Pre-purchase a **€500**  
tab for a

**€100 bonus**

enough for them to enjoy

- 3-course dinner and glass of wine for two at Pink Moon
- or
- 4-course Chef's Table Experience for two

Pre-purchase a **€300**  
tab for a

**€55 bonus**

enough for them to enjoy

- Dinner for two at Smoked Olive (Pizza / Risotto/ Pasta + Side Salad)
- or
- 3-course lunch at Grill Seekers + Glass of Wine

Pre-purchase a **€200**  
tab for a

**€35 bonus**

enough for them to enjoy

- 2 x multi-award-winning Alchemy Cocktails
- or
- 4 x specialist Fig & Honey Smoothies

Pre-purchase a **€100**  
tab for a

**€15 bonus**

enough for them to enjoy

- 3 x Cappuccinos at Café Nation
- or
- 2 x glasses of wine



# A home from home

Our guests' cabins are their sanctuary while they're onboard. From cozy retreats to spacious suites, they've been designed with calm and comfort in mind.

Whether they're watching the sun rise over the waves, getting ready to explore the next destination, indulging in a traditional siesta or dressing up for the evening entertainment, their cabin will be a home from home. And with a choice of sea views, balconies and other perks, you'll be sure to find the right room for your customers.

### All Celestyal cabins have:

Air conditioning • Bathroom with shower/bath • Telephone • Hair dryer  
Safety deposit box • Television

## Celestyal Discovery

Interior Cosmos Cabin (IA,IB,IC)  
Exterior Cosmos Cabin (XA,XB,XBO,XC,XD)  
Balcony Cosmos Cabin (BA)  
Junior Dream Suite\* (SJA,SJB)  
Grand Dream Suite (SG)  
Grand Horizon Suite\* (SH)



📍 Balcony Cosmos Cabin



📍 Balcony Cosmos Cabin



📍 Stargazer Suite



📍 Junior Dream Suite

## Celestyal Journey

Interior Cosmos Cabin (IA,IB,IC)  
Exterior Cosmos Cabin (XA,XB,XBO,XC,XD)  
Junior Dream Suite (SJA,SJB,SJC)  
Grand Dream Suite (SG)  
Stargazer Suite (SP)

# Upgrade their experience

When your customers treat themselves to an upgrade to one of our premium staterooms, they'll enjoy even more brilliant perks and indulgent extras than before.

## Balcony Cabins\*

- ✓ Bathrobes and slippers to enjoy during your cruise
- ✓ Daily turndown treat
- ✓ Exclusive sailaway party with cocktails as we depart
- ✓ Complimentary small, bottled water placed in the cabin daily for each guest

## Junior Dream Suites

All the above **PLUS**

- ✓ Reserved seating for all meals in the Smoked Olive restaurant
- ✓ Priority check-in, with a dedicated embarkation line to whisk you onboard faster

## Grand Dream Suites & Grand Horizon Suites\*

All the above **PLUS**

- ✓ Dedicated concierge to pamper and assist you, from bringing daily complimentary canapes to your cabin, booking spa appointments and shore excursions to running a relaxing bath
- ✓ Access to the private Ray's Sundeck and Cabanas area, exclusive to suite guests
- ✓ Complimentary access to the Thermal Spa Suite\*\* for the ultimate in indulgent relaxation, complete with private jacuzzi, steam room, sauna and a private relaxation area
- ✓ Complimentary daily cocktail hour/ event, exclusive to Grand Suites+, with drinks & nibbles

## Penthouse Stargazer Suite\*\*

All the above **PLUS**

- ✓ Bottomless mini bar so you can indulge in crisp, cold drinks whenever you like (replenished daily)
- ✓ Complimentary laundry service + complimentary in-room dining

\*Celestyal Discovery only

\*\*Celestyal Journey only

# Upgrade their experience

	Penthouse Stargazer Suite**	Grand Dream Suites & Grand Horizon Suites*	Junior Dream Suites	Balcony Cabins*
Bathrobes and slippers	✓	✓	✓	✓
Daily turndown treat	✓	✓	✓	✓
Exclusive sailaway party	✓	✓	✓	✓
Complimentary small, bottled water daily	✓	✓	✓	✓
Reserved seating for all meals in the Smoked Olive restaurant	✓	✓	✓	—
Priority check-in	✓	✓	✓	—
Dedicated concierge	✓	✓	—	—
Access to the private Ray's Sundeck and Cabanas area	✓	✓	—	—
Complimentary access to the Thermal Spa Suite	✓	✓	—	—
Complimentary daily cocktail hour/event	✓	✓	—	—
Bottomless mini bar	✓	—	—	—
Complimentary in-room dining	✓	—	—	—
Complimentary laundry service	✓	—	—	—

\*Celestyal Discovery only

\*\*Celestyal Journey only



# We are renowned for...



## Out-of-this-world value

We believe that an out-of-this-world holiday shouldn't have to cost the earth. Instead, we're passionate about high value across our fleet, be it value for time, money or experience. That's why, alongside our jam-packed itineraries and bucket-list experiences, we offer value-conscious cruise packages (with more inclusions than the rest) that feature the best of our recently refurbished fleet - from award winning bars, lounges and restaurants, to slices of heaven in the form of spas, pools and spaces to take in the view.



## A mix of iconic and hidden-gem destinations

Our speciality is designing itineraries with an irresistible mix of iconic and hidden-gem destinations - and wherever we sail, our curated itineraries are full of unmissable moments. However your customers holiday, we invite them to set the pace - with a three and four night voyage that offers the experience at a faster tempo, or a seven night voyage that's more relaxed.



