



Over the past year we have operated hundreds of cruises thanks to the tens of thousands of our Princess team members that have rejoined our fleet to deliver exceptional Princess vacations. However, like others in the global travel industry we have experienced some labor challenges.

With rising occupancy levels on the ships that have already returned to service and our commitment to guarantee the Princess experience is exceptional, Princess has made the difficult decision to cancel a limited number of voyages (11 sailings) on the Diamond Princess beginning September 1, 2022 through November 13, 2022. This will provide us with the additional time needed to overcome our labor challenges.

Guests with reservations on an affected cruise will be offered three options to choose from:

Option 1: Transfer to a replacement cruise with \$100 onboard spending money per person to spend on the rebooked cruise. See below for details of which cruises to choose from. The rebooking offer will have the added benefit of protecting your current fares, incentives, and promotions in the event the new cruise fare is higher. The new booking will be in the closest equivalent category, subject to availability.

Princess pre- or post-cruise transfers between the airport and the pier will transfer to the new booking. Other non-cruise-fare purchases through Princess, such as Princess EZair, shore excursions, specialty dining, spa or gifts will be refunded to the original form of payment.

Option 2: Future Cruise Credit with \$100 onboard spending money per person to spend on the next cruise. Sail with us again by accepting a Future Cruise Credit (FCC) offer of 100% value of cruise fare paid as a refundable FCC. Plus receive \$100 non-refundable onboard spending money per person to go with your future sailing.

- This gives our team a chance to shine at a later date by using the FCC on any voyage booked by and sailed by December 31, 2023.
- FCC may be used as a deposit, for your cruise fare, for taxes, fees and port expenses, or for optional programs or services. You may apply FCCs for yourself or other guests on the same booking. Please see the full [Terms & Conditions](#).
- Money paid to Princess in excess of the cruise fare for Princess Vacation Protection, taxes, fees and port expenses, EZair or hotel packages will be refunded to the original form of payment, as will any prepaid shore excursions and/or special service items.
- This is the default offer.

Option 3: Refund of all monies paid. Money will be refunded to the original method of payment.

Requests must be received through this [online form](#) by September 8, 2022 or guests will automatically be given the Future Cruise Credit (option 2).

If any part of a cruise was booked through a Tour Operator or similar third party, guests must contact them for more information as other booking and cancellation conditions and policies may apply.

An email and/or booking notification will be issued to inform guests booked on these cruises and Travel Advisors holding group allocations of the cancellations and what options are available. Please see the chart below for the list of cancelled cruises.

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 100% 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](#) (minus cancellation fees if applicable) and the amount will be deducted from the FCC calculations laid out above.

Future Cruise Credits ("FCC(s)") may be awarded to guests for many reasons, including if their cruise is cancelled. Princess may sometimes also elect to award a good-will FCC, or bonus FCC. FCCs issued in lieu of refunds are refundable ("Refundable FCCs"); otherwise FCCs are not refundable ("Nonrefundable FCCs"). Guests understand that they have no right to obtain a bonus FCC in any situation and such bonus FCCs are good-will gestures only and have no cash value and cannot be returned or refunded. FCCs issued by Princess Cruises may only be used on a Princess Cruise booking. FCCs must be used before their stated expiration (book by and sail by) date.

FCCs may be applied as a form of payment towards your balance due and therefore, in accordance with our passenger contract, FCCs are subject to cancellation fees. If an FCC has been applied as a form of payment, Princess will first deduct any imposed cancellation fee from such FCC before assessing cancellation fees on other forms of payment. This means cancellation fees may be incurred by someone else on your booking who may or may not have applied FCCs of their own. Cancellation fees will be deducted from any used FCCs prior to being returned to the guest's My Princess Account (if applicable). In the event any guest believes any cancellation fees have been applied in error, they should [contact us](#).

In the event an FCC being returned to My Princess Account is expired, if the FCC is a Refundable FCC (in which case it will be labeled with a cash value), Princess will refund its remaining cash value to the associated Captain Circle Number (CCN). Nonrefundable FCCs (which are not labeled with a cash value) will expire with no refund. Cancellation of a Refundable FCC (cash value) will automatically cancel any bonus FCCs related to the original. In the event a Bonus FCC is used, portions of the related cash value FCC may become non-refundable also.

FCCs are non-transferrable but may be used to pay for others on the same booking. FCCs cannot be used for onboard expenses (including but not limited to shore excursions, crew incentives or other optional programs or services). While they can be used to pay for Flexible air add-ons, FCCs cannot be used within our EZair (not available in UK) or Plane Sailing (UK only) payment tools and therefore cannot cover the cost of restricted air even if booked in advance.

