



DATE: December 9, 2022

RE: GENERAL POLICIES FOR 2022-2024 PROGRAM RELEASES:

Countries/Markets Policies Apply To	USA, Canada, Mexico, Puerto Rico and Bermuda
Voyages Policies Apply To	2023-2024 Programs

Please find attached the general policies that are applicable to 2023-2024 cruises.

Updates include:

Section	Comment
1	Updated Captain Circle expiration dates for recent programs
1	Update to Age Restrictions section
1	Update to Crew Appreciation (starting with voyages sailing on or after 20Feb23
Appendix	Changes to Group Amenity promos for Princess Plus and Premier

All policies are subject to change at any time.

GROUP HIGHLIGHTS

Princess Cruises enables travel advisors to promote their cruises with confidence by removing some of the risks associated with space and pricing availability in the open market. This is done through our Travel Advisor's Group Program which offers:

- Discount off launch rates in Group categories
- Guaranteed inventory – on contracted space allotment
- Guaranteed pricing – for beds sold from the contracted allotment
- Amenities – offering added benefits and an element of exclusivity for each agency
- Tour Conductor/Leader (revenue credit) – one for every 16 guests booked on qualified promotions (lower berth guests only)

Advisors can create and tailor their groups with ease using Polar Online and are encouraged to promote with the amenities through a variety of media.

Fares in Group categories will receive a discount off Launch Fares (see Group section).

Here are 10 great reasons to promote groups on Princess!

1. Advantage pricing below Launch Fares for group categories.
2. No Group (bulk) deposit required for up to 16 beds.
3. Tour Conductor/Leader (revenue credit) is earned for every 16 lower berth sailed guests who book on qualified promotions.
4. Amenity points to add value and personalize the group.
5. Many FIT bookings automatically combine with groups to earn TCs and amenities.
6. Group amenities are protected from the first booking.
7. Flexibility to promote more sailings on any given itinerary.
8. Large Group Bonus Stateroom. Any affinity group larger than 250 beds can earn a bonus stateroom.
9. Group rates available for allocations of only 10 beds (five staterooms).
10. Group venues can be reserved when voyages open for sale.

**GENERAL POLICIES 2023-2024 VOYAGES: NORTH AMERICAN
MARKETS**

TABLE OF CONTENTS

GROUP HIGHLIGHTS.....	2
GENERAL POLICIES 2023-2024 VOYAGES: NORTH AMERICAN MARKETS.....	3
1. FARES AND BOOKING CHARGES	7
General Information	7
Launch Fares	7
Captain’s Circle Launch Promotion	7
Captain’s Circle Combinability	7
Group Fares.....	7
Single Occupancy	7
Third and Fourth Occupancy.....	7
Onboard Credit/Spending.....	8
Age Restrictions on Travel	8
Age Restrictions on Drinking, Gambling and Smoking.....	9
WLCL Savings.....	9
Crew Appreciation and Service Charges	10
Online Functionality.....	10
2. PAYMENTS AND DEPOSITS.....	12
Deposit	12
Final Payment.....	13
Waitlist Policy.....	13
3. CANCELLATION AND REFUND POLICIES.....	14
Cancellation Fee Schedule	14
Air Related Cancellations	15
Commission.....	15
Name Changes	15
4. DOCUMENTATION	16
Pre-Cruise Emails	16
Boarding Pass and Online Luggage Tags	17
5. PRINCESS VACATION PROTECTION	18
Overview	18
Availability.....	18
Benefits	18
Pre-Cruise Trip Delay.....	18
Post-Cruise Trip Delay	18
Trip Cancellation	18
Standard and Platinum Costs	19
Enrollment.....	19
Cancellation of Plan	19
Refunds	20
6. AT-EASE WAIVER PROGRAM.....	21
Program Description	21
Payment/Costs	21
7. PRINCESS EZair®	22

Program Overview	22
Flexible Air	22
Restricted Air	22
Booking EZair®	22
Cancelling EZair®	23
Summary of EZair®	23
8. CRUISE PLUS HOTEL PACKAGES	24
Overview	24
Pricing	24
Inclusions	24
Deposit Policies	24
Commission	24
9. TRANSFER PROGRAM.....	25
Overview	25
Pricing	25
Inclusions	25
Deposit	25
Policies	25
Commission	25
10. ONBOARD AND MISCELLANEOUS PROGRAMS.....	26
Onboard Sales	26
Celebrations	26
Spa Packages	26
Shore Excursions	26
Land Excursions	27
Loyalty Programs	28
Welcome Home Post-Cruise Offer	28
Shareholder and Military Benefits	29
Onboard Product	31
Onboard Currency	31
11. CRUISE SALES PROGRAM	32
Program Overview	32
GROUP POLICIES AND PROGRAMS	33
12. TRAVEL ADVISOR'S GROUP PROGRAM.....	34
Overview	34
Guaranteed Inventory	34
Guaranteed Savings	34
Number of Groups	35
Group Size	35
Large Group Bonus Stateroom	35
Bulk Deposit	35
Block Stateroom Deposit	35
Amenity Points	35
Amenity Point Purchase	36
Group Onboard Venues	36
Tour Conductor/Leader (Revenue Credit)	36
Group Combinability	36

Multi-Currency	37
Collection and Overpayment	37
Online Only.....	37
Recall Schedule	37
Group Category Summary.....	38
13. CELEBRATIONS GROUP PROGRAM	39
Overview	39
Guaranteed Inventory.....	39
Guaranteed Pricing	39
Number of Groups	40
Block Stateroom Deposit	40
Amenity Points	40
Amenity Point Purchase.....	40
Group Recalls	40
Group Onboard Venues	40
Tour Conductor/Leader (Revenue Credit)	41
Group Combinability	41
Name Changes	41
Multi-Currency	41
Collection and Overpayment	41
Online Only.....	41
14. TRAVEL ADVISOR’S INCENTIVE GROUP PROGRAM.....	43
General.....	43
Amenity Points	43
Amenity Point Purchase.....	43
Free Site Inspection Stateroom.....	43
Group Combinability	44
Standard Terms	44
Large Group Terms.....	44
Name Changes	44
Deposits.....	44
Cancellation Schedule	45
15. OTHER POLICIES AND PROGRAMS	48
Charters.....	48
16. APPENDIX A:.....	49
Group Amenities Chart	49
Incentive Group Amenities Chart.....	50
Princess Vacation Protection	51

1. FARES AND BOOKING CHARGES

General Information

Unless stated otherwise, all fares are cruise only and include non-commissionable fares (NCFs). Non-commissionable fares will be provided in each program release; however, NCFs may vary by category type, and are subject to change.

Taxes, Fees & Port Expenses are additional and remain non-commissionable.

“Logicals” (voyages created from combining sailings together) have terms and conditions based upon their combined voyage length. Similarly, cruisetours are based on the combined cruise and tour length.

Launch Fares

This is the term for all public FIT fares included in program releases. Launch Fares are available in all categories. Launch Fares are subject to availability and may change at any time, including fare increases.

Captain’s Circle Launch Promotion

This promotion offers an additional discount for past guests in all categories effective at program launch and expiring as follows:

Expire Date	Program
30-Nov-22	2023-2024 Americas Program
31-Jan-23	2024 Sun Princess Inaugural Voyages
28-Feb-23	2024 Alaska and Europe Programs
28-Feb-23	2023-2024 Singapore Program

Specific discount amounts and expiration dates vary by itinerary and cruise length and will be included in each program release. Discount is not applicable to third and fourth berth guests. Launch promotion discount does not combine with other promotional offers.

Captain’s Circle Combinability

The discount is combinable with launch fares and group fares. Not combinable with regionals and other past guest promotions or “new booking only” promotions (such as Flash rates). The Captain’s Circle Launch Promotion saving is not applicable to third and fourth berth guests.

Group Fares

Special group fares are available that offer savings off Launch Fares in select group categories. Most fares that go on sale 120 days before departure will combine with groups. Refer to the Group section for more information.

Single Occupancy

Single Guests occupying a twin stateroom pay an exclusive occupancy supplement of 200% for all categories.

NOTE: All calculations based on the cruise fare including non-commissionable fare.

Third and Fourth Occupancy

Special rates are available for third and fourth guests calculated as a discount off the double occupancy Launch Fare.

Onboard Credit/Spending

Certain types of onboard credits are not refundable at the end of the cruise, including promotional offers and group amenities. However, credits issued as gifts or goodwill credits will continue to be refundable. Note that onboard credit cannot be applied to Casino charges on passenger portfolios.

The types of non-refundable OBCs consist of:

- Promotional Offering (such as OBCs or pre-paid crew appreciation offered as part of 3 for Free)
- Group amenities
- Shareholder Benefit

OBCs that remain refundable include:

- Third-party gifts (unused OBCs purchased as a special service by credit card or agency commission is refunded back to the purchaser's credit card or the travel agency)
- Military Benefits
- In circumstances where Princess has issued as goodwill credit (due to technical issue, move over as requested by Princess, etc.)

Age Restrictions on Travel

Standard Policy:

All guests under the age of 21 must travel with a guest age 21 or older. Additionally, for groups and families booking multiple staterooms, the minimum age for each stateroom is 16 years, provided they are traveling with a parent or legal guardian. We are unable to accept group reservations for student and youth groups that do not conform to our minimum age requirements. Each guest agrees that they will always supervise any guests in their care to ensure all policies are strictly adhered to by all guests under their supervision.

