



## Princess Cruises Extends Pause of Global Ship Operations

In response to the Canadian Transport Minister's restriction of any ships carrying 100 or more passengers from entering Canadian waters until October 31, 2020, the Australian Government's approach to managing the resumption of cruising in the Australian region, along with the ongoing uncertainty of ports reopening for cruise ships in Taiwan, Japan and South Korea, Princess has extended our global pause in operations and cancelled the following voyages.

- All cruises sailing in and out of Australia departing August 29 – September 17, 2020
  - Sea, Majestic, Sun & Sapphire Princess
- All cruises in and out of Vancouver and Seattle in September and October
  - Coral, Emerald, Grand, Royal, Ruby and Star Princess
- 7-day cruises roundtrip from San Francisco departing in September and October 2020
  - Pacific & California Coast on Star Princess
- All cruises roundtrip Keelung departing August 2020
  - Majestic Princess Aug 5-Aug 23

**Guests who have paid in full**, have the option to stick with us by accepting this special higher value Future Cruise Credit offer:

- 100% value of cruise fare paid as a Future Cruise Credit (FCC)
- Bonus FCC equal to 25% of the cruise fare paid

This requires no action from you and gives our team a chance to shine at a later date by using the Future Cruise Credits above on any voyage sailing by May 1, 2022.

**Guests who have not paid in full**, have the option to stick with us by accepting this special **Double your Deposit** Future Cruise Credit offer:

- Transfer the money deposited for your vacation as a refundable Future Cruise Credit (FCC) and Princess will provide a matching bonus FCC for the same amount up to the base cruise fare amount of the current cruise (minimum \$100 per person\*)

(\*minimum varies by FCC currency: \$100USD, \$100CAD, \$100AUD, £100GBP, €100EUR, ¥10,000)

**Alternatively, all guests** can forfeit these bonus FCC offers and request a refund for all money paid on your booking by using this [online form](#). If we don't hear from you by June 30, 2020, you will automatically receive the default FCC Offer.

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.

## Frequently Asked Questions

**Q: How do I know if I've paid my booking in full?**

A: You can confirm this on your booking confirmation or with your travel advisor.

**Q: What if I paid more than just my cruise fare but wasn't actually paid in full?**

A: We will calculate your FCCs based on the amount you paid us, up to the amount of your cruise. We will calculate your FCCs based on the amount you paid us, up to the amount of your cruise fare. If you paid us more than that amount, say for airfare or a hotel package, then we will refund the money paid in excess of your cruise fare or you can opt to have it transferred to a new booking.

**Q: What if I took advantage of a low deposit promotion – e.g. \$1 deposit – and that's all I paid?**

A: You will receive the minimum bonus FCC per guest outlined above.

**Q: Are the FCCs refundable?**

A: FCCs created in lieu of a refund are fully refundable. Bonus FCCs are not refundable and should be used before their expiration date. See Terms & Conditions below for more details

See our [General FAQ page](#) for more Questions and Answers

## 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 that did not pay in full for the Cruise, the value of the guest's deposit FCC and bonus FCC each 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 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. For guests not paid in full, the non-bonus 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 June 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 as part of this pause in operations