Guests may request a refund of the cash value (the refund amount forfeited by the guest in exchange for the Refundable FCC) of any unused Refundable FCC at any time. To make a refund request please e-mail our [contact center](#). In no situation shall a guest be entitled to a refund greater than the refund 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.

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.

Please see the following page for list of replacement cruises.

Diamond Princess Replacement Cruises

The following cancelled cruises have multiple replacement cruises. Please pick your preferred option from the right hand column.

Guests responding after September 8, 2022 will be offered Future Cruise Credit for the cruise fare paid along with \$100 onboard spending money.

CANCELLED CRUISES						REPLACEMENT CRUISES					
SHIP	SAIL DATE	CRUISE	DURATION	ITINERARY	EMBARK/DISEMBARK	SHIP	SAIL DATE	CRUISE	DURATION	ITINERARY	EMBARK/DISEMBARK
Diamond Princess	1-Sep-22	M241	5	West Coast Getaway with San Francisco	Roundtrip San Diego	Discovery Princess	5-Nov-22	X244	5	Cabo San Lucas Getaway	Roundtrip Los Angeles
Diamond Princess	6-Sep-22	M242	5	Comedy Themed Cabo San Lucas Getaway	Roundtrip San Diego	Discovery Princess	10-Nov-22	X245	4	Comedy Themed West Coast Getaway With San Diego	Roundtrip Los Angeles
Diamond Princess	8-Nov-22	M250	5	'80s Themed West Coast Getaway With San Francisco	Roundtrip San Diego	Discovery Princess	14-Nov-22	X246	5	Cabo San Lucas Getaway	Roundtrip Los Angeles
						Discovery Princess	11-Feb-23	X307	5	Cabo San Lucas Getaway	Roundtrip Los Angeles
						Discovery Princess	20-Feb-23	X309	5	Cabo San Lucas Getaway	Roundtrip Los Angeles

CANCELLED CRUISES						REPLACEMENT CRUISES					
SHIP	SAIL DATE	CRUISE	DURATION	ITINERARY	EMBARK/DISEMBARK	SHIP	SAIL DATE	CRUISE	DURATION	ITINERARY	EMBARK/DISEMBARK
Diamond Princess	11-Sep-22	M243	7	Baja Peninsula & Sea of Cortez	Roundtrip San Diego	Discovery Princess	1-Oct-22	X239	7	Classic California Coast	Roundtrip Los Angeles
Diamond Princess	18-Sep-22	M244	7	Classic California Coast	Roundtrip San Diego	Discovery Princess	15-Oct-22	X241	7	Classic California Coast	Roundtrip Los Angeles
Diamond Princess	25-Sep-22	M245	7	Classic California Coast	Roundtrip San Diego	Discovery Princess	29-Oct-22	X243	7	Mexican Riviera	Roundtrip Los Angeles
Diamond Princess	2-Oct-22	M246	7	Baja Peninsula & Sea of Cortez	Roundtrip San Diego	Discovery Princess	26-Nov-22	X248	7	Mexican Riviera	Roundtrip Los Angeles
Diamond Princess	9-Oct-22	M247	7	Baja Peninsula & Sea of Cortez	Roundtrip San Diego	Discovery Princess	3-Dec-22	X249	7	Mexican Riviera	Roundtrip Los Angeles
Diamond Princess	16-Oct-22	M248	7	Baja Peninsula & Sea of Cortez	Roundtrip San Diego	Discovery Princess	10-Dec-22	X250	7	Mexican Riviera	Roundtrip Los Angeles
Diamond Princess	13-Nov-22	M251	7	Baja Peninsula & Sea of Cortez	Roundtrip San Diego						

CANCELLED CRUISES						REPLACEMENT CRUISES					
SHIP	SAIL DATE	CRUISE	DURATION	ITINERARY	EMBARK/DISEMBARK	SHIP	SAIL DATE	CRUISE	DURATION	ITINERARY	EMBARK/DISEMBARK
Diamond Princess	23-Oct-22	M249	16	Hawaiian Islands	Roundtrip San Diego	Crown Princess	16-Jan-23	3303	15	Hawaiian Islands	Roundtrip Los Angeles
						Crown Princess	31-Jan-23	3304	15	Hawaiian Islands	Roundtrip Los Angeles
						Crown Princess	15-Feb-23	3305	15	Hawaiian Islands	Roundtrip Los Angeles