



As a result of Sapphire Princess's earlier return to service on the US West Coast instead of Asia, we regret to announce that we are cancelling the following cruises in Asia and Australia.

- Sapphire Princess cruises August 28, 2022 through October 29, 2022

Guests booked on these cancelled cruises will have three options:

Option 1: Princess will offer to move guests to an equivalent cruise (see replacement voyage list). The rebooking offer will have the added benefit of protecting the guests' current fares, incentives, and promotions on their recommended replacement cruise in the event the new cruise fare is higher. Your new booking will be in the equivalent category, subject to availability. For cruises with a replacement option, this is the default offer.

Option 2: Bonus Future Cruise Credit. Sail with us again by accepting our special Future Cruise Credit (FCC) offer of 100% value of cruise fare paid as a refundable FCC, plus a Bonus non-refundable FCC equal to 10% of the cruise fare paid.*

- This gives our team a chance to shine at a later date by using the Future Cruise Credit on any voyage booked by December 31, 2022 and sailing by April 30, 2023.
- Money paid to Princess in excess of the cruise fare for Princess Vacation Protection, taxes, fees and port expenses, EZair or hotel packages will be refunded to the original form of payment, as will any prepaid shore excursions and/or special service items.
- *Bonus FCC minimum of \$25 per person (minimum varies by FCC currency: \$25USD, \$25CAD, \$25AUD, \$25NZD, £25GBP, €25EUR, ¥2,500)

Option 3: Refund of all monies paid. Money will be refunded to the original method of payment.

Requests must be received through this [online form](#) by March 09, 2022, or guests will automatically be moved to the recommended replacement voyage (see list below).

If any part of a cruise was booked through a Tour Operator or similar third party, guests must contact them for more information as other booking and cancellation conditions and policies may apply. Most airlines and other travel-related services such as hotels, transportation, and tours are allowing refunds or waiving change fees due to COVID-19; guests should work directly with those operators regarding their charges.

An email and/or booking notification will be issued to inform guests booked on these cruises and Travel Advisors holding group allocations of the cancellations and what options are available. Please see the chart below for the list of cruise options replacement cruises that guests can opt to rebook where applicable.

Future Cruise Credit (FCC) Offer Terms & Conditions

For guests that paid in full for their Cruise, the value of the guest's FCC shall not exceed 100% of the base cruise fare amount (as listed on Princess Cruises guest booking confirmation), regardless of how much the guest paid to Princess Cruises for or in connection with the cruise. If a guest did not pay in full for the Cruise, the value of the refundable FCC that covers 100% value of cruise fare paid shall not exceed the base cruise fare of the cancelled cruise; the value of the FCC shall be determined by the amount paid by guest to Princess Cruises (subject to the maximum set forth herein).

In the event a guest paid for any portion of their cancelled cruise's fare using a previously issued FCC, that FCC will be returned to their [My Princess Account](#) (minus cancellation fees if applicable) and the amount will be deducted from the FCC calculations laid out above.

Future Cruise Credits ("FCC(s)") may be awarded to guests for many reasons, including if their cruise is cancelled. Princess may sometimes also elect to award a good-will FCC, or bonus FCC. FCCs issued in lieu of refunds are refundable ("Refundable FCCs"); otherwise FCCs are not refundable ("Nonrefundable FCCs"). Guests understand that they have no right to obtain a bonus FCC in any situation and such bonus FCCs are good-will gestures only and have no cash value and cannot be returned or refunded. FCCs issued by Princess Cruises may only be used on a Princess Cruise booking. FCCs must be used before their stated expiration (book by and sail by) date.

FCCs may be applied as a form of payment towards your balance due and therefore, in accordance with our passenger contract, FCCs are subject to cancellation fees. If an FCC has been applied as a form of payment, Princess will first deduct any imposed cancellation fee from such FCC before assessing cancellation fees on other forms of payment. This means cancellation fees may be incurred by someone else on your booking who may or may not have applied FCCs of their own. Cancellation fees will be deducted from any used FCCs prior to being returned to the guest's My Princess Account (if applicable). In the event any guest believes any cancellation fees have been applied in error, they should [contact us](#).

In the event an FCC being returned to My Princess Account is expired, if the FCC is a Refundable FCC (in which case it will be labeled with a cash value), Princess will refund its remaining cash value to the associated Captain Circle Number (CCN). Nonrefundable FCCs (which are not labeled with a cash value) will expire with no refund. Cancellation of a Refundable FCC (cash value) will automatically cancel any bonus FCCs related to the original. In the event a Bonus FCC is used, portions of the related cash value FCC may become non-refundable also.

FCCs are non-transferrable but may be used to pay for others on the same booking. FCCs cannot be used for onboard expenses (including but not limited to shore excursions, crew incentives or other optional programs or services). While they can be used to pay for Flexible air add-ons, FCCs cannot be used within our EZair (not available in UK) or Plane Sailing (UK only) payment tools and therefore cannot cover the cost of restricted air even if booked in advance.

Guests may request a refund of the cash value (the refund amount forfeited by the guest in exchange for the Refundable FCC) of any unused Refundable FCC at any time. To make a refund request please e-mail our [contact center](#). In no situation shall a guest be entitled to a refund greater than the refund amount retained by Princess Cruises. If a guest selects an FCC and then requests a refund as set forth herein, the guest will not be entitled to any other compensation/credit.

