



Australian Cancelled Voyages - Sea, Sun & Sapphire Princess Update

Recognising our responsibility to our guests, our crew and the global community, Princess Cruises will extend its pause in operations in Australia in line with the Australian Government's new requirements that suspends cruise operations until June 15, 2020.

Cancelled voyages and the departure dates + ports listed below:

- **Sun Princess** – 2 June San Francisco, 27 June Auckland
- **Sea Princess** – 8 May Auckland, 12 May Sydney, 14 May Brisbane, 3 June Dubai, 2 July London (Dover), 21 July New York City, 23 August Auckland
- **Sapphire Princess** – 12 May Perth (Fremantle), 22 May Perth (Fremantle), 25 May Perth (Fremantle), 4 June Perth (Fremantle), 8 June Perth (Fremantle)

While we know you were anticipating sailing with us, we apologise and sincerely share in your disappointment at hearing the news that your cruise has been cancelled. However, we're sure you understand this decision given the Government bans and the current COVID-19 global pandemic.

We hope you will stick with us by accepting Option A (default compensation, no action required), and give our team a chance to shine at a later date by transferring the money paid for your cruise and accepting bonus value future cruise credit (FCC) that can be used on any voyage through June 30, 2021. For some, choosing the future cruise credit may not be financially possible, so we have Option B that gives you a full refund, available through the link below.

Best Value Compensation - Option A – Default

Guests currently booked on these cancelled voyages who have paid in full will receive a Future Cruise Credit equivalent to 100% of the cruise fare paid **and ADDITIONAL Future Cruise Credit as per the table below**. Guest must sail by June 30, 2021. **No action is required from you to access this rich compensation offer as we will default to this option.**

Voyage Duration	Future Cruise Credit (FCC)
2-6 Days	\$50
7-10 Days	\$150
11-18 Days	\$250
19-25 Days	\$500
26-35 Days	\$1,000
36-69 Days	\$2,500
70-77 Days	\$4,000
>77 Days	\$5,000

Lower Value Compensation - Option B

Alternatively guests can receive a full refund for all monies paid on their booking through this easy to use [online form](#). If we don't hear from you, you will automatically receive Option A.

If any portion of the guest's travel was not booked through Princess Cruises, other booking and cancellation conditions and policies may apply. Guests should consult with their Travel Agent or Tour Operator for more information. Most airlines and other travel-related services such as hotels, transportation, and tours are allowing refunds or waiving change fees due to the COVID-19 pandemic; please work directly with those operators regarding their charges.



Guests who incur charges for non-refundable expenses (including air change fees for guests with independent air that cannot be refunded or redeemed for future credit) can view the [refund request guide](#) for a list of reimbursable expenses and details on submitting a refund request.

We appreciate your loyalty and look forward to welcoming you onboard.

With your support, we will emerge from this time of trial even stronger. We look forward to serving you while connecting the world for years to come.

Thank you for your understanding, patience and ongoing support.