



Princess® reference guide

OneSource

www.OneSourceCruises.com

- To order brochures & sales tools
- For Princess or Cunard Academy information
- For Travel Advisor rates
- For Questions and Answers available 24/7 on a variety of topics
- For our latest promotions

OneSource Help Desk

1-800-544-9032

6 AM – 6 PM

Monday – Friday Pacific Time Zone

7:30 AM- 3:45 PM

Saturday Pacific Time Zone

Closed Sunday

Reservations

1-800-PRINCESS (1-800-774-6237)

5 AM – 9 PM

Monday – Friday Pacific Time Zone

6 AM – 6 PM

Saturday and Sunday Pacific Time Zone

For groups, please select option 1, then option 3

For new flight reservations or help with EZair®, please select option 1, then option 2

Captain's Circle

captainscircle@princesscruises.com

- Update Personal Information
- Request for Member number
- Status of a new Membership number

For all other inquiries please contact the Reservations department

Corporate meetings and incentive groups

1-800-815-9288

Hours: 7 AM – 5 PM

Monday – Friday Pacific Time Zone

Customer Relations

(Pre Cruise) Contact the Reservations department & they will transfer you to the appropriate department.

(Post Cruise) Email: customerrelations@princesscruises.com to share your feedback or ask questions regarding your client's recent cruise. Please include your client's booking number.

Gifts and Special Services including Wedding and Honeymoon celebration packages

Celebrations: 1-855-500-7690

Gift Cards: 1-855-426-0168

Honeymoon registry

Honeymoon Wishes

1-877-699-5884

Hours: 7 AM – 5 PM

Monday – Friday Pacific Time Zone

Create or search a Honeymoon registry:

princesshoneymoonregistry.com

Missing or Damaged Luggage

1-800-774-6237 extension 22089

Hours: 7:30 AM – 5:15 PM

Monday – Friday Pacific Time Zone

www.princess.com/customer_care/contact/missing/

Revenue Support

Fax: 1-661-753-0180

Sales Support

For BDM office visit or co-operative marketing questions contact:

1-661-284-4700

Email:

princess-sales@princesscruises.com

Vacation Protection

1-877-846-8833

Hours: 5 AM – 7 PM

Monday – Friday Pacific Time Zone

6 AM – 2 PM

Saturday Pacific Time Zone

If you have any questions or require additional information, please call Aon Affinity, the program administrator for Princess Vacation Protection, at the number above.

Weddings onboard or ashore

Royal Ocean Events

Toll Free Number: 1-855-434-3550

Direct Number: 1-778-434-3550

Hours: 8 AM – 5 PM

Monday – Friday Pacific Time Zone

Email: info@royalwed.com

<http://www.royalwed.com/princess-weddings/>



facebook.com/PrincessCruises



instagram.com/princesscruises



twitter.com/PrincessCruises



youtube.com/princesscruises