



# 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 12<sup>th</sup> through May 10<sup>th</sup>, 2020. Cruise Operations will resume with sailings starting May 11<sup>th</sup>.

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

### Option 1: HIGHER VALUE

You will receive:

- ✓ The **full 100%** value of your booking towards a future cruise\* and a refund of prepaid purchases such as shore excursions and special service items.
- ✓ A future cruise credit of **100%, 50%, or 25%** of your cruise fare
- ✓ **ADDITIONAL** future cruise credit of **25%** of your cruise fare

### Option 2: Lower Value

You will receive:

- A refund of **100%** value of your booking along with prepaid purchases such as shore excursions and special service items.
- A future cruise credit of **100%, 50%, or 25%** of your cruise fare

\*Transfer of funds to a future booking or as a future cruise credit

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 8th	100% refund as future cruise credit + 75% bonus future cruise credit	100% refund + 50% future cruise credit
April 9th - May 10th	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 4<sup>th</sup>, 2020 for cancelled voyages which were inside final payment at the time the booking cancelled are eligible for Option 1.

Guests should use the link provided [here](#) to let us know which of the options above they would prefer for their bookings. 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.

Due to the large volume of cancellations, FCCs and Refunds will not be available instantly and may take up to 60 days to be processed.



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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?**

Guests should use the special online [compensation request form](#) to let us know their preferred refund option.

**6. Can I use my FCC to pay for more than one cruise?**

Yes. If the amount of your credit is greater than the cruise fare of your new booking, you can apply the remaining FCC balance on additional future bookings. You just need to use it before the expiration date of May 1, 2022.

**7. How will I be notified when the FCC is ready?**

The future cruise credit will not be applied instantaneously, and we ask that you are patient and allow up to 60 days to process it. No special codes are needed. We will automatically take care of it and notify you when it's done. You can also log on to your [Captain's Circle Account](#) on [princess.com](http://princess.com) to check your FCC balance.

**8. What if I incur extra out of pocket expenses, such as air change fees, as a result of these cancellations?**

We understand this change may cause you to incur unexpected expenses. Air change fees, increased flight costs and non-refundable transportation expenses will be reimbursed. Other expenses will be considered on a case-by-case basis. A Refund Request Guide & Form is available at <https://www.princess.com/refund-request>; please complete and submit this form and any relevant receipts and documentation for our review. Guests who purchased



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Princess Vacation Protection (US and Canada) or independent vacation travel insurance, should submit their claim through their carrier before submitting a reimbursement request.

[AON travel claim website](#) for US and Canada guests who purchased PVP

**9. If I rebook on princess.com, how do I activate my FCC? Do I have to call into the contact center?**

The Future Cruise Credit (FCC) will automatically apply to the booking balance after you sign-on. The website balance summary will show the FCC as a line-item credit. If you do not want the FCC applied, you will need to call the [Contact Center](#) to have it removed.

**10. Will I lose my FCC if I cancel my new booking?**

The Future Cruise Credit will remain attached to your profile until it expires. If you cancel a booking where you used an FCC, it goes back to your profile and you can re-use it before May 1, 2022.

**11. What if there is a Future Cruise Credit (FCC) or Future Cruise Deposit (FCD) on the current booking that is being canceled, will it be credited back?**

Yes, it will be credited back. In this instance, the old FCC or FCD will be a separate credit from the new one. In the event the original FCC is expired, it will be reissued with a May 1, 2022 expiration date.

**12. How are FCCs distributed across passengers on existing bookings?**

FCCs are given per person based on each passenger's individual cruise or cruisetour fare. In the event one person paid for all passengers on the booking, FCCs are still distributed to each passenger, not the payer.