

Golden Princess – Refund Request Guide

Reasonable expenses that are a direct result of the change in disembarkation or embarkation port may be submitted for consideration for reimbursement. To expedite the process, please reference this guide as you are completing the Refund Request Form.

Independent Air Tickets (Not Booked Through Princess)

The following items are needed to process a refund:

- **Passenger names**
- **Copy of original air itinerary booked for the affected cruise**
- **Proof of payment, any one of the following:**
 - E-ticket receipt showing payment received
 - Travel agency receipt showing payment received
 - Credit card statement
- **Airline cancellation policy**
 - **Air Ticket Refund:** Documents should show that the tickets are non-refundable, non-transferrable, and *do not have value for future travel*.
 - **Air Change Fee Refund:** Documents should show that the tickets are non-refundable, but can be used on a future flight with the payment of the change fee. Any one of the following will be acceptable:
 - General airline policy showing their fees to change the flights
 - This can be an email or screenshot of the airline's website
 - Proof of payment of the change fee
 - In this case, a copy of both new and old tickets are needed

Independent Hotel Reservations

The following items are needed to process a refund:

- Itinerary/dates booked
- Name/location of hotel property
- Primary name on the booking
- Proof of payment, any one of the following:
 - Hotel receipt showing payment received
 - Travel Agency receipt showing payment received
 - Credit card statement
- Hotel cancellation policy, or a letter from the hotel confirming the cancellation and that no credit has been issued

Other Expenses

The following items are needed to process a refund for a rental car/independent transfer/other miscellaneous expenses:

- Itinerary/dates booked
- Name of rental company, etc.
- Primary name on the reservation
- Proof of payment, any one of the following:
 - Receipt showing payment made
 - Travel agency receipt showing payment received
 - Credit card statement
- Copy of the company cancellation policy or a letter from the company confirming the cancellation and that no credit has been issued

Please also:

- Read and complete the attached claim form. Save, print, and sign the form.
- Nominate one person in your cabin to receive the refund check on behalf of all those in your cabin (the person who signs the form).
- Please use “Golden Princess Valparaiso – Claim” and your Booking Number in the email subject line.
- Your request will be reviewed, and any reimbursement will be sent to you in the form of a check mailed to the address indicated on the booking. Please note: we are unable to reimburse costs incurred for alternative holiday plans or wages.
- Standard processing time is approximately 4 to 6 weeks from the date we receive your claim.
- If we have any questions regarding your claim, we will contact you.

Attach all relevant receipts and the signed refund request form and send via email, fax, or mail to:

North America

Princess Cruises – Golden Princess Refund Request
24305 Town Center Drive
Santa Clarita, CA 91355
Fax: 661-284-4771

Email: customerrelations@princesscruises.com

Australia and New Zealand

Princess Cruises – Golden Princess Refund Request
PO Box 2006
North Sydney, NSW 2059
Fax: +61 2 8424 9150

Email: princess.claims@carnivalaustralia.com

United Kingdom

Princess Cruises – Golden Princess Refund Request
Carnival House
100 Harbour Parade
Southampton Hampshire SO15 1ST

Email: PCUK.CustomerRelations@princesscruises.co.uk



Refund Request Form – Golden Princess – Valparaiso

ONE FORM PER CABIN

Passenger Name(s) (refund check will be made payable to the person who signs below)			
1.	2.		
3.	4.		
Mailing address for refund			
State/Province	Postal Code	Country	
Telephone number	Email address	Booking reference #	Voyage #

Type of expense (Independent Air, Hotel, Transfer, etc.)	Amount of expense (total paid by you)	Amount refunded (if none, please write "0")	Amount eligible for reimbursement consideration
TOTAL			

Comments:

By signing this form (on behalf of all passengers listed above) you certify the information provided is true and correct. Refund requests are processed in the order received. Standard processing time is approximately four weeks from date of receipt. Please note that requests received without appropriate receipts and documentation may result in processing delays.

Name (please print)	Signature	Date

You can fill this form out on your computer, save, and print. Please sign where indicated and return with supporting documentation as outlined in the Golden Princess - Refund Request Guide.