



Today Princess Cruises is announcing the transfer of two of our ships, Golden Princess® and Star Princess® to the fleet of our sister company P&O Cruises Australia.

While it is never easy to say goodbye to any ship in our fleet, we are thrilled that our sister brand will get to enjoy these two ships, and this will allow us to focus on bringing into service exciting newbuilds like Enchanted Princess® and Discovery Princess®.

Due to the imminent departure of these two ships from the fleet, Princess Cruises will cancel published Star Princess itineraries which include 2021 West Coast itineraries from Los Angeles. Note that Golden Princess has no active voyages to cancel as her published schedule already reflects her P&O Cruises Australia deployment.

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 and gives our team a chance to shine at a later date by using the Future Cruise Credits above on any voyage sailed 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 non-bonus 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 sailed 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	Voyage	Sail Date	Trade	From	To	Duration	Itinerary
STAR PRINCESS	9101	21-Dec-20	HAWAII	LAX	LAX	15	Hawaiian Islands
STAR PRINCESS	9102	5-Jan-21	HAWAII	LAX	LAX	15	Hawaiian Islands
STAR PRINCESS	9103	20-Jan-21	MEXICO	LAX	LAX	10	Baja Peninsula & Sea of Cortez
STAR PRINCESS	9104	30-Jan-21	HAWAII	LAX	LAX	15	Hawaiian Islands
STAR PRINCESS	9105	14-Feb-21	MEXICO	LAX	LAX	10	Baja Peninsula & Sea of Cortez
STAR PRINCESS	9106	24-Feb-21	HAWAII	LAX	LAX	15	Hawaiian Islands
STAR PRINCESS	9107	11-Mar-21	HAWAII	LAX	LAX	15	Hawaiian Islands
STAR PRINCESS	9108	26-Mar-21	HAWAII	LAX	LAX	28	Hawaii, Tahiti & Samoa
STAR PRINCESS	9109	23-Apr-21	MEXICO	LAX	LAX	10	Baja Peninsula & Sea of Cortez
STAR PRINCESS	9110N	3-May-21	COASTAL	LAX	YVR	7	Pacific Wine Country