



Due to restrictions and limitations with border and port access determined by government and health authorities and the continued uncertainty of airline travel, Princess Cruises is canceling its early 2021 World Cruises and Circle South America cruises on two ships:

- Island Princess 2021 World Cruise sailing from North America, including associated segments and remaining voyages sailing immediately prior.
- Pacific Princess 2021 Circle South America sailing from Australia, including associated positioning cruises

We know this is more than just a vacation for you. You were anticipating the adventure of a lifetime - even if you had sailed a World Cruise before. We wish we had been able to take you on this global journey and we share in your disappointment over this cancellation. We would love nothing more than to explore the world with you; unfortunately, that isn't possible at this time.

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.

We hope you will stick with us by accepting this **special higher value Future Cruise Credit offer**. All guest will receive:

- 100% value of cruise fare paid as a refundable Future Cruise Credit (FCC)
- Bonus non-refundable 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 Credit above on any voyage booked by May 1, 2022.

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 September 30, 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 or hotel packages will be refunded or transferred to a new booking if you're ready to rebook. In any event prepaid shore excursions and/or 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, where applicable.

Cancelled voyages:

Ship	Trade	Sail Date	Voyage	Days	Itinerary	Ports
Pacific	Australia	21-Dec-20	K101N	13	New Zealand Connoisseur	SYD-SYD
Pacific	South America	3-Jan-21	K102A	92	Circle South America	SYD-BNE
Pacific	South America	3-Jan-21	K102B	90	Circle South America	SYD-SYD
Pacific	Australia	3-Jan-21	K102C	4	Australia Getaway	SYD-AKL
Pacific	South America	3-Jan-21	K102N	45	South America Connoisseur to Rio	SYD-GIG
Pacific	South America	7-Jan-21	K102D	82	Circle South America	AKL-AKL
Pacific	South America	16-Feb-21	K103N	45	South America Connoisseur from Rio	GIG-SYD
Pacific	Australia	30-Mar-21	K103B	4	Australia Getaway	AKL-SYD

Ship	Trade	Sail Date	Voyage	Days	Itinerary	Ports
Island	Caribbean	20-Dec-20	2101	14	Circle Caribbean	FLL1-FLL
Island	Panama Canal	3-Jan-21	2102	14	Panama Canal Connoisseur	FLL1-LAX
Island	World	3-Jan-21	2102A	111	World Cruise - Roundtrip Ft. Lauderdale	FLL1-FLL
Island	World	3-Jan-21	2102B	87	World Cruise - Ft. Lauderdale to Venice	FLL1-VCE
Island	World	3-Jan-21	2102C	70	WC Liner - Panama Canal, South Pacific & Indian Ocean	FLL1-DXB
Island	World	3-Jan-21	2102D	59	World Cruise Liner - Panama Canal, South Pacific & Asia	FLL1-SIN
Island	World	17-Jan-21	2103	22	WC Segment - Hawaii, Tahiti & South Pacific Crossing	LAX-AKL
Island	World	17-Jan-21	2103A	111	World Cruise - Roundtrip Los Angeles	LAX-LAX
Island	World	17-Jan-21	2103B	97	World Cruise - Los Angeles to Fort Lauderdale	LAX-FLL
Island	World	17-Jan-21	2103C	73	WC Liner - South Pacific, Indian Ocean & Mediterranean	LAX-VCE
Island	World	17-Jan-21	2103D	56	World Cruise Liner - South Pacific & Indian Ocean	LAX-DXB
Island	World	17-Jan-21	2103E	45	World Cruise Liner - South Pacific & Asia	LAX-SIN
Island	World	4-Mar-21	2106	11	World Cruise Segment - Malaysian Peninsula & Indian Ocean	SIN-DXB
Island	World	4-Mar-21	2106A	66	WC Liner - Indian Ocean, Mediterranean & Panama Canal	SIN-LAX
Island	World	4-Mar-21	2106B	52	WC Liner-Indian Ocean, Mediterranean, Transatlantic Crossing	SIN-FLL
Island	World	4-Mar-21	2106C	28	World Cruise Liner - Indian Ocean & Mediterranean Sea	SIN-VCE
Island	World	15-Mar-21	2107	17	World Cruise Segment - Holy Land, Turkey & Aegean Sea	DXB-VCE
Island	World	15-Mar-21	2107A	55	WC Liner-Mediterranean, Transatlantic Crossing, Panama Canal	DXB-LAX
Island	World	15-Mar-21	2107B	41	World Cruise Liner - Mediterranean & Transatlantic Crossing	DXB-FLL
Island	World	1-Apr-21	2108	24	WC Segment - Mediterranean & Transatlantic Crossing	VCE-FLL
Island	World	1-Apr-21	2108A	38	WC Liner-Mediterranean, Transatlantic Crossing, Panama Canal	VCE-LAX

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). The 25% bonus FCC is calculated based on the value of the former FCC.

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 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. The refundable 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 September 30, 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.