



Due to the continued progression of COVID-19 and related decisions of various government, health authorities, and airlines regarding travel restrictions, Princess Cruises is extending its pause in cruise operations in Australia through December 18, 2020 that includes cruises throughout Australia and New Zealand.

Guests who have paid in full, have the option to stick with us by accepting this special higher value Future Cruise Credit offer:

- 100% value of cruise fare paid as a refundable Future Cruise Credit (FCC)
- Bonus non-refundable FCC equal to 25% of the cruise fare paid

This requires no action and gives our team a chance to shine at a later date by using the Future Cruise Credits above on any voyage sailing by May 1, 2022.

Princess will protect travel advisor commission on bookings for cancelled cruises that were paid in full in recognition of the critical role they play in the cruise line's business and success.

Guests who have not paid in full have the option to receive a special **Double your Deposit** Future Cruise Credit offer:

Guests can transfer the money deposited for their vacation as a refundable Future Cruise Credit and Princess will provide a matching bonus non-refundable FCC for the same amount up to the base cruise fare amount of the current cruise (minimum AUD \$100 per person*).

This requires no action and gives our team a chance to shine at a later date by using the Future Cruise Credit above on any voyage sailing by May 1, 2022.

Alternatively, guests can forfeit the higher value FCC offer and request a refund for all money paid on their booking by using this [online form](#). Guests have until October 5th, 2020 to decide, or they will automatically receive the default offer listed above.

Money paid in excess of the cruise fare for Princess Vacation Protection (North America only), taxes, fees and port expenses (where applicable), airfare, shore excursions, hotel packages or any special service items will be refunded.

Given the volume of refund requests and the care being dedicated to handling each booking accurately, we appreciate your continued patience during this time. Please note that we are unable to use our usual automated refund process. Each request therefore requires a thorough manual review that is further constrained by the fact that our teams are required to work from home under the "stay-at-home" orders. Please know that we are doing our best to expedite where possible.

If your vacation was booked through a Tour Operator, Wholesaler or similar third party, guests should contact them for more information. Offer does not apply to select casino bookings. Guests on those offers will be contacted with separate details, where applicable.

Frequently Asked Questions

Q: How do I know if I've paid my booking in full?

A: You can confirm this on your booking confirmation or with your travel advisor.

Q: What if I paid more than just my cruise fare but wasn't actually paid in full?

A: We will calculate your FCCs based on the amount you paid us, up to the amount of your cruise. We will calculate your FCCs based on the amount you paid us, up to the amount of your cruise fare. If you paid us more than that amount, say for airfare or a hotel package, then we will refund the money paid in excess of your cruise fare or you can opt to have it transferred to a new booking.

Q: What if I took advantage of a low deposit promotion – e.g. \$1/£1 deposit – and that's all I paid?

A: You will receive the minimum bonus FCC per guest outlined above.

Q: Are the FCCs refundable?

A: FCCs created in lieu of a refund are fully refundable. Bonus FCCs are not refundable and should be used before their expiration date. See Terms & Conditions below for more details.

See our [General FAQ](#) page for more Questions and Answers

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 125% 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](#) and the amount will be deducted from the FCC calculations laid out above.

FCCs may only be applied to the cruise fare of a new cruise or cruisetour reservation with Princess Cruises. All FCCs expire by May 1, 2022 and must be used towards a Princess Cruises sailing by May 1, 2022, and are subject to published terms, conditions, and restrictions. Bonus FCCs expire on May 1, 2022 and at such point, guest forfeits FCC and its value. For guests not paid in full, the non-bonus FCC when applied to cruise fare, will waive any deposit requirement for the new cruise. For guests paid in full, funds guest paid in excess of the amount retained for purposes of calculating the FCC value may be applied toward the deposit amount required on a new booking. Offer cannot be transferred. FCCs may not be used for onboard expenses, pre- and post-cruise packages, shore excursions, taxes, fees and port expenses, Princess Vacation Protection Plans (North America only), Princess eZAir (n/a in UK), Plane Sailing (UK Only), Hotel Service Charges, or other optional programs or services. FCCs may be subject to additional terms and conditions. Guests or their travel advisors should verify this offer with our Reservation Agent at the time the new reservation is booked. For guests' convenience, FCCs are built in direct association with Captain Circle Numbers so they will automatically be credited toward the cruise fare of the next Princess Cruise sailing booked by the guest. Offer available to single, double, triple, and quad occupancy guests.