PASSPORT REQUIREMENT WHEN MINORS TRAVEL WITH ONE ADULT ON VOYAGES GOVERNED BY THE U.S. WESTERN HEMISPHERE TRAVEL INITIATIVE (includes travel within BERMUDA, CANADA, CARIBBEAN, HAWAII, MEXICO, PANAMA CANAL, UNITED STATES). When minors are traveling with only one adult 21 years of age or older, Princess requires that all guests must be in possession of a valid passport. We have implemented this requirement because we want to ensure that your party remains together should an emergency arise that require one or more in your party to be disembarked in a non-U.S. port. We cannot guarantee that all members of your party will be allowed to disembark with just a WHTI-compliant document or birth certificate. Failure to present a valid passport for all guests traveling together will result in denial of boarding without refund of the cruise or cruisetour fare.

For cruises operating in Australia:

All guests under the age of 18 must travel with a guest age 18 or older.

Age-restricted cruises: For cruises departing from an Australian port between November 1st and January 7th, any guest under 19 years of age on the day they board the cruise must travel in the same stateroom as a responsible adult 19 years or older. In addition, from January 8th to January 31st, there is a limit on the number of guests under 19 years of age who can travel unaccompanied. Once the limit is reached, a responsible adult 19 years or older must travel in the same stateroom. We can advise you at the time of booking whether the limit applies to your booking. Princess Cruises can waive the responsible adult requirement at its discretion. The responsible adult is accountable for guests under 19 years of age in their stateroom for the duration of the cruise, and the 'Rights of the Captain' will be applied to anyone who displays disruptive behaviour.

For cruises operating in Japan:

All guests under the age of 20 must travel with a guest age 20 or older. Additionally, for groups and families booking multiple staterooms, the minimum age for each stateroom is 16 years, provided they are traveling with a parent or legal guardian. We are unable to accept group reservations for student and youth groups that do not conform to our minimum age requirements. Each guest agrees that they will always supervise any guests in their care to ensure all policies are strictly adhered to by all guests under their supervision.

For cruises operating in Taiwan and Singapore:

All guests under the age of 18 must travel with a guest age 18 or older. Additionally, for Groups and families booking multiple staterooms, the minimum age for each stateroom is 16 years, provided they are traveling with a parent or legal guardian. We are unable to accept group reservations for student and youth groups that do not conform to our minimum age requirements. Each guest agrees that they will always supervise any guests in their care to ensure all policies are strictly adhered to by all guests under their supervision.

Minimum Age Requirements

Cruise: Infants must be at least 6 months of age at the time of embarkation in order to sail.

- Children must be at least 12 months of age at the time of embarkation to sail on the following itineraries:
 - Trans-ocean crossings
 - Remote itineraries, where there are more than 2 consecutive sea days.

Case by case exceptions on these itineraries will be considered for children 6-12 years by the shoreside medical department for voyages which navigate adjacent to coastlines if appropriate emergency pediatric medical care is anticipated to be accessible.

Cruisetours: The minimum age for escorted cruisetours is 5 years.

Age Restrictions on Drinking, Gambling and Smoking

The age for gambling on Princess ships is 18 years old. The age for drinking on Princess ships is 21 years old*. Guests under the age of 18 will not be permitted in the Casino or Night Club after 11:00 p.m.

*For cruises sailing between Australia/New Zealand, Europe and Singapore ports, the drinking age will be 18 years old. For cruises sailing between Japan ports, the drinking age will be 20 years old.

No passenger under the age of 18 shall be permitted to purchase cigarettes or tobacco products. Indoor areas onboard the vessels are non-smoking and smoking is only permitted in designated sections. Outdoor smoking areas are clearly posted throughout the vessel. Smoking is prohibited in passenger staterooms and balconies.

WLCL Savings

All VIP members who have cruised on other World's Leading Cruise Line (WLCL) ships, but not on Princess, will receive a special launch discount, equal to the Captain's Circle Savings amount for that sailing. This discount is combinable with Launch Fares only. The WLCL savings is not combinable with Group fares. Promo code VIP.

Crew Appreciation and Service Charges

Crew appreciation are a daily amount for each guest that will be automatically added to a guest's onboard account. The amount of the Crew Incentive will be based on stateroom category, as set out below:

Suites	\$18.00 USD per person per day
Mini Suites, Cabanas and Club Class	\$17.00 USD per person per day
All other stateroom types	\$16.00 USD per person per day

Amounts shown above are in USD. For ships operating in AUD, guests will pay the equivalent of the USD amounts above.

Guests have complete discretion to adjust these crew appreciation while onboard; however, crew appreciation may only be adjusted prior to disembarking the ship and are not refundable post cruise.

Crew appreciation can be prepaid using Cruise Personalizer®.

A non-refundable **Service Charge** of 17% - 18% of purchase will be automatically added to optional purchases of beverage packages, drinks, dining room and specialty dining, private group functions, and other elected products, services or amenities provided to guests that are not included in the Cruise Fare. The Service Charge amount is based upon the service/product purchased and is applied as follows:

<u>Service/Product</u>	<u>Service Charge</u>
Specialty Dining	17% (included in total cover charge)
Specialty Food Items	17% (included in total item charge)
Drink packages	18%
Drinks	18%
Corkage Fee	18% (included in total charge)
Private Group Functions	18% (of total cost)
Spa Services	18%

If you pre-paid the Crew appreciation and/or Service Charge as part of an all-inclusive or other applicable package (i) the payments are bundled into your fare; (ii) the payments are non-refundable from the time of purchase, except as part of the cruise fare, which refund shall be provided in accordance with our cancellation policy; and (iii) no additional amount will be added to your onboard account for the Crew appreciation or for those Service Charges covered by such package.

Online Functionality

The following general booking functions are available via Polar Online, in addition to creating a booking or a group:

- Booking Confirmation copies.
- Entering independent air information.
- Opening a Group.
- Option extensions.
- Changing Group name.
- Creating and managing Cruise Sales (online only).
- Adding Group Amenities.
- Amending booking contact name.
- Group recall extensions.

- Cross-referencing bookings.
- Group confirmations and reports.
- Changing stateroom number.
- Travel Advisor brochure/collateral requests (online only).
- Altering bed configuration(s).
- Adding guest information (PIF).
- Printing boarding passes and luggage tags.

2. PAYMENTS AND DEPOSITS

Deposit

A deposit is required for all guests as noted below traveling on a cruise/cruisetour. The amount of deposit varies according to the cruise itinerary and length.

- World Cruise (including segments 45 days and longer) - 30% of the cruise/cruisetour fare for all guests.
- All other cruises as noted below, including upper berth guests.

	\$USD Deposit Per Person (all guests)	
Sailing Length	Inside, Oceanview, Balcony and Mini-Suites	Suites
5 days or less	\$100	\$200
6 to 9 days	\$250	\$500
10 days or greater	\$400	\$800
World Cruise	30%	30%

Deposit terms (above) effective from May 1, 2021.

Option Period

Sailing from 1 to 5 days in length:

Deposits are due as follows:

Time of Booking - Days from Sailing	Deposit Due* within:	Extension Available:
76 days or more	3 days of booking	Two 48-hour extensions
15 to 75 days	24 hours of booking	Two 48-hour extensions
14 days or less	Full payment required at booking	No extensions

Sailing from 6 to 24 days in length:

Deposits are due as follows:

Time of Booking - Days from Sailing	Deposit Due* within:	Extension Available:
91 day or more	3 days of booking	Two 48-hour extensions
31 to 90 days	24 hours of booking	Two 48-hour extensions
30 days or less	Full payment required at booking	No extensions

Sailings 25 days in length or longer

Deposits are due as follows:

Time of Booking - Days from Sailing	Deposit Due* within:	Extension Available:
121 or more days	3 days of booking	Two 48-hour extensions
31 to 120 days	24 hours of booking	Two 48-hour extensions
30 days or less	Full payment required at booking	No extensions

* One option extension may be available online only. See below for conditions.

For bookings on Island Princess 2023 World Cruise (and any liner options 45 days and longer) made prior to 321 days before departure may have their deposit split into two payments, as shown below:

Ship	Bookings Before	First Deposit	First Deposit Due	Second Deposit	Second Deposit Due
Island Princess	321 days before departure	10%	as above	20%	320 days before departure

Bookings made 320 days before departure above are subject to standard deposit payment terms.

For bookings on Coral Princess 2023 and 2024 World Cruise (and any liner options 41 days or longer), made prior to 271 days before departure may have their deposit split into two payments, as shown below:

Ship	Itinerary	Bookings Before	First Deposit	First Deposit Due	Second Deposit	Second Deposit Due
Coral Princess sailing in 2023 and 2024	World Cruise	271 days before departure	10%	as above	20%	270 days before departure

Final Payment

Princess Cruises must receive the balance of the cruise fare according to the following schedule:

Sailing Length	Final Payment Date
5 days and less	Final Payment due 75 days prior to sailing
6 to 24 days (including World Cruise Segments)	Final Payment due 90 days prior to sailing
25 days or more (including Full World Cruise and World Cruise Segments)	Final Payment due 120 days prior to sailing

There are no grace periods or extensions for receipt of final payment on a booking. All final payments are due by the final payment date or the booking will automatically cancel. A Final Payment Notice reminder will be sent 14 days PRIOR to final payment due date, followed by a second reminder sent 7 days PRIOR to final payment date. These policies apply to both FIT and group bookings.

Waitlist Policy

A \$200 per stateroom deposit will hold a place on our waitlist for any category. Waitlist bookings will not be held without a deposit.

