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### **Scenic Issues Offer to Assist Crystal Cruises Guests and Travel Advisors**

Hollywood, FL, January 2022 – “Our hearts go out to all the employees and crew members of Crystal Cruises as they have been a long-standing member of the cruise industry family and, although they are competitors, we have always been impressed with their outstanding brand and professionalism,” stated Ann Chamberlin, vp of sales for [Scenic Group USA](#), in a recent email to travel advisors.

The sudden cessation of operations by such a well-established and respected contemporary in the luxury river and ocean yacht cruise segment can have a strong impact on the cruise industry – whether it is felt by the line’s guests, its employees and by other cruise lines. In response, Scenic has crafted an offer to support the affected Crystal guests and travel advisor partners.

In addressing travel advisors directly, Chamberlin continued in last week’s email to travel advisors, “We understand that those of you who have booked clients on these canceled cruises are experiencing distress of your own by not being able to deliver on the promises of someone’s dream vacation for reasons of which you have no control. All of us at Scenic would like to propose a solution that we feel can mitigate the impact this news has had on you and your clients.”

Crystal guests who are dealing with impacted travel plans can get up to \$750 per person off a [Scenic river cruise](#) or up to \$1,000 per person off an [ocean cruise](#). Scenic also is offering a reduced deposit of \$250 per person on river cruises. Scenic will also pay travel advisors a 2% bonus commission on bookings coming from existing Crystal guests. This offer is valid through March 31, 2022. Travel advisors can reach a dedicated Reservation Specialist at (844) 921-4818, contact their Scenic Regional Sales Director at [sales.support@scenicusa.com](mailto:sales.support@scenicusa.com) or visit [scenicusa.com/offers/crystal-cruises-guest-offer](https://scenicusa.com/offers/crystal-cruises-guest-offer).

The response from the travel advisors has been very positive. “The whole Scenic booking process was great and the booking agents who helped me were amazing,” offered travel advisor Bob Papkin of Bobs Ultimate Travel LLC. “The air department found a better deal for my clients than my usual air sources, and they were extremely knowledgeable. Scenic had the whole rebooking done in 30 minutes, and my clients saved an additional 2000.00 and they are thrilled.”

Scenic Group, which includes Emerald Cruises, Scenic Luxury Cruises & Tours, Mayflower Cruises & Tours and Evergreen Tours, has grown over its 36-year history to include award-winning, river and ocean cruises and handcrafted land journeys that take guests to many of the world’s most fascinating

destinations covering all seven continents. Since 2008, Scenic has set the benchmark for truly all-inclusive, five-star river cruises in Europe and Southeast Asia as well as luxury cruises on Russia's Volga River on board Scenic Tsar and on Egypt's Nile on board a private luxury charter. In 2019, Scenic introduced Scenic Eclipse, The World's First Discovery Yacht™, a 228-guest ultra-luxury ship, and plans to deliver a second yacht of the same category, Scenic Eclipse II, in 2023. Emerald Cruises has nine branded Star-Ships offering river sailings in Europe and on the Mekong, as well as the chartered river ship along the Volga River in Russia (MS Nizhny Novgorod). In February 2022, Emerald Azzurra will be the first yacht to launch under the Emerald Cruises brand - a 100-guest superyacht that will sail the warm waters of the Mediterranean, Adriatic, Black and Red seas, followed in 2023 by its sister, Emerald Sakara.

Scenic can be found on Twitter at @ScenicLuxury, on Facebook as ScenicCruises and on Instagram as Scenic.luxurycruisestours, while Emerald Cruises can be found on Twitter at @emerald\_cruises, on Facebook as EmeraldCruisesGlobal and on Instagram as @EmeraldCruises.global.

Additional information on these and other cruises, brochures and reservations can be obtained via travel advisors; or in the US: [www.scenicusa.com](http://www.scenicusa.com), phone (844) 788-7985, [info@scenicusa.com](mailto:info@scenicusa.com). Brochures can also be downloaded directly from the websites.

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