If a guest has not used any portion of their FCC within 12 months of its issuance, they may choose to receive a refund of the original amount retained by Princess Cruises at the time FCC was issued between June 1, 2020 and December 31, 2022, less any bonus amount. To make your request please e-mail our [contact center](#). **In no situation shall a guest be entitled to a refund greater than the 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 October 5, 2020, that guest will be deemed to have accepted the higher value FCC Option. 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.

List of Cruises Cancelled as part of this pause in operations

Ship	Trade	Voyage ID	Sail Date	Duration	Web Itinerary Description	From Port	To Port
MAJESTIC PRINCESS	AUSTRALIA	8058	5-Nov-20	13	New Zealand	SYD	SYD
MAJESTIC PRINCESS	AUSTRALIA	8059	18-Nov-20	10	Queensland	SYD	SYD
MAJESTIC PRINCESS	AUSTRALIA	8060	28-Nov-20	12	Australia & New Zealand	SYD	AKL
MAJESTIC PRINCESS	AUSTRALIA	8061	10-Dec-20	13	Australia & New Zealand	AKL	SYD
REGAL PRINCESS	AUSTRALIA	G034	2-Dec-20	13	New Zealand	SYD	SYD
REGAL PRINCESS	AUSTRALIA	G035	15-Dec-20	13	New Zealand	SYD	SYD
SAPPHIRE PRINCESS	AUSTRALIA	H044	10-Nov-20	6	Southern Australia Explorer	MEL	MEL
SAPPHIRE PRINCESS	AUSTRALIA	H044A	12-Nov-20	4	Southern Australia Getaway	ADL	MEL
SAPPHIRE PRINCESS	AUSTRALIA	H045	16-Nov-20	13	New Zealand	MEL	MEL
SAPPHIRE PRINCESS	AUSTRALIA	H046	29-Nov-20	14	Queensland	MEL	MEL
SAPPHIRE PRINCESS	AUSTRALIA	H047	13-Dec-20	7	Southern Australia Explorer	MEL	MEL
SAPPHIRE PRINCESS	AUSTRALIA	H047A	13-Dec-20	5	Australia Getaway	MEL	ADL
SAPPHIRE PRINCESS	AUSTRALIA	H047B	18-Dec-20	17	New Zealand	ADL	ADL
SEA PRINCESS	AUSTRALIA	C019	4-Nov-20	5	Southern Australia Getaway	JFM	ADL
SEA PRINCESS	AUSTRALIA	C020	9-Nov-20	7	Tasmania	ADL	ADL
SEA PRINCESS	AUSTRALIA	C021	16-Nov-20	14	Eastern & Southern Explorer	ADL	ADL
SEA PRINCESS	AUSTRALIA	C022	30-Nov-20	7	Tasmania	ADL	ADL
SEA PRINCESS	AUSTRALIA	C023	7-Dec-20	5	Southern Australia Getaway	ADL	JFM
SEA PRINCESS	AUSTRALIA	C024	12-Dec-20	3	Western Australia Getaway	JFM	JFM
SEA PRINCESS	AUSTRALIA	C025	15-Dec-20	8	Coral Coast	JFM	JFM
SUN PRINCESS	AUSTRALIA	S017N	7-Nov-20	2	Australia Getaway	SYD	BNE
SUN PRINCESS	AUSTRALIA	S018N	9-Nov-20	14	New Zealand	BNE	BNE
SUN PRINCESS	AUSTRALIA	S019	23-Nov-20	14	New Zealand	BNE	BNE
SUN PRINCESS	AUSTRALIA	S020	7-Dec-20	7	Queensland	BNE	BNE
SUN PRINCESS	AUSTRALIA	S021	14-Dec-20	14	Fiji	BNE	BNE