- The charge is fully refundable if the waitlist does not clear or if the guest cancels the waitlist booking. Refunds will be processed automatically once the waitlisted voyage has departed.
- If the waitlist does clear, guests have until the end of business the following day to accept the booking.
- There is no charge if the guest is already booked on a cruise and wishes to be waitlisted for different staterooms on that cruise or a different cruise.

3. CANCELLATION AND REFUND POLICIES

Cancellation Fee Schedule

All guests are required to pay a cancellation fee (including third and fourth berths where deposit is applicable) if they cancel their cruise, cruisetour or Cruise Plus package. Cancellation fees are based on the fare paid, excluding Taxes, Fees & Port Expenses, transfers, fuel supplement, shore and land excursions, and most special service items.

The amount of the cancellation fee varies based on length of sailing for cruise/cruisetour and timing of cancellation for cruise/cruisetour and Cruise Plus package, as illustrated in the schedules below. For certain promotional fares, the deposit is non-refundable. Please review the terms and conditions of all fares before booking.

Cruise and Cruisetours

Sailings 5 days or less

Days Prior to Departure	Item(s) Assessed	Cancellation Fee
75 days or more	None	None
45 to 74 days	Cruise fare	Deposit
29 to 44 days	All Items	50% of Total Charges
15 to 28 days	All Items	75% of Total Charges
14 days or less	All Items	100% of Total Charges

Sailings 6 to 24 days (including World Cruise Segments)

Days Prior to Cruise or Land Package Departure	Item(s) Assessed	Cancellation Fee
90 days or more	None	None
57 to 89 days	Cruise fare	Deposit
29 to 56 days	All Items	50% of Total Charges
15 to 28 days	All Items	75% of Total Charges
14 days or less	All Items	100% of Total Charges

Sailings 25 days or more (including Full World Cruise & World Cruise Segments)

Days Prior to Cruise or Land Package Departure	Item(s) Assessed	Cancellation Fee
120 days or more	None	None
90 to 119 days	Cruise fare	Deposit
64 to 89 days	All Items	50% of Total Charges
43 to 63 days	All Items	75% of Total Charges
42 days or less	All Items	100% of Total Charges

For passengers booking a reduced deposit promotion, the initial cancellation fee amount will not exceed the deposit required/paid.

Cruise Plus Hotels

Days prior to Holiday Departure†	Cancellation Fee
57 days or more	No cancellation Fee
29 to 56 days	50% of Total Charges
15 to 28 days	75% of Total Charges
14 days or less	100% of Total Charges

†Holiday Departure is the earlier of cruise, cruisetour or hotel package start date.

Air Related Cancellations

Refer to the EZair® section.

Commission

Notwithstanding the foregoing, if a guest has purchased the Princess Vacation Protection and subsequently cancels a booking, commissions on any cancellation fees greater than the deposit amount may still be paid to the applicable Agency for such cancelled booking, if the cancellation was covered by the terms of the Princess Vacation Protection.

If insurance was not purchased, no commission (standard or override) will be paid where the cancellation fee is less than 100%. Where the cancellation fee is 100%, Princess will pay the standard commission only on cancellation fees.

Name Changes

A complete name change for all guests on the voyage portion of a booking constitutes a cancellation and will therefore be subject to cancellation fees described in the cancellation fee schedule above. Changes to both a first and last name are not permitted on the first guest in a stateroom; only a correction to a first or last name. Changes to both the first and last name are permitted on second berth guests, up to 48 hours prior to sailing provided that immigration information is provided.

See EZair® section for name changes on air booked through EZair®.

Please note that if a name change includes cancelling of the guest who was the sole qualifier for a promotional fare (e.g., past guest rate), additional and remaining guests will no longer be entitled to this promotional fare.

4. DOCUMENTATION

Pre-Cruise Emails

Guests receive a coordinated series of emails, timed throughout the pre-cruise process to deliver just the information they need at that stage of their pre-voyage planning. It is critical that we receive the guest's email address when the booking is made.

In the event we do not have a guest's email address, the pre-cruise emails will be sent to the attention of their travel advisor's OneSource email address. If a direct guest does not provide an email address and they are booked directly through Princess, or if there is no recorded email address for the guest, travel advisor or agency, the personalized digital documents will only be viewable through the Cruise Personalizer®. For further details, please see the Personalized Digital Documents section of the Intranet.

Below is an overview of Princess Pre-Cruise emails.

Email #1 (deploys at time of deposit): Includes interactive content such as the bridge cam and videos of the ship as well as frequently asked questions about travel logistics, such as visa requirements, transfers and hotel packages.

Email #2 (deploys within 24 hours after email #1): Only to guests who have not purchased EZair®. Includes information about the benefits of EZair®.

Email #3 (deploys 110 days before sailing – only for enhanced voyages): Includes a health questionnaire and information about sail safety and testing.

Email #4 (deploys 10 days prior to final payment): Captain's welcome, includes videos about the destination and ship's features as well as important notices and reminders. Also includes information about visa, vaccine, and testing requirements to help prepare for the upcoming cruise.

Email #5 (deploys 60 days before sailing): Highlights select shore excursions available throughout the voyage, available to book through the Cruise Personalizer®.

Email #6 (deploys 45 days prior to sailing): Includes information about the Princess dining experience, specialty restaurants and signature amenities onboard the ship. Topics include packing suggestions, the number of formal nights and onboard services.

Email #7 (deploys 30 days prior to sailing): Includes information about shopping and spa services. Provides a chance to pre-reserve spa appointments.

Email #8 (deploys 21 days prior to sailing): One last reminder to book shore excursions through Cruise Personalizer prior to sailing to take advantage of availability as many premier experiences tend to sell-out. Note that Cruise Personalizer will close for shore excursion bookings about seven days prior to sailing.

Email #9 (deploys 16 days prior to sailing): Cruise Director provides information about the exciting entertainment programs specific to the guest's ship and itinerary such as production shows, other entertainment such as Voice of the Ocean, and what movies will be available for Movies Under the Stars. Personalized information regarding the guest's Captain Circle benefits are also included.

Email #10 (deploys 5 days prior to sailing): Final reminders with pertinent boarding information and travel logistics such as boarding pass instructions, an embarkation day checklist and directions to the pier.

Guests who make a booking closer to the sailing date may receive all or some of the emails on a modified time schedule. For example, if a guest books at 40 days before sailing, they would receive emails #1 to #4 at some point within 40 days of sailing.

Boarding Pass and Online Luggage Tags

Guests may print a boarding pass and personalized luggage tags online before arrival at the cruise terminal. In order to print, guests must:

- be paid in full
- have accepted the terms and conditions of the passage contract
- completed their guest information (PIF)
- provided their email address
- provided their credit card details, including authorization

The online luggage tags include the guest's name, Captain's Circle membership status, stateroom number and embarkation information. Online luggage tags are available for printing 75 days prior to sailing. Generic luggage tags are still available at the pier for guests who need them.

5. PRINCESS VACATION PROTECTION

Overview

Princess Vacation Protection (PVP) provides trip cancellation and interruption protection, trip delay, luggage protection, excess medical coverage and emergency evacuation coverage. Princess Vacation Protection protects guests from unforeseeable losses stemming from an array of circumstances, and unlike similar programs, Princess Vacation Protection allows them to cancel their vacation no matter what the reason.

Availability

The Princess Vacation Protection program is available to residents of the United States and Canada (excluding New York and Quebec), the At-Ease Waiver program is available for Quebec, Mexico, New York, Puerto Rico and Bermuda.

Benefits

- Refund of up to the total cruise cost (maximum \$50,000 per person double occupancy) for cancellations due to specified reasons. Reimbursement for amounts in excess of the \$50,000 maximum would be provided to guests in the form of a Future Cruise Credit (FCC)
- Future Cruise Credits provided if the cancellation refund request is denied due to a reason not specified for cash reimbursement (75% under the Standard Protection program and 100% under Platinum Protection). Note that a claim must be filed with Aon Affinity before any Future Cruise Credits can be generated.
- Reimbursement of up to 150% of the total cruise cost for interruptions due to specified reasons
- Excess Medical cover up to \$10,000 for Standard plan (\$20,000 for Platinum)
- Emergency Evacuation expense up to \$50,000 for Standard or \$75,000 for Platinum
- Baggage and Baggage Delay coverage
- 24/7 Worldwide Emergency Assistance
-

Pre-Cruise Trip Delay

If guests are delayed pre-cruise for a specified reason (inclement weather, strike/job action, equipment failure, etc.) under the Trip Delay benefit they are eligible for up to \$500 per person to cover costs associated with catching up to the cruise. This includes non-refundable prepaid sea/land arrangements, reasonable meal and lodging expenses, and the cost of one-way economy airfare (if independent air). If guests have booked EZair®, the cost of their air is covered under Late Arrival Protection instead of Pre-Cruise Trip Delay.

Post-Cruise Trip Delay

If guests are delayed post-cruise for a specified reason (inclement weather, strike/job action, equipment failure, etc.) under the Trip Delay benefit they are eligible for up to \$1,500 per person to cover costs associated with returning home. This includes reasonable meal and lodging expenses, and the cost of one-way economy airfare to return home.

Note that the total trip delay limit – pre-cruise and post-cruise – is a maximum of \$1,500 per person, should a guest experience multiple delays.

Trip Cancellation

If guests opt to cancel their cruise vacation for a non-specified reason, they are not eligible for cash reimbursement. However, the guests would be eligible for the following “cancel for any reason” Future Cruise Credits:

- 75% of the cancellation fee amount issued as a cruise credit for Standard Protection.
- 100% of the cancellation fee amount issued as a cruise credit for Platinum Vacation Protection.