To the extent a guest does not elect to receive a refund by March 9, 2022, that guest will be deemed to have accepted the replacement voyage offer. Once an Option is elected (or deemed elected as set forth herein), it may be deemed accepted, final, and binding.

Guests selecting the refund option shall not be entitled to any additional refund at any time.

Offer and its terms are subject to change at any time.

Please see following page for list of replacement cruises.

Sapphire Princess Replacement Voyages

The following cancelled cruises have an exact match. By selecting to move you are automatically choosing the replacement voyage listed. If we do not receive a response from you by March 9, 2022, you will be moved to the replacement voyage.

CANCELLED VOYAGES						REPLACEMENT VOYAGES					
SHIP	SAIL DATE	CRUISE	DURATION	ITINERARY	EMBARK/DISEMBARK	SHIP	SAIL DATE	CRUISE	DURATION	ITINERARY	EMBARK/DISEMBARK
Sapphire Princess	28-Aug-22	H233N	20	Australia & Asia	Hong Kong to Sydney	Royal Princess	07-Mar-23	1307	18	Australia & Asia	Sydney to Hong Kong
Sapphire Princess	28-Aug-22	H233A	18	Australia & Asia	Hong Kong to Melbourne	Royal Princess	07-Mar-23	1307	18	Australia & Asia	Sydney to Hong Kong
Sapphire Princess	28-Aug-22	H233B	16	Australia & Asia	Hong Kong to Adelaide	Royal Princess	07-Mar-23	1307	18	Australia & Asia	Sydney to Hong Kong
Sapphire Princess	13-Sep-22	H233E	4	Australia Getaway	Adelaide to Sydney	Grand Princess	21-Oct-23	A336A	5	Australia Getaway	Sydney to Adelaide
Sapphire Princess	15-Sep-22	H233F	2	Australia Getaway	Melbourne to Sydney	Grand Princess	02-Nov-22	A233	2	Australia Getaway	Sydney to Melbourne
Sapphire Princess	17-Sep-22	H234N	13	Fiji & South Pacific	Roundtrip Sydney	Majestic Princess	08-Dec-22	8245	13	Fiji & South Pacific	Roundtrip Sydney
Sapphire Princess	30-Sep-22	H235N	4	Tasmania Getaway	Roundtrip Sydney	Majestic Princess	20-Nov-22	8243	5	Tasmania Getaway	Roundtrip Sydney
Sapphire Princess	17-Oct-22	H237N	8	Tasmania	Roundtrip Sydney	Majestic Princess	12-Nov-22	8242	8	Tasmania	Roundtrip Sydney
Sapphire Princess	25-Oct-22	H238N	24	Hawaii, Tahiti & South Pacific Crossing	Sydney to Los Angeles	Majestic Princess	24-Sep-22	8239	25	Hawaii, Tahiti & South Pacific Crossing	Los Angeles to Sydney
Sapphire Princess	25-Oct-22	H238A	4	Australia Getaway	Sydney to Auckland	Royal Princess	20-Oct-22	1234E	4	Australia Getaway	Auckland to Sydney
Sapphire Princess	29-Oct-22	H238B	20	Hawaii, Tahiti & South Pacific Crossing	Auckland to Los Angeles	Majestic Princess	24-Sep-22	8239A	21	Hawaii, Tahiti & South Pacific Crossing	Los Angeles to Auckland

The following cancelled cruise has multiple replacement voyages. Please pick your preferred option from the right hand column. If we do not receive a response from you by March 9, 2022, you will be moved to the noted **default voyage**.

CANCELLED VOYAGE						CHOOSE ANY REPLACEMENT VOYAGE					
SHIP	SAIL DATE	CRUISE	DURATION	ITINERARY	EMBARK/DISEMBARK	SHIP	SAIL DATE	CRUISE	DURATION	ITINERARY	EMBARK/DISEMBARK
Sapphire Princess	04-Oct-22	H236N	13	New Zealand	Roundtrip Sydney	Royal Princess	24-Oct-22	1261	13	New Zealand	Roundtrip Sydney
						Majestic Princess	31-Oct-22	8241	12	New Zealand	Roundtrip Sydney
						Majestic Princess	25-Nov-22	8244	13	New Zealand	Roundtrip Sydney

The following cruises do not have replacement voyages. You have the option to select a Future Cruise Credit or refund. If we do not receive a response from you by March 9, 2022, you will automatically get a Future Cruise Credit of 110% value of cruise fare paid.

CANCELLED VOYAGES						REPLACEMENT VOYAGES					
SHIP	SAIL DATE	CRUISE	DURATION	ITINERARY	EMBARK/DISEMBARK	SHIP	SAIL DATE	CRUISE	DURATION	ITINERARY	EMBARK/DISEMBARK
Sapphire Princess	28-Aug-22	H233C	12	Australia & Asia	Hong Kong to Fremantle					NO REPLACEMENT VOYAGE OPTIONS	
Sapphire Princess	09-Sep-22	H233D	8	Southern Australia Explorer	Fremantle to Sydney					NO REPLACEMENT VOYAGE OPTIONS	