



We have continued to monitor progression of COVID-19, the decisions of governments regarding travel restrictions, and the guidance from public health organizations that will influence our efforts to protect the well-being of our teams and guests. As well, the diverse itineraries we sail frequently require flights for our guests and access to ports that simply do not have the dependable availability we need.

It is increasingly apparent that the world will not be ready to return to sailing as soon as we had hoped. So today (July 22, 2020 PST/BST, July 23, 2020 AEST), Princess is announcing that we will extend our global pause of operations as follows (see the table attached for full list of cancelled cruises):

- All remaining cruises sailing in and out of Australia on Majestic Princess, Regal Princess, Sapphire Princess, Sea Princess, and Sun Princess through October 31, 2020
- All other sailings to Asia, Caribbean, California Coast, Hawaii, Japan, Mexico, Panama Canal, South America & Antarctica, and Tahiti/South Pacific; through December 15, 2020.

We are committed to following the guidance of the CDC and continuous learning as we assess enhanced health and safety protocols in light of COVID-19.

**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 Future Cruise Credit (FCC)
- ✓ Bonus 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 booked by or sailing by May 1, 2022.

**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 FCC 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 USD \$100 per person\*).

(\*minimum varies by FCC currency: \$100USD, \$100CAD, \$100AUD, \$NZD, £100GBP, €100EUR, ¥10,000)

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 through May 1, 2022.

**Alternatively, guests** can forfeit the bonus FCC offer or the Double your Deposit offer and request a refund for all money paid on their booking by using this [online form](#). Guests have until August 31, 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.

## 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

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## 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 that did not pay in full for the Cruise, the value of the guest's deposit FCC and bonus FCC each 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 August 31, 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**

