



Voluntary 60-day Pause of Global Ship Operations

VOYAGE CANCELLATIONS

Princess Cruises is voluntarily and temporarily pausing our global ship operations for voyages departing March 12th through May 10th, 2020. Cruise Operations will resume with sailings starting May 11th.

Cruises and Cruisetours departing March 12th through May 10th, 2020 will receive the following compensation.

Option 1: Higher Value	Option 2: Lower Value
<p>You will receive:</p> <ul style="list-style-type: none"> • 100% value of your cruise fare paid towards a future cruise* • 100% full refund of prepaid purchases such as shore excursions and special service items • A future cruise credit of 25%, 50% or 100% of your cruise fare • Additional future cruise credit of 25% of your cruise fare <p><small>*Transfer of funds to a future booking or as a future cruise credit</small></p>	<p>You will receive:</p> <ul style="list-style-type: none"> • 100% refund of your cruise fare paid • 100% full refund of prepaid purchases such as shore excursions and special service items • A future cruise credit of 25%, 50% or 100% of your cruise fare

Your Departure Date in 2020	Option 1: Higher Value	Option 2: Lower Value
March 12 - March 25	100% refund as future cruise credit + 125% bonus future cruise credit	100% refund + 100% future cruise credit
March 26 - April 8	100% refund as future cruise credit + 75% bonus future cruise credit	100% refund + 50% future cruise credit
April 9 - May 10	100% refund as future cruise credit + 50% bonus future cruise credit	100% refund + 25% future cruise credit

THE FINE PRINT:

Guests who were booked and final paid as of February 4th, 2020 for cancelled voyages which were inside final payment at the time the booking cancelled are eligible for Option 1.

Guests will automatically receive Option 1 for the higher value. For guests who prefer Option 2, please use the online form [here](#) by May 31, 2020. After the guest submits the form, they will receive confirmation of receipt.

Future Cruise Credits (FCC) are non-refundable and non-transferable and must be used on a booking made before May 1, 2022 for any cruise departing by May 1, 2022.

The FCC does not have to be used on the same product as the cancelled voyage.



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Q&A

1. I already cancelled one of the affected cruises. Can I switch to the higher value Future Cruise Credit?

Yes, if you cancelled one of the affected cruises between Feb 4 and Mar 11, 2020 and were already inside Final Payment, you are eligible to receive Option 1 in the table above. To receive this updated offer, you will need to pay us the original cruise or cruisetour fare on your booking first so you should contact our customer relations team. Owing to anticipated high call volumes, we ask you to defer until April.

2. I was on a cruise with a sail date prior to March 12 that Princess cancelled owing to COVID-19. Does this offer apply to me?

This offer does not apply to cruises cancelled before March 12, 2020.

3. If I take the Future Cruise Credit, is anything refunded to me?

Items purchased pre-cruise separate from the cruise fare – such as shore excursions, pre-paid beverage packages and gratuities and other gifts and services will be refunded. When you are ready to rebook, all remaining funds paid will be moved to your new booking.

4. What if I had onboard amenities as part of a promotion? Are they included on my Future Cruise Credit?

Promotional items, such as onboard credit or Wi-Fi that were included in the cruise fare will be forfeited and are not transferable to a future sailing.

5. Do I have to call Princess to receive this benefit?

No action is needed for guests to receive Option 1. For guests that would prefer Option 2, please use the online form [here](#).

If you have more questions, please visit our [FAQ page](#).