From:	Raynese Grant
To:	Raynese Grant
Subject:	FW: Cruise Line Cancellations and Refunds
Date:	Friday, September 24, 2021 8:34:06 AM

From: clanmaddern@yahoo.com <clanmaddern@yahoo.com>
Sent: Wednesday, September 22, 2021 2:35:40 PM
To: Daniel Maffei <dmaffei@fmc.gov>
Subject: Cruise Line Cancellations and Refunds

My wife and I made reservations for a cruise on Holland America from San Diego to Hawaii and back for November 18 - December 5, 2021 to celebrate our 36th anniversary. Obviously we were hopeful that the COVID-Delta outbreak would subside by then. However, we were informed on Sept. 9 by Holland that the cruise was cancelled. We had already made our final payment as agreed under the booking schedule.

I confirmed the cancellation by phone and advised the cruise staff that we needed and expected our refund to occur in an expedited fashion. I also advised our credit card Citi staff of the situation. The credit card staff agreed to immediately send us an alert if the reimbursement is received.

What I am seeing is that the cruise line is funding their operations with "cruise credits" while holding passenger payments and cancelling scheduled cruises. Our cancellation notice offerred a $50 pp cruise credit bonus, if we allowed the cruise line to hold our funds for a future cruise, while passengers seeking refunds have to wait for reimbursement on a cruise that the cruise line itself cancelled.

I spoke with the cruise line again today and was told the reimbursement would take from 7 - 21 more days to complete. That is totally unreasonable.

If a cruise line cancels a scheduled and booked cruise on their own, reimbursements should be made within a week, if not a few days of the cancellation.

Please consider this information in your deliberations about cruise line refund regulations.

Richard and Annette Maddern
[redacted]