Note that PVP does not reimburse cancellation fees stemming from changing all names on a booking.

Standard and Platinum Costs

Below are the details for the Standard and Platinum Protection programs:

	Princess Vacation Protection	Princess Platinum Vacation Protection
All cruises	8% of cruise cost	12% of cruise cost
Minimum plan cost	\$39 per guest	\$59 per guest
These rates apply to all guests, including sole occupants, third and fourth berths, adults and children except no minimum applies to children traveling in third and fourth berths if all adults in the stateroom purchase the plan.		

Princess Platinum Vacation Protection provides increased amounts of excess medical, baggage and emergency evacuation coverage and offers 100% Future Cruise Credits when cancelling a cruise for a reason that does not qualify for a full cash refund.

For Platinum or Elite Captain’s Circle members purchasing standard Princess Vacation Protection, Princess will purchase an upgrade to Princess Platinum Vacation Protection automatically on their behalf.

Enrollment

- Princess Vacation Protection may be purchased: 1) until the voyage final payment date has passed; and 2) until full payment of the booking has been received. Note that this means that PVP can be purchased or declined as long as the voyage final payment date has not passed, even if the booking is paid in full.
- Vacation Protection becomes effective upon Princess’ receipt of the appropriate plan cost.
- To enroll in Princess Vacation Protection at the time of deposit, the plan cost must be paid in addition to any required deposit amount.

Princess Vacation Protection – Standard

To obtain your state-specific Certificate of Insurance providing the terms, conditions and exclusions of the certificate, visit <http://www.affinitytravelcert.com/docs/nwepct01>

Princess Vacation Protection – Platinum

To obtain your state-specific Certificate of Insurance providing the terms, conditions and exclusions of the certificate, visit <http://www.affinitytravelcert.com/docs/nwepct02>.

Cancellation of Plan

Princess Vacation Protection can be declined at any time until final payment by simply paying the balance without the Princess Vacation Protection plan cost amount.

Refunds

- Princess will issue client any (cruise cost) refunds of amount received, less applicable fees, as if Princess Vacation Protection was not purchased.
- If the trip is cancelled outside the cancellation fee period, the Princess Vacation Protection plan cost will be included in Princess' refund. POLAR will not refund the Princess Vacation Protection plan costs for guests who have purchased the plan and also purchased restricted EZair®, if the trip is cancelled outside final payment. In the interim, any claims made for EZair® cancellation fees will be reimbursed net of the PVP paid. PVP can only be used once for EZair® cancellation fees even if guests subsequently buy air.
- The plan cost may also be refunded outside of final payment or within 10 days of purchase.

Guests with questions regarding the Princess Vacation Protection program should contact Aon Affinity, the independent administrator of Princess Vacation Protection at 1-877-846-8833. Claims may also be filed online at www.travelclaim.com. Reimbursement for eligible refund requests will be mailed directly to the participating guest.

6. AT-EASE WAIVER PROGRAM

(Bermuda, Mexico, New York, Puerto Rico and Quebec Only)

Program Description

Cancellation Fee Waiver

Upon purchase of the non-refundable At-Ease Program, no cancellation fees will be assessed provided that Princess Cruises is notified by telephone or in writing at least 72 hours prior to midnight preceding the guest's scheduled departure date from the embarkation point of the vessel.

In the case of Cruise Plus hotel packages or Cruisetours, notice must be received at least 72 hours prior to midnight preceding the commencement of the package date or the embarkation date, whichever is earliest.

Luggage Protection

If a guest's own luggage is lost or damaged during the course of their travels with Princess (including Cruise Only, Cruise Plus, Cruisetour and Princess Transfers) they may claim reimbursement of up to \$500 per person.

Protection is limited to physical loss or damage to personal effects belonging to the guest only. Carrier shall not be liable for any loss or theft of or damage to or disposition of cash, securities, negotiable instruments, jewelry, gold, silver or similar valuables or precious stones, works of art, electronics, computers (whether handheld, laptop or other), DVD players or digital or flash drive computer equipment, disks, memory cards or other electronic storage, handheld or similar devices, cellular telephones, cameras, video or audio tapes, CDs, binoculars, recreational equipment, dental hardware, cosmetics, electric hair appliances, liquids, luggage locks, eyewear (including eyeglasses, sunglasses and contact lenses), hearing aids, medications, medical equipment, wheelchairs, scooters, liquor or other alcoholic beverages, cigarettes, tobacco products or business or other documents under any circumstances, whether carried within your luggage or otherwise.

Princess is not responsible for luggage lost or damaged while in the care of airlines or during shore-excursions (whether organized or independent).

All lost or damaged luggage must be reported to a Princess Representative at the time of the incident and all claims must be made within 10 days from the end of the voyage.

Payment/Costs

This program must be paid for with the deposit and cannot be added at a later date.

The program is not available for bookings made within the final payment period and is not refundable under any circumstances, once paid.

<u>Net Fare</u>	<u>At Ease Waiver Cost (per person)</u>
Up to \$5000	10% of Cruise Cost
\$5000 or more	8% of Cruise Cost

7. PRINCESS EZair®

Program Overview

Cruise fares do not include air, however guests may purchase air using Princess EZair®. The EZair® program offers guests and their travel advisors an experience similar to other automated air booking websites, but with flights tailored specifically to their cruise. All available flights can be reviewed in real time and the desired time, carrier, number of stops and class of service will be confirmed upon booking.

The EZair® program features no customization fees. Customized flight itineraries are available to all guests. Guests have the freedom to choose their air carrier, flight schedule and class of service without incurring a separate charge.

All guests who book air travel through Princess Cruises will be automatically enrolled in the Princess Late Arrival Protection program. If guests miss or will miss their original port of embarkation due to airline delay or an airline service disruption experienced on the day of travel, such as flight cancellation or flight re-routes, Princess will do what we reasonably can to work with the airlines to find a reasonable alternative to provide flights to the next appropriate port at no additional air cost to the guest. Hotel, meal, and transfer expenses are not covered, but may be covered by various forms of travel protection.

If for any reason your cruise arrives late into port or your Princess transfer is delayed to the airport and you miss your return flight, Princess will work with the airline to rebook your flights to get you home.

The EZair® program features two types of air options with competitive fares and flight routings which can be viewed side-by-side for determining the option that best meets the guests' travel needs. These two air options are Flexible and Restricted, as described below.

Flexible Air

Flexible Air Highlights:

- Air charges are fully refundable if flights are cancelled or changed outside of 45 days prior to the outbound flight date or sail departure date (whichever is earlier).
- Payment is due at the cruise booking final payment date.
- Late Arrival Protection on the day of travel is included.

Restricted Air

Restricted Air Highlights:

- Air charges are non-refundable (i.e., no cash back) if flights are cancelled or changed beginning 24 hours after purchase.
- When Restricted Air is cancelled, a FAC (Future Air Credit) memo is generated in the guest's booking (see Cancelling EZair® section for complete details).
- Payment is due when the air is booked.
- Late Arrival Protection on the day of travel is included.

Booking EZair®

Flights are available to book approximately 330 days prior to the end of the cruise vacation and up to 4 days prior to the cruise departure, subject to availability. The cruise booking must be completed and a cruise deposit must be paid before any air can be booked, although flights may be searched for when checking cruise booking availability. There are three options for adding air to a cruise booking, depending on the guest type. In all three cases, the same powerful search tool is used to find and select air.

- POLAR Online for Travel Advisors.
- www.princess.com and Cruise Personalizer®.
- Call Reservations.

Cancelling EZair®

Air cancellation policies differ depending upon the type of air booked, either Flexible or Restricted. The cancellation fee amount (if applicable) will display prior to completing the change. Air bookings will automatically cancel when certain booking changes occur as shown below:

- Any guest name change or correction.
- The booking is cancelled.
- The gateway city is changed.
- Addition of packages before or after the cruise.
- Cruise is rebooked to a new sailing.

Flexible Air:

When Flexible Air is cancelled a refund may be issued, less the carrier's and Princess' cancellation fees. A cancellation fee will only apply if air is cancelled within 45 days of the outbound flight date or sail departure date (whichever is earlier). Notification will advise users that air will cancel if the change is made, as well as any applicable air cancellation fees.

Restricted Air:

Restricted Air can be cancelled without penalty only within 24 hours of purchase. After 24 hours, a cancellation fee will apply and a Future Air Credit memo (FAC) may be generated. The value of the FAC memo will be the air cost less carrier and Princess' cancellation fees. FACs are memos in the guest's booking showing that they have an outstanding credit with the cancelled air carrier, which can be applied to a future Princess EZair® booking with the same carrier or redeemed directly with the airline. FAC memos are non-transferable, non-refundable and cannot be used for any purpose other than flights on the same carrier, typically within 365 days from the date of issue. However, the redemption time frame may vary by carrier and is subject to change without notice at the carrier's discretion.

Summary of EZair®

Available from 4 to 330 days prior to the end of the cruise vacation and up to 4 days prior to the cruise departure, subject to availability.