Trade	Ship	Cruise No.	Sail Date	Duration	Itinerary	From Port	To Port
ASIA	GRAND PRINCESS	A036	November 24, 2020	16	Southeast Asia & China	SHA	SIN
ASIA	GRAND PRINCESS	A037	December 10, 2020	7	Vietnam & Thailand	SIN	SIN
ASIA	REGAL PRINCESS	G033	November 14, 2020	18	Asia & Australia	SIN	SYD
ASIA	REGAL PRINCESS	G033A	November 14, 2020	16	Asia & Australia	SIN	BNE
ASIA	SEA PRINCESS	C018	October 23, 2020	12	Treasures of Southeast Asia	SIN	JFM
ASIA	SEA PRINCESS	C018A	October 23, 2020	17	Treasures of Southeast Asia	SIN	ADL
AUSTRALIA	MAJESTIC PRINCESS	8055	September 28, 2020	13	New Zealand	SYD	SYD
AUSTRALIA	MAJESTIC PRINCESS	8057	October 23, 2020	13	New Zealand	SYD	SYD
AUSTRALIA	REGAL PRINCESS	G033B	November 30, 2020	2	Australia Getaway	BNE	SYD
AUSTRALIA	SAPPHIRE PRINCESS	H028C	September 19, 2020	30	Round Australia	SYD	SYD
AUSTRALIA	SAPPHIRE PRINCESS	H028D	September 19, 2020	26	Round Australia	SYD	MEL
AUSTRALIA	SAPPHIRE PRINCESS	H028E	September 19, 2020	17	Northern Explorer	SYD	JFM
AUSTRALIA	SAPPHIRE PRINCESS	H028N	September 19, 2020	2	Australia Getaway	SYD	BNE
AUSTRALIA	SAPPHIRE PRINCESS	H029C	September 21, 2020	28	Round Australia	BNE	SYD
AUSTRALIA	SAPPHIRE PRINCESS	H029N	September 21, 2020	15	Northern Explorer	BNE	JFM
AUSTRALIA	SAPPHIRE PRINCESS	H030C	October 6, 2020	13	Southern Australia Explorer	JFM	SYD
AUSTRALIA	SAPPHIRE PRINCESS	H030D	October 6, 2020	9	Southern Australia Explorer	JFM	MEL
AUSTRALIA	SAPPHIRE PRINCESS	H030N	October 6, 2020	5	Southern Australia Getaway	JFM	ADL
AUSTRALIA	SAPPHIRE PRINCESS	H031C	October 11, 2020	8	Southern Australia & Tasmania	ADL	SYD
AUSTRALIA	SAPPHIRE PRINCESS	H031N	October 11, 2020	4	Southern Australia Getaway	ADL	MEL
AUSTRALIA	SAPPHIRE PRINCESS	H032C	October 15, 2020	6	Tasmania	MEL	MEL
AUSTRALIA	SAPPHIRE PRINCESS	H032N	October 15, 2020	4	Australia Getaway	MEL	SYD
AUSTRALIA	SAPPHIRE PRINCESS	H033C	October 19, 2020	7	Southern Australia Explorer	SYD	ADL
AUSTRALIA	SAPPHIRE PRINCESS	H033N	October 19, 2020	2	Australia Getaway	SYD	MEL
AUSTRALIA	SAPPHIRE PRINCESS	H034C	October 21, 2020	7	Southern Australia Explorer	MEL	MEL
AUSTRALIA	SAPPHIRE PRINCESS	H034N	October 21, 2020	5	Southern Australia Getaway	MEL	ADL
AUSTRALIA	SAPPHIRE PRINCESS	H035C	October 26, 2020	17	New Zealand	ADL	ADL
AUSTRALIA	SAPPHIRE PRINCESS	H035N	October 26, 2020	2	Australia Getaway	ADL	MEL
AUSTRALIA	SAPPHIRE PRINCESS	H043	October 28, 2020	13	New Zealand	MEL	MEL
AUSTRALIA	SUN PRINCESS	S015F	October 8, 2020	28	Round Australia	BNE	BNE
AUSTRALIA	SUN PRINCESS	S015G	October 8, 2020	2	Australia Getaway	BNE	SYD