## Our 'Tread like a local' approach

Our immersive itineraries are destination focused and designed for the culturally curious. Because we homeport in one of the two dreamy regions that we spend our time exploring, we pride ourselves on unique, locally-inspired shore excursions that tread beyond the tourist path - experiences that only those with a deep understanding of the local landscape can offer. Onboard, our activities and cultural experiences are crafted by the expertise of our crew, intended to connect with local culture and bring guests ever closer to the shores we sail alongside.



# We are proudly known for...



## Always having more to discover

Our guests' time is precious, and we make the most of every moment they share with us. Thanks to our regional expertise and our boutique fleet of smaller ships, we prioritise as many ports as possible, from landmark destinations to less travelled ports that are accessible to only a few. Whether our days feature one port or two, late stays, longer days or overnights, our flexible itineraries ensure guests experience as much as possible, for as long as possible.



## Making you feel at home wherever you go

As is our heritage and custom, we welcome friends and strangers with open arms. Our smaller ships mean our hospitality feels effortlessly attentive, with a multilingual crew always on hand to offer a personalised experience that will make guests feel at home from the moment they step onboard.

# Our Commitment

## To You, Our Celestyal Navigators



## We always have your back

To choose us means to trust us. Trust that your clients will have the experience of their lives and you'll have a seamless experience with all the support you need. That's why we have dedicated sales and marketing partners on hand, someone always ready to take your call, and a one-stop trade portal with everything you'll ever need, from news and booking to marketing materials and the latest incentives.

- ✓ Dedicated sales team
- ✓ Dedicated marketing team

- ✓ Available always on the phone
- ✓ One stop trade portal with all materials and incentives



## We show our appreciation

We value the relationship we have with our Celestyal Navigators and we like to show it wherever possible. In addition to commission, we always offer pay parity as well as training incentives and rewards and competitive commercial offering incentives.

- ✓ Commission
- ✓ Pay parity

- ✓ Training incentives and rewards
- ✓ Competitive commercial incentives

# Your questions answered



## Why are you changing the inclusions?

The new **Celestyal One** fare structure has been launched as a direct response to feedback, with the aim of offering enhanced simplicity, flexibility and choice. It allows guests to tailor their onboard experience while ensuring exceptional value for essentials like WiFi, gratuities and dining options without predefined inclusions.

**CelestyalPay** provides a flexible way for guests to enjoy the services they most desire.



## Does the new package offer better value?

Absolutely. The new fare includes essentials like WiFi and unlimited soft drinks with meals. **CelestyalPay** also allows preloading with a bonus, offering better control over expenses. With more complimentary dining options such as the poolside Greek Deli or Pizza Oven, the simplified fare reflects our focus on making our cruises easy and enjoyable. **Celestyal One** will be our sole fare, with complimentary WiFi, meals and soft drinks throughout the day, and even more included dining options than before. When it comes to extra beverages from the bar and specialty dining, guests can either add the charges to their account as they go or prepay using **CelestyalPay** and get an added bonus from us. It makes it easy to spend on any extra tasty dining and drinks with the beep of your room card, as and when it suits them.



## When do these changes take place?

**Celestyal One** and **Celestyal Pay** will take effect on all bookings from December 11, 2024, for cruises departing from March 21, 2025. The new Celestyal Discovery cabins and suites will be available to book from December 11, 2024 for cruises departing from April 04, 2025.



## Why have you decided to remove all drinks packages?

The goal with **Celestyal One** is simplicity, giving guests the flexibility to manage their drinks through **CelestyalPay**. This new structure offers both freedom and value, making it more adaptable to various preferences onboard.



## How will guests know the balance of their 'CelestyalPay' account?

Guests can check their **CelestyalPay** balance via our onboard systems, and our staff will assist with top-ups as needed. Guests can add funds at any time by approaching the front desk, ensuring they always have access to the services they desire.

# Your questions answered



**Can 'CelestyalPay' be used for all other onboard costs including shore excursions, spa, retail etc.?**

For now, **CelestyalPay** is a pre-purchased specialty food and drink tab, which is boosted in value by Celestyal for any amounts pre-paid before sailing (and on the first day of the cruise). This may include specialty restaurants such as our Asian fusion restaurant Pink Moon, our steak and seafood restaurants Grill Seekers, specialty cocktails from our multiple award-winning Alchemy cocktail menu or a personalised smoothie from Fig & Olive. **CelestyalPay** cannot be used for shore excursions, spa services, or other onboard experiences.



**How much will a house beer / wine / cocktail / coffee cost?**

Beverage prices are competitive with house beer starting from 6€\* and wines by the glass from 6.5€\*. **CelestyalPay** offers pre-purchase bonuses, providing additional value for guests who prefer to pay ahead. Complimentary filter coffee and tea will be available from drinks stations in the main dining restaurants during normal daytime opening hours, and barista poured specialty coffee is available from Café Nation with prices for a Cappuccino from 5€\*. \*10% service charge applies to all non complimentary food and beverages.



**How do you plan to support guests who aren't tech savvy?**

Our crew will help guests, ensuring they are comfortable with CelestyalPay and any enquiries can be handled directly at the front desk. The onboard experience should be much more seamless, by having one sole fare, guests will now have access to many more complimentary food and beverage outlets and then they can just show their keycard for any top-up treats.



**Explain the 'bottomless' mini bar concept in the Stargazer Penthouse Suite?**

The 'bottomless' mini bar is a luxury feature allowing unrestricted access to stocked beverages throughout the stay, unique to this suite. The mini bar will be refilled daily for exclusive use of our penthouse guests who may prefer to enjoy the expansive suite and balcony views with a drink from their bar before enjoying our onboard entertainment and dining venues. It is the perfect space to enjoy the views of our glorious destinations.