	Princess EZair® Flexible Fares	Princess EZair® Restricted Fares
Selection of preferred airline, flights and travel date	No Charge	
Confirmation of airline and flight schedules	At time of booking unless outside of 320 days	
Airfare	Competitive and updated in real-time based on current airline inventory	
Changes/Cancellation	Fees apply beginning 45 days prior to departure.	Fees apply beginning 24 hours after purchase.
Payment Due	Same date as cruise final payment date	Immediately at time of booking
Flight Disruption Coverage	Princess will route to next port of call	

Table 3.5

Global

8. CRUISE PLUS HOTEL PACKAGES

Overview

Princess offers Cruise Plus hotel packages in most port cities. Guests may add as many nights as they like based on availability. All accommodations are selected for their excellent service, convenient locations and proximity to major attractions. Guests will be met by a Princess Representative and transferred between airport, hotel and pier. Luggage handling in all locations is included.

Pricing

Cruise Plus prices quoted are per person, double occupancy. Taxes, Fees and Port Expenses are itemized, additional and non-commissionable.

Inclusions

All Cruise Plus packages include hotel accommodations, luggage handling, transfers between airport/hotel and hotel/pier and the hospitality services of a Princess Representative.

Deposit Policies

There are no deposit requirements for Cruise Plus. Individual group guests may purchase Cruise Plus, **but no blocks will be held.**

Commission

Travel Advisors earn 5% commission on Cruise Plus packages.

9. TRANSFER PROGRAM

Overview

Princess offers ship day transfers as an affordable, secure and efficient way for our guests to begin and end their vacation. Transfers are available one-way or round-trip to guests using either EZair® or to those booking air independently.

Pricing

The charge for transfers to and from turn-around ports will be quoted separately and are per person.

Inclusions

Transfer pricing packages include transfers between the pier and airport and the services of a Princess Representative.

Deposit

There is no deposit requirement.

Policies

Blocks can be held on group contracts for transfers.

Commission

Transfers are non-commissionable.

10. ONBOARD AND MISCELLANEOUS PROGRAMS

Onboard Sales

A Future Cruise Advisor is available onboard each ship to book guests for their next cruise vacation and provides the following incentives:

Voyage Length	Onboard Credit (OBC) or Discount per person	Deposit per person
3 to 6 days	\$15 inside/oceanview, \$25 balcony and suites OBC	\$50
7 to 10 days	\$25 inside/oceanview, \$50 balcony and suites OBC	\$100
11 to 16 days	\$75 inside/oceanview, \$100 balcony and suites OBC	\$100
17 to 44 days (including World Cruise segments)	\$125 inside/oceanview, \$150 balcony and suites OBC	\$100
World Cruise and voyages 45 days or longer	No Onboard Credit, 3% discount off the fare	5% of cruise fare*

Future Cruise Deposits expire two years from the date of issue and are fully refundable and are for new bookings only. Once a Future Cruise Deposit is applied to a booking it is treated as a deposit and follows the deposit cancellation terms. FCDs cannot be removed once the booking is in cancellation penalty.

Onboard Sales bookings are combinable with the standard Cruise Sale Program as outlined in the relevant section within this document. New bookings only.

The Onboard Sales OBC only applies to lower berths.

*Second deposit of 10% due 320 days before sailing on World Cruises; full deposit of 15% due for bookings made effective 321 days before sailing. Deposits are required on all guests, including upper berths.

Celebrations

These packages range from standard to deluxe and include items appropriate for birthday, wedding, renewal of vows, honeymoon and anniversary celebrations. Packages can be purchased in advance and are not commissionable.

Spa Packages

These packages include a range of services from a simple manicure and pedicure to multi-day total body rejuvenation. Packages can be reserved in advance on all ships. Reservations are available online at www.princess.com via the Cruise Personalizer® or by contacting Princess directly. Packages are not commissionable.

Shore Excursions

A wide array of shore excursions will be available in each port of call. Excursions may be viewed, reserved and purchased online up until 7 days prior to the sailing. Shore excursions are not commissionable.

A list of excursions offered in each port can be reviewed at www.princess.com/excursions; booked guests may create and download a customized shore excursion e-book for their specific voyage by logging into our Cruise Personalizer® at www.princess.com. Prices and availability of shore excursions are not guaranteed until reserved and are subject to change.

Land Excursions

Included in the Cruise Personalizer® is a list of Land Excursion options customized to best fit every cruisetour itinerary, with detailed information about each excursion. When you are ready to purchase your land excursions, go to the Cruise Personalizer® and have your booking number and credit card information ready to enter. Princess accepts Princess Visa, Visa, MasterCard, American Express, Discover and Diner's Club. Confirmed excursions can be viewed at any time in your detailed itinerary in the Cruise Personalizer® and will also be listed on your Welcome Envelope that you will receive at each cruisetour location during your Princess Land & Sea Vacation. Cancellations inside of three (3) days of travel will be subject to a 100% cancellation fee. Land Excursions are also available for purchase at our tours desks throughout Alaska. Land Excursions are also available in select cities on cruisetours outside of Alaska. These can be reserved via the Cruise Personalizer® or the tour escort.

Prices and availability of Land Excursions are not guaranteed until reserved and are subject to change. Land Excursions are not commissionable.

Loyalty Programs

The Princess Captain's Circle Program rewards past guests after they have completed one cruise on any Princess ship. There are 4 tiers:

Benefit	GOLD (completion of 1st cruise)	RUBY (on 4th & 5th cruise or 31-50 days)	PLATINUM (6th-15th cruise or 51-150 days)	ELITE (16+ cruises or 151+ days)
Special Launch Savings	X	X	X	X
Preferential Pricing Offers	X	X	X	X
Circle Center Online	X	X	X	X
Circle Savings Account	X	X	X	X
Standby Program	X	X	X	X
Access to onboard Circle Host	X	X	X	X
Captain's Circle eNewsletter	X	X	X	X
Members-only onboard events	X	X	X	X
Princess Passport	X	X	X	X
Tier Specific Membership Pin	X	X	X	X
Princess Platinum Vacation protection upgrade		X	X	X
Preferred shoreside phone line		X	X	X
Priority Check-in at Embarkation			X	X
Internet Credit			X	X
Platinum Disembarkation Lounge			X	X
Complimentary professional laundry services and shoe polishing				X
Priority disembarkation				X
Priority ship to shore tender embarkation				X
Complimentary Grapevine Wine Tasting				X
10% discount in the Shops of Princess				X
Traditional afternoon tea in stateroom (upon request)				X
Complimentary mini-bar set-up				X
Deluxe canapés on formal nights (upon request)				X
Advanced access to preview and book new itineraries				X

Most Traveled Extras
Loyalty Commends Shipboard Credit
Most Traveled Guest Events
Most Traveled Guest Awards

After Australian and New Zealand residents have booked their first Princess cruise, their cruise history on P&O Cruises (Australia) also counts towards their loyalty level.

Welcome Home Post-Cruise Offer

Eligible guests: All guests who did not book a Future Cruise or a Future Cruise Deposit while onboard the ship, and do not have an existing future booking.

Offer: Guests must select a future cruise and pay a deposit within 60 days of the ending date from their previous cruise. Guests booking under this promotion will receive the following Onboard Credit and reduced deposit:

Voyage Length	Onboard Credit (OBC) per person	Deposit per person
3 to 6 days	\$10 inside/oceanview \$15 balcony and suites OBC	\$50
7 to 10 days	\$15 inside/oceanview \$30 balcony and suites OBC	\$100
11 to 16 days	\$40 inside/oceanview \$60 balcony and suites OBC	\$100
17+ days (excluding World Cruise)	\$75 inside/oceanview \$125 balcony and suites OBC	\$100
World Cruise (All Lengths)	N/A	N/A

If the guest does not wish to select a sailing within 60 days, they may choose to take out a Future Cruise Deposit (FCD) and pay the reduced deposit. They must then book and deposit a specific cruise within two years.

This offer can be booked via Polar Online.

Expiration: Future Cruise Deposits expire two years from the date of issue and are fully refundable.

Combinability: Offer is for new bookings only, and is not combinable with Interline, Travel Advisor and Friends and Family Rates. Offer is combinable with the Standard Cruise Sale program.

Eligible categories: All categories are eligible for the Onboard Credit.

Singles Policy: Singles are charged one (reduced) deposit and receive the onboard credit amount for one guest.

Third/fourth Berths: Third and fourth berth guests are not eligible for this offer.

Shareholder and Military Benefits

This program is designed to offer an onboard credit to both Carnival shareholders and military personnel.

Available to:

- Shareholders holding a minimum of 100 shares of Carnival Corporation or Carnival plc.
 - Proof of ownership includes:
 - A photocopy of shareholder proxy card, shares certificate or a current brokerage statement or nominee statement.

- United States Army, Navy, Air Force, Marines, Coast Guard, National Guard or Reserves, Canadian National Defence and United Kingdom Military Personnel.
 - Proof of service includes:
 - A copy of a military verification certificate confirming active duty status available for free online at <http://www.defense.gov/faq> for United States Army, Navy, Air Force, Marines, Coast Guard, National Guard or Reserves.
 - CF1FC All Service Silver Card with the initials CAF in the lower left corner
 - CF1FC All Service Silver Card with the word Veteran in the lower left corner.
 - DD 214 for US Veterans with an Honorable Discharge serving a minimum of 2 years or 6 months in an active war zone in any of the United States service divisions listed above.