AUSTRALIA	SUN PRINCESS	S016N	October 10, 2020	28	Round Australia	SYD	SYD
AUSTRALIA	SUN PRINCESS	S016C	November 5, 2020	4	Australia Getaway	BNE	BNE
AUSTRALIA	SUN PRINCESS	S016D	November 5, 2020	2	Australia Getaway	BNE	SYD
CARIBBEAN	CARIBBEAN PRINCESS	B034	November 4, 2020	4	Eastern Caribbean Getaway	FLL	FLL
CARIBBEAN	CARIBBEAN PRINCESS	B035	November 8, 2020	7	Eastern Caribbean	FLL	FLL
CARIBBEAN	CARIBBEAN PRINCESS	B035A	November 8, 2020	14	Caribbean East/West Adventurer	FLL	FLL
CARIBBEAN	CARIBBEAN PRINCESS	B036	November 15, 2020	7	Western Caribbean	FLL	FLL
CARIBBEAN	CARIBBEAN PRINCESS	B036A	November 15, 2020	14	Caribbean East/West Adventurer	FLL	FLL
CARIBBEAN	CARIBBEAN PRINCESS	B037	November 22, 2020	7	Eastern Caribbean	FLL	FLL
CARIBBEAN	CARIBBEAN PRINCESS	B037A	November 22, 2020	14	Caribbean East/West Adventurer	FLL	FLL
CARIBBEAN	CARIBBEAN PRINCESS	B038	November 29, 2020	7	Western Caribbean	FLL	FLL
CARIBBEAN	CARIBBEAN PRINCESS	B038A	November 29, 2020	14	Caribbean East/West Adventurer	FLL	FLL
CARIBBEAN	CARIBBEAN PRINCESS	B039	December 6, 2020	7	Eastern Caribbean	FLL	FLL
CARIBBEAN	CARIBBEAN PRINCESS	B039A	December 6, 2020	14	Caribbean East/West Adventurer	FLL	FLL
CARIBBEAN	CARIBBEAN PRINCESS	B040	December 13, 2020	7	Western Caribbean	FLL	FLL
CARIBBEAN	CARIBBEAN PRINCESS	B040A	December 13, 2020	14	Caribbean East/West Adventurer	FLL	FLL
CARIBBEAN	ENCHANTED PRINCESS	N061	November 21, 2020	7	Western Caribbean	FLL	FLL
CARIBBEAN	ENCHANTED PRINCESS	N061A	November 21, 2020	14	Caribbean East/West Adventurer	FLL	FLL
CARIBBEAN	ENCHANTED PRINCESS	N062	November 28, 2020	7	Eastern Caribbean	FLL	FLL
CARIBBEAN	ENCHANTED PRINCESS	N062A	November 28, 2020	14	Caribbean East/West Adventurer	FLL	FLL
CARIBBEAN	ENCHANTED PRINCESS	N063	December 5, 2020	7	Western Caribbean	FLL	FLL
CARIBBEAN	ENCHANTED PRINCESS	N063A	December 5, 2020	14	Caribbean East/West Adventurer	FLL	FLL
CARIBBEAN	ENCHANTED PRINCESS	N064	December 12, 2020	7	Eastern Caribbean	FLL	FLL
CARIBBEAN	ENCHANTED PRINCESS	N064A	December 12, 2020	14	Caribbean East/West Adventurer	FLL	FLL
CARIBBEAN	SKY PRINCESS	Y037	November 5, 2020	10	Caribbean Islander	NYC	FLL
CARIBBEAN	SKY PRINCESS	Y038	November 15, 2020	10	Southern Caribbean Voyager	FLL	FLL
CARIBBEAN	SKY PRINCESS	Y039	November 25, 2020	5	Western Caribbean Getaway	FLL	FLL
CARIBBEAN	SKY PRINCESS	Y040	November 30, 2020	10	Southern Caribbean Voyager	FLL	FLL
CARIBBEAN	SKY PRINCESS	Y040A	November 30, 2020	20	Caribbean Explorer	FLL	FLL
CARIBBEAN	SKY PRINCESS	Y041	December 10, 2020	10	Southern Caribbean Medley	FLL	FLL