Ship	Cruise	Sail Date	Trade	Days	Itinerary Description	From	To
Sea Princess	C015	13-Sep-20	Australia/New Zealand	8	Coral Coast	JFM	JFM
Sea Princess	C016	21-Sep-20	Other Asia	14	Treasures of Southeast Asia	JFM	SIN
Majestic Princess	8053	29-Aug-20	Other Asia	18	Asia & Australia	HKG	SYD
Majestic Princess	8053A	29-Aug-20	Other Asia	16	Asia & Australia	HKG	BNE
Majestic Princess	8053B	14-Sep-20	Australia/New Zealand	2	Australia Getaway	BNE	SYD
Majestic Princess	8054	16-Sep-20	Pacific	12	Fiji	SYD	SYD
Sun Princess	S015N	5-Sep-20	Pacific	35	Hawaii, Tahiti & South Pacific	SYD	SYD
Sun Princess	S015H	5-Sep-20	Pacific	13	South Pacific Crossing	SYD	HNL
Sun Princess	S015I	18-Sep-20	Pacific	22	Hawaii, Tahiti & South Pacific Crossing	HNL	SYD
Sun Princess	S015E	9-Sep-20	Pacific	31	Hawaii, Tahiti & South Pacific	AKL	SYD
Sapphire Princess	H025N	2-Sep-20	Australia/New Zealand	5	Southern Australia Getaway	ADL	JFM
Sapphire Princess	H026C	7-Sep-20	Australia/New Zealand	29	Round Australia	JFM	JFM
Sapphire Princess	H026D	7-Sep-20	Australia/New Zealand	14	Southern Australia Explorer	JFM	BNE
Sapphire Princess	H026E	7-Sep-20	Australia/New Zealand	12	Southern Australia Explorer	JFM	SYD
Sapphire Princess	H026N	7-Sep-20	Australia/New Zealand	5	Southern Australia Getaway	JFM	ADL
Sapphire Princess	H027C	12-Sep-20	Australia/New Zealand	29	Round Australia	ADL	ADL
Sapphire Princess	H027D	12-Sep-20	Australia/New Zealand	24	Round Australia	ADL	JFM
Sapphire Princess	H027N	12-Sep-20	Australia/New Zealand	7	Southern Australia & Tasmania	ADL	SYD
Majestic Princess	8047	5-Aug-20	Other Asia	3	Japan Islands	KE1	KE1
Majestic Princess	8047A	5-Aug-20	Other Asia	3	Japan Islands	KE1	KE1
Majestic Princess	8048	8-Aug-20	Other Asia	5	Japan & Korea	KE1	KE1
Majestic Princess	8048A	8-Aug-20	Other Asia	5	Japan & Korea	KE1	KE1
Majestic Princess	8049	13-Aug-20	Other Asia	3	Japan Islands	KE1	KE1
Majestic Princess	8049A	13-Aug-20	Other Asia	3	Japan Islands	KE1	KE1
Majestic Princess	8050	16-Aug-20	Other Asia	4	Japan Islands	KE1	KE1
Majestic Princess	8050A	16-Aug-20	Other Asia	4	Japan Islands	KE1	KE1
Majestic Princess	8051	20-Aug-20	Other Asia	3	Japan Islands	KE1	KE1
Majestic Princess	8051A	20-Aug-20	Other Asia	3	Japan Islands	KE1	KE1
Majestic Princess	8052	23-Aug-20	Other Asia	5	Kyushu	KE1	KE1
Majestic Princess	8052A	23-Aug-20	Other Asia	5	Kyushu	KE1	KE1
Coral Princess	6030	23-Sep-20	Coastal	4	Pacific Coastal	YVR	LAX
Emerald Princess	E031	28-Sep-20	Coastal	5	Pacific Coastal	YVR	LAX
Grand Princess	A032	22-Sep-20	Hawaii	15	Hawaiian Islands	YVR	YVR
Grand Princess	A033	7-Oct-20	Coastal	10	Classic California Coast	YVR	YVR
Grand Princess	A034	17-Oct-20	Coastal	7	Pacific Wine Country	YVR	LAX
Grand Princess	A034A	17-Oct-20	Exotics	53	Pacific Crossing & Asia	YVR	SIN
Grand Princess	A034B	17-Oct-20	Exotics	37	Hawaii, Guam & East Asia Pacific Crossing	YVR	SHA
Royal Princess	1041	26-Sep-20	Coastal	7	Pacific Wine Country	YVR	LAX
Ruby Princess	R032	26-Sep-20	Coastal	7	Northern California Coast	SEA	SEA
Ruby Princess	R033	3-Oct-20	Hawaii	16	Hawaiian Islands	SEA	SEA
Ruby Princess	R034	19-Oct-20	Coastal	1	Pacific Coastal	SEA	YVR
Ruby Princess	R035	20-Oct-20	Coastal	4	Pacific Coastal	YVR	SFO
Star Princess	9026	20-Sep-20	Coastal	7	Pacific Northwest Coast	SFO	SFO
Star Princess	9027	27-Sep-20	Coastal	7	Classic California Coast	SFO	SFO
Star Princess	9028	4-Oct-20	Coastal	7	Pacific Northwest Coast	SFO	SFO
Star Princess	9029	11-Oct-20	Coastal	4	Pacific Coastal	SFO	YVR
Star Princess	9030	15-Oct-20	Coastal	7	Pacific Wine Country	YVR	LAX