- VAC (Veterans Affairs Canada) Health Identification Card plus a current photo ID is required for Canadian National Defense.
 - UK Official Military Identification or appropriate proof of service issued by the MOD.
- The Royal Australian Navy, Royal Australian Army, Royal Australian Air Force, Royal New Zealand Navy, the New Zealand Army or the Royal New Zealand Air Force.
 - Proof of service includes:
 - Active personnel currently serving by providing their PM Keys number, Regiment number or Service Number, and
 - Ex-serving personnel, including discharged and retired personnel, by providing relevant documentation which shows evidence of having served in the ADF or NZDF, such as military superannuation/pension statement from the Military Super scheme, the DFRDB scheme, the DFRB scheme, or the DFSS scheme (New Zealand) and/or Certificate of Service.

Please ensure that documentation provided has any Social Security Number crossed out.

Onboard Credit* Amount:

Cruise Length	Shareholder Amount	Military Amount
6 days or less	\$50/stateroom	\$50/person
7 to 13 days	\$100/stateroom	\$100/person
14 days or longer	\$250/stateroom	\$250/person

*Note that OBC will be issued in the operational currency onboard the vessel and applied to the folio of the veteran or active duty personnel’s stateroom. For example, a voyage operating in Australia where the onboard currency is Australian Dollars, the onboard credit will be the value shown above in AUD.

Restrictions:

- Shareholders are limited to one OBC per stateroom.
- This offer valid for a maximum of two military personnel per booking.
- Military offer is valid for eligible military personnel in the United States, Canada, Australia and United Kingdom. Maximum of two OBCs per stateroom.
- This offer cannot be used for casino credits/charges.
- Offer excludes Travel Consultant, Interline, Affiliate, Employee Space Available, Friend and Family fares and any complimentary stateroom programs.
- Offer is combinable with other Onboard Credit offers. The shareholder and military benefits can be combined.

Transferability: This offer is non-transferable.

Procedures:

- Please provide your name, reservation number, ship and sailing date with proof of eligibility as outlined above and the initial deposit to your travel consultant or to Princess Cruises no later than one week prior to sailing. U.S. Military may submit request via online request and verification site (<https://offers.sheerid.com/princess/military/>).
- Princess Cruises, Booking Support
24303 Town Center Drive
Santa Clarita, CA 91355
800-PRINCESS

- Secure Fax: (661) 753-0180 for Shareholders
(661) 753-1394 for Military Program
- E-mail sbpcl@princesscruises.com for Shareholders
militarybenefit@princesscruises.com for Military Program

Promotion code: DSB for Shareholder and DMB for Military.

Onboard Product

At Princess, we aim to deliver a consistent onboard experience across our fleet of ships, providing a relaxed retreat at sea. There are a small number of differences, including:

Ships deployed in **Australia** offer a more “Australian flavor” of cruising, including more Australian guest-oriented entertainment, food and beverages.

Ships deployed roundtrip from **Japanese** ports offer a more “Japanese flavor” of cruising, enhanced with Japanese entertainment acts, lecturers, Japanese language karaoke and a variety of local beers, sakes, shochus and whiskies to complement our core product offerings. Dining room menus are slightly augmented to cater to Japanese tastes, and an a la carte sushi bar is offered in addition to our alternative dining venues. Note that Anytime Dining is not available on roundtrip Japan voyages (traditional first/second seating dining is available).

Ships based in Taiwan offer a more Taiwanese flavor of cruising, with the majority of the passengers being from Taiwan. While the Princess Cruises product will be substantially the same as that offered around the world, several modifications have been made to enhance the experience for our guests from Taiwan. These include, but are not limited to, entertainment acts, lecturers, Chinese-language karaoke, and a variety of local beers and whiskies. Dining room menus may be slightly augmented to cater to Taiwanese tastes. Other offerings such as the shopping selections and spa treatments will also be tailored to Taiwanese preferences. In addition, all standard onboard collateral items and stateroom information will be offered in both Traditional Chinese and English.

Ships deployed round trip from Japan will continue to feature English language onboard and English language shore excursions.

Onboard Currency

Onboard currency on all ships (except ships deployed in Australia) will be US dollars.

Ships deployed in Australia will have Australian dollars as their onboard currency. All purchases made onboard, including shore excursions, will be in this currency.

Ships deployed round-trip within Australia or between Australia and Asia will have Australian dollars as their onboard currency. All purchases made onboard, including shore excursions, will be in this currency.

11. CRUISE SALES PROGRAM

Program Overview

Princess offers promotions that provide a special incentive for agencies to use for Cruise Sales. A “Cruise Sale” is the term used for any event given by a Travel Advisor designed to generate cruise bookings or prospects. Cruise Sales can be used for FIT or group sales. A group is not required in order to launch a Cruise Sale. The Cruise Sales Program is as follows:

- One onboard value coupon booklet per person (worth over \$900 USD).
- Cruise Sales available on voyages 3 days or longer.
- The program includes a reduced deposit for both USD and CAD bookings:

Cruise Length	Reduced Deposit per person
3 to 6 days	\$50
7 days or longer	\$100
World Cruise and 45+ day segments	5%

The following are parameters of the Cruise Sales Program:

- Advisors may hold two Cruise Sales per quarter, up to six per year.
- The promo codes for the Cruise Sales program are CN6 (USD) and CD6 (CAD).
- Cruise Sales are combinable with group amenities.
- Standard Cruise Sale is 7 days in length.
- Not applicable to third/fourth berth guests.
- Singles will receive one onboard value coupon booklet.
- Not combinable with Incentive Groups, travel advisor, interline and employee promotions.
- Reduced deposit is not combinable with non-refundable deposit offers
- Combinable with Flash promotions to receive coupon booklet, but do not receive reduced deposit.
- World Cruise bookings will require a second deposit of 10% as noted in deposit section.

Creating, managing and tracking of Cruise Sales can only be managed using POLAR Online.

GROUP POLICIES AND PROGRAMS

12. TRAVEL ADVISOR'S GROUP PROGRAM

Overview

Princess Cruises enables travel advisors to promote their cruises with confidence by removing some of the risks associated with space and pricing availability in the open market. This is done through our Travel Advisor's Group Program which offers:

- Guaranteed inventory – a contracted space allotment.
- Guaranteed pricing – for beds sold from the contracted allotment.
- Amenities – offering added benefits and an element of exclusivity for each agency.
- Tour Conductor/Leader – one for every 16 guests booked on qualified promotions.

Advisors can create and tailor their groups of up to 100 beds with ease using Polar Online and are encouraged to promote with the amenities through a variety of media.

Guaranteed Inventory

Princess Cruises will guarantee a minimum allocation of 10 beds for each group created. This space is subject to recall per the policies below but requires no deposit for up to 16 beds.

Advisors may, if they choose, opt to hold more than 16 beds (up to a maximum of 250 beds on any single group, see below for details) provided they pay a deposit for that space. This is called a "Bulk Deposit" and details can be found on the next page.

Group allocations are available on all sailings regardless of duration.

When booking from the allocated space, guests are still able to choose their stateroom at time of booking (provided they are not booking a guaranteed promotion).

Group space is not recalled on specific deposited blocked staterooms when the appropriate standard deposit has been paid on that stateroom.

Guaranteed Savings

Whatever the size of the guaranteed allotment (up to a maximum of 250 beds), Princess will also guarantee the fare for those beds in group categories. The fare for categories sold outside of the contracted allotment will be the prevailing rate.

Group Lead-in Fares for each stateroom type will be discounted off Launch Fares as noted below.

Voyage Length	Discount per Lower Berth in Group Categories
3 to 12 days	\$50
13 days or longer	\$100

Once an allotment is sold, advisors can continue to sell into their group categories at the group rate on a space available basis. All fares outside 120 days will combine into the group if a guest qualifies so advisors can keep track of their bookings for the purposes of dining, etc. Once at 120 days or less, select promotions may not combine into groups to earn amenities and will not be used to calculate free berths.

Number of Groups

Advisors may establish 8 groups per month across all ships and trades, offering greater flexibility for travel advisors, by allowing them to target a specific set of itineraries and promote every sailing on that itinerary for a given month. Cruisetour allocations are included in the total allocation limits and some departures with small capacity may not offer any group allocations.

Group Size

The maximum allotment size covered by our standard policies is 250 beds on most ships. Allotment requests over 250 beds require a large group concession request from a BDM (Business Development Manager). Large Groups may not exceed 800 beds on any ship. For Alaska Cruisetours, the maximum group size is 32 beds.

Large Group Bonus Stateroom

Large groups (any non-incentive group larger than 250 beds, first and second berth guests only) can receive a bonus stateroom once 100 full-fare guests are achieved. The bonus stateroom will be automatically awarded based on the average net fare of the staterooms booked. Allocation starts at 252 beds.

Bulk Deposit

There will be a \$25 deposit per bed required for groups of more than 16 beds (deposit policy differs for incentive groups as shown in the incentive group section). At the time the bulk deposit is due, deposits collected from guests for the sailing count towards the bulk deposit. For groups below 250 beds, the group bulk deposit is required 240 days prior to departure, rather than 30 days from the contract setup.

Block Stateroom Deposit

Advisors may block specific stateroom categories on any ship. The block stateroom deposit policy requires the standard FIT deposit amount to block a stateroom. Wheelchair-accessible staterooms may be blocked for any agency. Suites may not be blocked. Advisors must pay the standard FIT deposit for the stateroom based on double occupancy. Deposit is due within 30 days of contract signing.

The Block Stateroom Deposit is in addition to the Bulk Deposit.

Amenity Points

Each Princess cruise of three days or longer offer a set number of amenity points as part of the Travel Advisor's Group Program. These points can be used to 'buy' amenities to customize each agency's group. The consumer amenities are protected for bookings made on qualified promotions even if the minimum size to qualify as a group is not met. Refer to Appendix A for available amenities and their point values.