Trade	Ship	Cruise No.	Sail Date	Duration	Itinerary	From Port	To Port
COASTAL	ROYAL PRINCESS	1042	October 3, 2020	7	Classic California Coast	LAX	LAX
COASTAL	ROYAL PRINCESS	1044	October 17, 2020	7	Classic California Coast	LAX	LAX
COASTAL	ROYAL PRINCESS	1046	October 31, 2020	7	Classic California Coast	LAX	LAX
COASTAL	ROYAL PRINCESS	1051	December 3, 2020	4	West Coast Getaway with San Diego	LAX	LAX
COASTAL	RUBY PRINCESS	R039	December 8, 2020	5	West Coast Getaway with San Diego	SFO	SFO
EXOTICS	GRAND PRINCESS	A035	October 24, 2020	30	Hawaii, Guam & East Asia Pacific Crossing	LAX	SHA
EXOTICS	GRAND PRINCESS	A035A	October 24, 2020	46	Pacific Crossing & Asia	LAX	SIN
EXOTICS	REGAL PRINCESS	G032	October 17, 2020	28	Mediterranean & Southeast Asia	ROM	SIN
EXOTICS	REGAL PRINCESS	G032A	October 17, 2020	46	Four Continents Grand Adventure	ROM	SYD
EXOTICS	REGAL PRINCESS	G032B	October 17, 2020	44	Four Continents Grand Adventure	ROM	BNE
EXOTICS	REGAL PRINCESS	G032C	October 17, 2020	17	Rome to Dubai Grand Adventure	ROM	DXB
EXOTICS	REGAL PRINCESS	G032D	November 3, 2020	11	Sri Lanka & Malaysia	DXB	SIN
HAWAII	EMERALD PRINCESS	E032	October 3, 2020	28	Hawaii, Tahiti & Samoa	LAX	LAX
HAWAII	RUBY PRINCESS	R036	October 24, 2020	15	Hawaiian Islands	SFO	SFO
HAWAII	RUBY PRINCESS	R037	November 8, 2020	15	Hawaiian Islands	SFO	SFO
HAWAII	RUBY PRINCESS	R038	November 23, 2020	15	Hawaiian Islands	SFO	SFO
HAWAII	STAR PRINCESS	9031	October 22, 2020	15	Hawaiian Islands	LAX	LAX
HAWAII	STAR PRINCESS	9032	November 6, 2020	15	Hawaiian Islands	LAX	LAX
HAWAII	STAR PRINCESS	9033	November 21, 2020	15	Hawaiian Islands	LAX	LAX
HAWAII	STAR PRINCESS	9034	December 6, 2020	15	Hawaiian Islands	LAX	LAX
JAPAN	DIAMOND PRINCESS	M036	October 16, 2020	8	Circle Hokkaido	YOK	YOK
JAPAN	DIAMOND PRINCESS	M036A	October 16, 2020	17	Circle Hokkaido & Northern Japan	YOK	YOK
JAPAN	DIAMOND PRINCESS	M037	October 24, 2020	9	Northern Japan	YOK	YOK
JAPAN	DIAMOND PRINCESS	M037A	October 24, 2020	18	Northern Japan & Sea of Japan	YOK	YOK
JAPAN	DIAMOND PRINCESS	M038	November 2, 2020	9	Sea of Japan	YOK	YOK
JAPAN	DIAMOND PRINCESS	M038A	November 2, 2020	18	Sea of Japan Explorer	YOK	YOK
JAPAN	DIAMOND PRINCESS	M039	November 11, 2020	9	Japan Explorer	YOK	YOK
JAPAN	DIAMOND PRINCESS	M039A	November 11, 2020	18	Shikoku Explorer	YOK	YOK
JAPAN	DIAMOND PRINCESS	M040	November 20, 2020	9	Shikoku	YOK	YOK
JAPAN	DIAMOND PRINCESS	M040A	November 20, 2020	17	Shikoku & Southern Islands	YOK	YOK
JAPAN	DIAMOND PRINCESS	M041	November 29, 2020	8	Southern Islands	YOK	YOK
JAPAN	DIAMOND PRINCESS	M041A	November 29, 2020	17	Southern Islands & Kyushu	YOK	YOK
JAPAN	DIAMOND PRINCESS	M042	December 7, 2020	9	Kyushu	YOK	YOK
MEXICO	EMERALD PRINCESS	E033	October 31, 2020	10	Baja Peninsula & Sea of Cortez	LAX	LAX
MEXICO	EMERALD PRINCESS	E036	December 10, 2020	10	Baja Peninsula & Sea of Cortez	LAX	LAX
MEXICO	ROYAL PRINCESS	1043	October 10, 2020	7	Mexican Riviera	LAX	LAX
MEXICO	ROYAL PRINCESS	1045	October 24, 2020	7	Mexican Riviera	LAX	LAX
MEXICO	ROYAL PRINCESS	1047	November 7, 2020	7	Mexican Riviera	LAX	LAX
MEXICO	ROYAL PRINCESS	1048	November 14, 2020	7	Mexican Riviera	LAX	LAX
MEXICO	ROYAL PRINCESS	1049	November 21, 2020	7	Mexican Riviera	LAX	LAX
MEXICO	ROYAL PRINCESS	1050	November 28, 2020	5	Cabo San Lucas Getaway	LAX	LAX
MEXICO	ROYAL PRINCESS	1052	December 7, 2020	5	Cabo San Lucas Getaway	LAX	LAX
MEXICO	ROYAL PRINCESS	1053	December 12, 2020	7	Mexican Riviera	LAX	LAX
MEXICO	RUBY PRINCESS	R040	December 13, 2020	10	Mexican Riviera	SFO	SFO
PANAMA CANAL	CORAL PRINCESS	6031	September 27, 2020	19	Panama Canal Pacific Adventure	LAX	LAX
PANAMA CANAL	CORAL PRINCESS	6032	October 16, 2020	15	Panama Canal - Ocean to Ocean	LAX	FLL
PANAMA CANAL	CORAL PRINCESS	6033	October 31, 2020	15	Panama Canal - Ocean to Ocean	FLL	LAX
PANAMA CANAL	CROWN PRINCESS	3035	December 9, 2020	10	Panama Canal with Costa Rica & Caribbean (New Locks)	FLL	FLL
PANAMA CANAL	EMERALD PRINCESS	E034	November 10, 2020	15	Panama Canal - Ocean to Ocean	LAX	FLL
PANAMA CANAL	EMERALD PRINCESS	E035	November 25, 2020	15	Panama Canal - Ocean to Ocean	FLL	LAX
SOUTH AMERICA	CORAL PRINCESS	6033A	October 31, 2020	48	Panama Canal, Andes & Cape Horn (with Total Eclipse)	FLL	BUE
SOUTH AMERICA	CORAL PRINCESS	6033B	October 31, 2020	33	Panama Canal & Andes Grand Adventure	FLL	SA3
SOUTH AMERICA	CORAL PRINCESS	6034	November 15, 2020	18	Andes & South America	LAX	SA3
SOUTH AMERICA	CORAL PRINCESS	6034A	November 15, 2020	33	Andes & Cape Horn Grand Adventure (with Total Solar Eclipse)	LAX	BUE
SOUTH AMERICA	CORAL PRINCESS	6035	December 3, 2020	15	Cape Horn & Strait of Magellan (with Total Solar Eclipse)	SA3	BUE
SOUTH PACIFIC	MAJESTIC PRINCESS	8056	October 11, 2020	12	Fiji	SYD	SYD
SOUTH PACIFIC	PACIFIC PRINCESS	K033N	December 4, 2020	16	South Pacific & New Zealand	PPT	SYD