



Due to the uncertainty about when international travel restrictions might be lifted, Princess Cruises is extending its pause in operations for cruises departing from Australia and New Zealand through May 31, 2021.

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 November 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, shore excursions, hotel packages or any 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.

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 November 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.

List of Cruises Cancelled

Ship	Trade	Sail Date	Cruise No.	From Port	To Port	Duration	Itinerary
Majestic Princess	AUSTRALIA	23-Dec-20	8101	SYD	SYD	13	New Zealand
Majestic Princess	AUSTRALIA	5-Jan-21	8102	SYD	SYD	6	Tasmania
Majestic Princess	AUSTRALIA	11-Jan-21	8103	SYD	SYD	13	New Zealand
Majestic Princess	AUSTRALIA	24-Jan-21	8104	SYD	SYD	13	New Zealand
Majestic Princess	AUSTRALIA	6-Feb-21	8105	SYD	SYD	13	New Zealand
Majestic Princess	SOUTH PACIFIC	19-Feb-21	8106	SYD	SYD	14	Fiji
Majestic Princess	OTHER ASIA	5-Mar-21	8107	SYD	HKG	21	Asia & Australia
Majestic Princess	AUSTRALIA	5-Mar-21	8107A	SYD	JFM	10	Southern Australia & Tasmania
Majestic Princess	AUSTRALIA	5-Mar-21	8107B	SYD	ADL	6	Southern Australia Explorer
Majestic Princess	AUSTRALIA	5-Mar-21	8107C	SYD	MEL	4	Australia Getaway
Majestic Princess	OTHER ASIA	9-Mar-21	8107D	MEL	HKG	17	Asia & Australia
Majestic Princess	OTHER ASIA	11-Mar-21	8107E	ADL	HKG	15	Asia & Australia
Majestic Princess	OTHER ASIA	15-Mar-21	8107F	JFM	HKG	11	Asia & Australia
Pacific Princess	SOUTH PACIFIC	3-Apr-21	K104N	SYD	SYD	21	Papua New Guinea & Solomon Islands
Pacific Princess	SOUTH PACIFIC	5-Apr-21	K104A	BNE	BNE	21	Papua New Guinea & Solomon Islands
Pacific Princess	OTHER ASIA	24-Apr-21	K105N	SYD	YOK	24	Asia & Australia
Pacific Princess	OTHER ASIA	26-Apr-21	K105A	BNE	YOK	22	Asia & Australia
Regal Princess	SOUTH PACIFIC	28-Dec-20	G101	SYD	SYD	12	Fiji
Regal Princess	AUSTRALIA	9-Jan-21	G102	SYD	SYD	13	New Zealand
Regal Princess	AUSTRALIA	22-Jan-21	G103	SYD	AKL	12	Australia & New Zealand
Regal Princess	AUSTRALIA	3-Feb-21	G104	AKL	SYD	11	Australia & New Zealand
Regal Princess	AUSTRALIA	14-Feb-21	G105	SYD	AKL	12	Australia & New Zealand
Regal Princess	AUSTRALIA	26-Feb-21	G106	AKL	AKL	4	New Zealand Getaway
Regal Princess	AUSTRALIA	2-Mar-21	G107	AKL	SYD	12	Australia & New Zealand
Regal Princess	AUSTRALIA	14-Mar-21	G108	SYD	SYD	13	New Zealand
Regal Princess	AUSTRALIA	27-Mar-21	G109	SYD	SYD	13	New Zealand
Sapphire Princess	AUSTRALIA	20-Dec-20	H101	MEL	MEL	13	New Zealand
Sapphire Princess	AUSTRALIA	2-Jan-21	H102	MEL	MEL	7	Southern Australia Explorer
Sapphire Princess	AUSTRALIA	4-Jan-21	H102A	ADL	MEL	5	Australia Getaway
Sapphire Princess	AUSTRALIA	9-Jan-21	H103	MEL	MEL	5	Tasmania
Sapphire Princess	AUSTRALIA	14-Jan-21	H104	MEL	MEL	13	New Zealand
Sapphire Princess	AUSTRALIA	27-Jan-21	H105	MEL	MEL	13	New Zealand
Sapphire Princess	AUSTRALIA	9-Feb-21	H106	MEL	MEL	13	New Zealand
Sapphire Princess	AUSTRALIA	22-Feb-21	H107	MEL	MEL	6	Southern Australia Explorer
Sapphire Princess	AUSTRALIA	22-Feb-21	H107A	MEL	ADL	4	Australia Getaway

Ship	Trade	Sail Date	Cruise No.	From Port	To Port	Duration	Itinerary
Sapphire Princess	SOUTH PACIFIC	26-Feb-21	H107B	ADL	ADL	17	New Caledonia & Vanuatu
Sapphire Princess	SOUTH PACIFIC	28-Feb-21	H108	MEL	MEL	13	New Caledonia & Vanuatu
Sapphire Princess	AUSTRALIA	13-Mar-21	H109	MEL	MEL	7	Southern Australia Explorer
Sapphire Princess	AUSTRALIA	15-Mar-21	H109A	ADL	MEL	5	Australia Getaway
Sapphire Princess	AUSTRALIA	20-Mar-21	H110	MEL	MEL	5	Tasmania
Sapphire Princess	AUSTRALIA	25-Mar-21	H111	MEL	SYD	3	Australia Getaway
Sapphire Princess	AUSTRALIA	25-Mar-21	H111A	MEL	JFM	20	Northern Explorer
Sapphire Princess	AUSTRALIA	28-Mar-21	H112	SYD	JFM	17	Northern Explorer
Sapphire Princess	AUSTRALIA	28-Mar-21	H112A	SYD	BNE	2	Australia Getaway
Sapphire Princess	AUSTRALIA	30-Mar-21	H112B	BNE	JFM	15	Northern Explorer
Sapphire Princess	AUSTRALIA	14-Apr-21	H113	JFM	SYD	17	Northern Explorer
Sapphire Princess	AUSTRALIA	14-Apr-21	H113A	JFM	BNE	15	Northern Explorer
Sapphire Princess	AUSTRALIA	29-Apr-21	H113C	BNE	BNE	4	Australia Getaway
Sapphire Princess	AUSTRALIA	1-May-21	H114N	SYD	SYD	10	Queensland
Sapphire Princess	AUSTRALIA	3-May-21	H114B	BNE	BNE	10	Queensland
Sapphire Princess	OTHER ASIA	11-May-21	H115N	SYD	SHA	22	Asia & Australia
Sapphire Princess	OTHER ASIA	13-May-21	H115B	BNE	SHA	20	Asia & Australia