The number of amenity points available on each cruise can be found in the Program Release and varies over time. Although amenity points are subject to change at any time, our intention is to reduce them according to the same schedule as the group recall dates (see next page for details).

Groups taken out before the first recall date will receive up to the initial amount of amenity points shown in the program releases. After the first recall date, the number of amenity points will be reduced. Groups taken out after the second recall date will not receive amenity points.

All group amenity points that are unassigned 90 days prior to departure will be forfeited for cruises of 6 days or longer and at 75 days for cruises from 3 to 5 days. Amenity points are allocated at a stateroom level and only apply to lower berths as detailed in Appendix A.

Amenity Point Purchase

Travel Advisors can provide further customization to groups by purchasing amenity points at a cost of \$6.25 per person per point. As amenities can be purchased, concession requests should not be submitted for additional points for groups. When selected, the cost for amenity points will be deducted from the Travel Advisor's commission.

Code	Cost (in USD)	Description
GX1	\$6.25 per person	Purchase of 1 Amenity Point
GX2	\$12.50 per person	Purchase of 2 Amenity Points
GX4	\$25.00 per person	Purchase of 4 Amenity Points

NOTE: Amenity points must be purchased up to 150 days prior to the departure date for sailings 6 days and longer, and 110 days prior for sailings of 3 to 5 days (2nd recall).

Group Onboard Venues

Travel Advisors can reserve venue space for groups through our Group Services department. The venue request process has been enhanced with new automated tools which give us better visibility of venue availability. With the new enhancements, Group Services is now able to: accommodate venue requests as soon as voyages are open for sale, provide more venue options and reserve venue requests immediately over the phone. Note, at final payment, the venue confirmation is subject to the group's conversion rate (if more or fewer beds are sold than were originally reserved).

Tour Conductor/Leader (Revenue Credit)

Groups earn one Tour Conductor/Leader (revenue credit) for every 16 lower berth guests booked on qualifying promotions. If an agency has both a cruise and cruisetour group on the same voyage, any unused cruisetour group bookings will apply towards the cruise only group Tour Conductor/Leader (revenue credit) count. This is not applicable in reverse: residual cruise only bookings do not count towards earning cruisetour TCs (revenue credit).

The value of the Tour Conductor/Leader credit is calculated based on the group's average commissionable cruise fare, less Non-Commissionable Fees (NCF), Tax, Fees and Port Expenses for first and second berth guests only, less commission. The credits are calculated at the time of finalization (14 days prior to departure) and applied to a booking at the discretion of Princess Cruises. Revenue credit is refunded 7 - 10 days before the sailing date.

For Japan homeport voyages only, the tour conductor default in Polar will be setup for Location 1 as 1:32 (Location 4 will be setup as 1:16). All non-Japan groups setup in Location 1 will need to add the GJ3 promo to add 3 points to the group in order to receive 1:16 TCs.

Note that tour conductors not applicable on voyages less than three days.

Group Combinability

A key strength of the Princess Group Program is combinability with different promotions.

- Outside 120 days all public and past guest fares combine into the Group Program and allow advisors to earn TCs on all bookings, as well as apply amenities to all bookings.
- Public sales (Limited Time Offers) will always combine with groups. (Similar sales promotions by our competitors do not typically combine with groups or their loyalty program.)

- A public fare that combines with groups will always be available (even when we are selling flash fares). This allows advisors to sell a higher fare with group benefits within final payment.
- Inside 120 days all public nationwide fares combine with the Group Program.
- The Group Program does not combine with direct mail/email fares launched inside 120 days or Flash Fares.

Multi-Currency

North American agencies have the option to book guests in either USD or CAD. Rates for CAD groups will be based on the Princess exchange rate at time the contract is opened. Upon request, bookings made in different currencies on two group contracts on the same voyage can be combined for TCs and group amenities.

Collection and Overpayment

Travel advisors may charge third party services as part of the cruise fare up to a maximum of \$500 per person. Any amount in excess of \$250 must be submitted by Travel Advisor via a Value-add request form. In the event of cancellation of the cruise or dispute, Princess will refund all amounts to the guest.

Online Only

Polar Online offers many helpful features for setting up and managing a group.

- Opening a Group
- Changing Group name
- Adding Group Amenities
- Group recall extensions
- Group confirmations and reports
- Financial totals and history
- Display allotments
- Cancel a Group

Recall Schedule

Group space will be recalled according to the following schedule:

Voyage Length	1st Recall Days Prior	2nd Recall Days Prior	Final Recall Days Prior
Sailings 5 days or less	130	110	75
Sailings 6 to 24 days	180	150	120
Sailings of 25 days or more (excluding Full World Cruise)	210	180	150
Full World Cruise	240	210	180

Route sectors that have the same voyage number as the cruise on which they are built will use the same recall schedule as that cruise. “Logicals” (voyages created from combining sailings together) have terms and conditions based upon their combined voyage length.

First and second recall dates can be extended by 20 days using Polar Online; however, extensions are not available for sailings 5 days or less or at final recall.

The amount of space recalled at each interval is a function of how many beds have been sold at each recall date.

The following schedule shows what percentage of space will be recalled at each interval. Travel Advisors may keep 50% of their space at the First Recall date even if no beds have been sold.

% of (remaining) allotment to be recalled	Number of beds Sold	1-50 beds sold	More than 50 beds sold
First Recall	50%	50%	0%
Second Recall	100%	50%	0%
Third and Final Recall	100%	100%	100%

All space is subject to hard recall at any time.

Group Category Summary

Ship	Inside Categories	Oceanview Categories	Balcony Categories	Mini-Suite and Cabana Categories	Suite Categories
Sun Princess	IB-ID	O3	DB-DE, DG	C2, CB, M2, MD	N/A
Discovery, Enchanted, and Sky Princess	IB-ID	N/A	DB-DC BB-BD	MB, MC	N/A
Majestic, Regal and Royal Princess	IB-ID	N/A	DB-DD BB-BD	MB, MC	N/A
Caribbean Princess	IB-ID	OC, OE & OW	BB-BD	MB, MD	N/A
Crown, Emerald and Ruby Princess	IB-ID	OB-OE & OW	BB-BD	MB, MD	N/A
Coral Princess	IB-ID	OC, OE & OW	BB-BD	MB, MD	N/A
Island Princess	IB-ID	OC & OW	BB-BD	MB, MD	N/A
Grand Princess	IB-ID	OC, OE & OW	BB-BD	MB, MD	N/A
Diamond and Sapphire Princess	IB-ID	OC & OW	BB-BD	MB, MD	N/A

13. CELEBRATIONS GROUP PROGRAM

Only available for residents and Travel Advisors in the United States, Canada, Bermuda and Puerto Rico

Overview

The Princess Celebration Group program offers enhanced benefits for small groups of friends or family traveling together. Both Cruise Vacation Planners (CVPs) and Travel Advisors are able to promote cruises with confidence by removing some of the risks associated with space and pricing availability in the open market. This is done through our program which offers:

- Guaranteed inventory – a contracted space allotment.
- Guaranteed pricing for 60 days – for beds sold from the contracted allotment.
- Amenities – offering two additional points above standard groups.
- Tour Conductor/Leader – one for every 16 guests booked on qualified promotions.
- Double Name Changes – allowed up to 21 days prior to departure date.
- No bulk deposit required on allocations up to 20 cabins.

Guaranteed Inventory

Princess Cruises will guarantee a minimum allocation of 5 cabins up to a maximum of 20 cabins at the contracted rate for 60 days for each Celebration group created.

Block stateroom deposits do apply. Groups requesting to hold space allocations after the 60-day period must pay the block stateroom deposit.

Celebration groups may be created on cruises of 3 to 24 days in duration and where group space is currently available.

An agency can take out a Celebration group on the same voyage as a standard group using the Travel Advisors CCN. However, the additional group must be a separate “affinity”. Group space must be open to new groups in order to block space. This will be audited for potential abuse.

When booking from the allocated space, guests are still able to choose their stateroom at time of booking (provided they are not booking a guaranteed promotion).

Guaranteed Pricing

Princess will guarantee the Group rate or prevailing public nationwide Princess Plus fare, whichever is lower, for allocation in the group for 60 days. The fare for beds sold outside of the contracted allotment will be the prevailing rate.

Savers rates can be used for the guaranteed rate on a contract. Geographic rates or campaign active past guest rates cannot be used for guaranteed rate.

Any limited time offer elements are available to guests who book during the specified window and are not part of the contract.

Once an allotment is sold, advisors can continue to sell into their group categories at prevailing rates on a space available basis, up to a maximum of 199 lower berth guests. All bookings within the group will receive amenities.

Special past passenger offers may not be used as the guaranteed group price. However, guests that qualify for special rates may still be combined with the group.

Number of Groups

Celebration groups will be part of the standard number of group allocation limits as defined in the Travel Agent section above. Celebration groups must be setup using the Affinity group type, Celebration Group (CG). When opening a group in POLAROnline, select “Celebration Group” in the affinity group drop down options. A group name will need to be added when setting up a Celebration Group contract.

Block Stateroom Deposit

Advisors may block specific stateroom categories on any ship. The block stateroom deposit policy requires the standard FIT deposit amount to block a stateroom. Wheelchair-accessible staterooms may be blocked for any agency. Suites may not be blocked. Advisors must pay the standard FIT deposit for the stateroom based on double occupancy. Deposit is due within 30 days of contract signing.

