



Princess Cruises has extended their existing pause in operations, suspending cruises through December 31, 2020.

Guests have the option to stick with us by accepting this special **higher value Future Cruise Credit (FCC) offer:**

- 100% value of cruise fare paid as a refundable FCC
- Bonus non-refundable FCC equal to 25% of the cruise fare paid\*

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

This requires no action from the guest and gives our team a chance to shine at a later date by using the above Future Cruise Credits 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.

**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 December 15, 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.

If your vacation was booked through a Tour Operator, Wholesaler or similar third party, guests should 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; please work directly with those operators regarding their charges.

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.

Offer does not apply to select casino bookings. Guests on those offers will be contacted with separate details, where applicable.

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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 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 voyage 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. Bonus FCCs cannot be used for cruise deposits. 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 December 15, 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

Ship	Trade	Voyage No.	Sail Date	Duration	Itinerary Name	From Port	To Port
Grand Princess	Asia	A038	17-Dec-20	11	Southeast Asia	SIN1	SIN2
Grand Princess	Asia	A038A	17-Dec-20	21	Southeast Asia Grand Adventure	SIN1	SIN3
Grand Princess	Asia	A101	28-Dec-20	10	Malaysian Peninsula & Indonesia	SIN1	SIN2
Grand Princess	Asia	A101A	28-Dec-20	21	Southeast Asia Grand Adventure	SIN1	SIN3
Caribbean Princess	Caribbean	B041	20-Dec-20	7	Eastern Caribbean	FLL1	FLL2
Caribbean Princess	Caribbean	B041A	20-Dec-20	14	Caribbean East/West Adventurer	FLL1	FLL3
Caribbean Princess	Caribbean	B101	27-Dec-20	7	Western Caribbean	FLL1	FLL2
Caribbean Princess	Caribbean	B101A	27-Dec-20	14	Caribbean East/West Adventurer	FLL1	FLL3
Coral Princess	South America	6101	18-Dec-20	16	Antarctica & Cape Horn	BUE1	SA31
Diamond Princess	Asia	M043	16-Dec-20	7	China & Japan	YOK1	HKG1
Diamond Princess	Asia	M043A	16-Dec-20	14	China & Vietnam	YOK1	SIN1
Diamond Princess	Asia	M043B	16-Dec-20	21	Japan, China & Southeast Asia	YOK1	HKG3
Diamond Princess	Asia	M043C	16-Dec-20	28	Grand Asia Collection	YOK1	YOK2
Diamond Princess	Asia	M044	23-Dec-20	7	Vietnam	HKG1	SIN1
Diamond Princess	Asia	M044A	23-Dec-20	14	Southeast Asia & the Philippines	HKG1	HKG3
Diamond Princess	Asia	M044B	23-Dec-20	21	Southeast Asia, the Philippines & Japan	HKG1	YOK1
Diamond Princess	Asia	M101	30-Dec-20	7	Borneo & Philippines	SIN1	HKG1
Diamond Princess	Asia	M101A	30-Dec-20	14	Borneo & Japan	SIN1	YOK1
Emerald Princess	Canal	E101	20-Dec-20	15	Panama Canal - Ocean to Ocean	LAX1	FLL1
Enchanted Princess	Caribbean	N065	19-Dec-20	7	Western Caribbean	FLL1	FLL2
Enchanted Princess	Caribbean	N065A	19-Dec-20	14	Caribbean East/West Adventurer	FLL1	FLL3
Enchanted Princess	Caribbean	N101	26-Dec-20	7	Eastern Caribbean	FLL1	FLL2
Enchanted Princess	Caribbean	N101A	26-Dec-20	14	Caribbean East/West Adventurer	FLL1	FLL3
Crown Princess	Canal	3036	19-Dec-20	10	Panama Canal with Costa Rica & Caribbean (New Locks)	FLL1	FLL2
Crown Princess	Canal	3101	29-Dec-20	10	Panama Canal with Costa Rica & Caribbean (New Locks)	FLL1	FLL2
Royal Princess	Mexico	1054	19-Dec-20	7	Mexican Riviera	LAX1	LAX2
Royal Princess	Mexico	1101	26-Dec-20	7	Mexican Riviera	LAX1	LAX2
Ruby Princess	Hawaii	R101	23-Dec-20	15	Hawaiian Islands	SFO1	SFO2
Sky Princess	Caribbean	Y042	20-Dec-20	8	Eastern Caribbean Explorer	FLL1	FLL2
Sky Princess	Caribbean	Y042A	20-Dec-20	16	Caribbean Southern Adventurer	FLL1	FLL3
Sky Princess	Caribbean	Y101	28-Dec-20	8	Southern Caribbean	FLL1	FLL2