



Regal Princess – Voyage G431

October 30, 2024

Dear Valued Princess Guest:

We're reaching out with an important update regarding your upcoming cruise aboard Regal Princess, which was scheduled to depart on Sunday, November 3 from Galveston, Texas. Unfortunately, despite our best efforts, we have been unable to complete essential technical repairs, and we regret to inform you that this sailing must be cancelled.

We know how much effort and anticipation go into planning a vacation, and we are truly sorry for the disappointment and inconvenience this change causes. Your time is valuable, and we understand how frustrating it is to have your plans disrupted.

All guests will receive a full refund of all money paid to Princess and, as a gesture of goodwill, a 25% future cruise credit, which can be used for bookings made by May 31, 2025, and sailing by May 31, 2026. Refunds will process within seven to 10 business days.

For guests who booked flights with Princess EZair, your flights will be automatically cancelled and you will receive a full refund. If you made independent travel arrangements we recommend contacting your airline provider or travel advisor directly for assistance.

Because we understand this change may result in unexpected expenses for guests with independent flights, Princess will reimburse guests air change fees up to \$200 per person. Reimbursement requests for air-change fees or increased flight costs may be submitted for review at <http://www.princess.com/refund-request>; please complete and submit this form and any relevant receipts and documentation for our review upon your return home.

Once again, we sincerely apologize for the disruption to your travel plans and thank you for your understanding and patience. We look forward to the opportunity to welcome you aboard a Princess ship in the near future and providing the exceptional vacation experience you deserve.

Kind regards,

Princess Cruises