Amenity Points

Each Princess cruise of three days or longer offer a set number of amenity points as part of the Travel Advisor’s Group Program. These points can be used to ‘buy’ amenities to customize each agency’s group. The consumer amenities are protected for bookings made on qualified promotions even if the minimum size to qualify as a group is not met. Refer to Appendix A for available amenities and their point values.

The number of amenity points available on each cruise can be found in the Program Release and varies over time. Although amenity points are subject to change at any time, our intention is to reduce them according to the same schedule as the group recall dates (see next page for details).

Two additional amenity points will be given to Celebration Affinity groups, offering added benefits and an element of exclusivity for each agency or Direct Group. Agents and CVPs can choose from all available group amenities.

Amenity Point Purchase

Travel Advisors can provide further customization to groups by purchasing amenity points at a cost of \$6.25 per person per point. As amenities can be purchased, concession requests should not be submitted for additional points for groups. When selected, the cost for amenity points will be deducted from the Travel Advisor’s commission.

Code	Cost (in USD)	Description
GX1	\$6.25 per person	Purchase of 1 Amenity Point
GX2	\$12.50 per person	Purchase of 2 Amenity Points
GX4	\$25.00 per person	Purchase of 4 Amenity Points

NOTE: Amenity points must be purchased up to 150 days prior to the departure date for sailings 6 days and longer, and 110 days prior for sailings of 3 to 5 days (2nd recall).

Group Recalls

Group space will be recalled after 60 days.

Group Onboard Venues

Travel Advisors can reserve venue space for groups through our Group Services department. The venue request process has been enhanced with new automated tools which give us better visibility of venue availability. With the new enhancements, Group Services is now able to: accommodate venue requests as soon as voyages are open for sale, provide more venue options and reserve venue requests immediately over the phone. Note, at final payment, the venue confirmation is subject to the group’s conversion rate (if more or fewer beds are sold than were originally reserved).

Tour Conductor/Leader (Revenue Credit)

Celebration groups earn one Tour Conductor/Leader (revenue credit) for every 16 lower berth guests booked on qualifying promotions. There is a maximum of 12 TCs that may be earned per group. In addition to the points on the group, RSDs may use their allocation of amenity points to further enhance the amenities.

The value of the Tour Conductor/Leader credit is calculated based on the group's average commissionable cruise fare, less Non-Commissionable Fees (NCF), Tax, Fees and Port Expenses for first and second berth guests only, less commission. The credits are calculated at the time of finalization (14 days prior to departure) and applied to a booking at the discretion of Princess Cruises. Revenue credit is refunded 7 - 10 days before the sailing date.

Note that tour conductors not applicable on voyages less than three days.

Group Combinability

A key strength of the Princess Group Program is combinability with different promotions.

- Outside 150 days all public and past guest fares combine into the Group Program and allow advisors to earn TCs on all bookings, as well as apply amenities to all bookings.
- Public sales (Limited Time Offers) will always combine with groups. (Similar sales promotions by our competitors do not typically combine with groups or their loyalty program.)
- A public fare that combines with groups will always be available (even when we are selling flash fares). This allows advisors to sell a higher fare with group benefits within final payment.
- Inside 150 days all public nationwide fares combine with the Group Program.
- The Group Program does not combine with direct mail/email fares launched inside 150 days or Flash Fares.

Name Changes

Full name changes are allowed up to 21 days prior to departure.

Multi-Currency

North American agencies have the option to book guests in either USD or CAD. Rates for CAD groups will be based on the Princess exchange rate at time the contract is opened. Upon request, bookings made in different currencies on two group contracts on the same voyage can be combined for TCs and group amenities.

Collection and Overpayment

Travel advisors may charge third party services as part of the cruise fare up to a maximum of \$500 per person. Any amount in excess of \$250 must be submitted by Travel Advisor via a Value-add request form. In the event of cancellation of the cruise or dispute, Princess will refund all amounts to the guest.

Online Only

Polar Online offers many helpful features for setting up and managing a group.

- Opening a Group
- Changing Group name
- Adding Group Amenities
- Group recall extensions
- Group confirmations and reports

- Financial totals and history
- Display allotments
- Cancel a Group

14. TRAVEL ADVISOR'S INCENTIVE GROUP PROGRAM

General

Incentive groups of at least 16 guests will receive reduced launch fares in group categories with the standard Tour Conductor/Leader benefit. These groups have special deposit and cancellation charges associated with them – as outlined below.

Reduced launch fares will be based on an up to 10% discount off launch group rates for select trades/voyages. Incentive group discount percentage may vary and is subject to change at any time.

Trade	Discount off group launch rates	MICE amenity points
Alaska	5%	6
Canada/New England	5%	6
All Other Trades	10%	6

Amenities for this program differ from the published standard amenities as outlined below. Although groups may still select amenities from the published standard group amenity program, the amenities from this program are richer, providing better value in most cases.

Advisors will work closely with our Incentive Sales Team to tailor a product that is right for their group.

Amenity Points

All incentive groups on voyages 3 days and longer will receive 6 amenity points in place of the published points on a voyage. Groups may choose from either the special incentive group amenity list or the published standard group amenity list; however, the special incentive group amenities are significantly higher in value.

These points can be used to 'buy' amenities from the special incentive group amenity list or from the published standard group amenity list to customize each agency's group. Refer to Appendix B for available special incentive group amenities and their point values. Refer to Appendix A for available published standard group amenities and their point values.

All group amenity points should be assigned at group inception; however, those unassigned 90 days prior to departure will be forfeited for cruises of 6 days or longer and at 75 days for cruises from 3 to 5 days. Amenity points are allocated at a stateroom level and only apply to lower berths as detailed in Appendices A and B.

Amenity Point Purchase

Extra amenity points may **not** be purchased with the Incentive Groups program. The program is capped at 6 points per voyage.

Free Site Inspection Stateroom

A Free Site Inspection Stateroom is available without the use of amenity points. This policy is based on a minimum of 100 sailed guests and offers one site inspection stateroom for every 100 lower berths sailed, with a maximum of three staterooms. The cruise fare paid for the inspection stateroom will be credited against the incentive group revenue.

Group Combinability

The Travel Advisor's Incentive Group Program does not combine with public, past guest or other promotional fares.

Standard Terms

Used for groups with an allocation size up to 250 on all ships. Maximum group size of 800 beds on all ships.

Large Group Terms

Used for groups with an allocation in excess of 250 on all other ships.

Additionally, these special terms may be invoked in other circumstances such as when a group procures an allocation in excess of 80% of a stateroom category type.

Both terms vary according to the product types below:

- 3, 4 and 5-day sailings
- 6, 7 or 8-day Mexico and Caribbean
- All other sailings

Name Changes

Rosters of names should be submitted at least 30 days prior to final payment due date and name changes are allowed up to 5 days prior to sailing.

Deposits

Standard Group Terms (250 beds or less)

Standard Terms: 3, 4 and 5-day Sailings

Date Due	Amount
Within 30 days of contract signing	5% of total charges
120 days prior to sailing	Additional 25% of total charges
75 days prior to sailing	Remaining 70% of total charges

Standard Terms: 6, 7 and 8-day Caribbean, Mexico and West Coast Sailings

Date Due	Amount
Within 30 days of contract signing	5% of total charges
180 days prior to sailing	Additional 10% of total charges
120 days prior to sailing	Additional 15% of total charges
90 days prior to sailing	Remaining 70% of total charges

Standard Terms: All Other Sailings

Date Due	Amount
Within 30 days of contract signing	5% of total charges
365 days prior to sailing	Additional 10% of total charges
180 days prior to sailing	Additional 15% of total charges
90 days prior to sailing	Remaining 70% of total charges

Large Group Terms (252 beds or more)

Large Group Terms: All Sailings

Date Due	Amount
Within 30 days of contract signing	10% of the total charges
365 days prior to sailing	Additional 10% of total charges
180 days prior to sailing	Additional 30% of the total charges
at Final Payment	Remaining 50% of the total charges

Cancellation Schedule

Standard Group Terms (250 beds or less)

Standard Terms: 3, 4 and 5-day Sailings

Days prior to sailing	Cancellation Charge
75 to 119 days prior to sailing	Up to 20% of the space may be cancelled without charge. Any space cancelled over 20% will be charged a cancellation charge of 10% of the total charges, which includes cruise or cruisetour fare (including NCF), air add-on fares and hotel packages.
31 to 74 days prior to sailing	Up to 5% (not to exceed 5 staterooms) of the remaining space may be cancelled without charge. Any space cancelled over 5% (not to exceed 5 staterooms), will be charged a cancellation charge of 50% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
30 days to day of sailing	All cancellations (including no-shows) will be charged a cancellation charge of 100% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.

Standard Terms: 6, 7, 8-day Mexico & Caribbean Sailings

Days prior to sailing	Cancellation Charge
120 to 179 days prior to sailing	Up to 20% of the space may be cancelled without charge. Any space cancelled over 20%, Princess Cruises retains all deposits for all cancelled staterooms.
90 to 119 days prior to sailing	Up to 15% of the remaining space may be cancelled without charge. Any space cancelled over 15% will be charged a cancellation charge of 30% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
31 to 89 days prior to sailing	Up to 5% (not to exceed 5 staterooms) of the remaining space may be cancelled without charge. Any space cancelled over 5% (not to exceed 5 staterooms), will be charged a cancellation charge of 50% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
30 days to day of sailing	All cancellations (including no-shows) will be charged a cancellation charge of 100% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.

Standard Terms: All Other Sailings

Days prior to sailing	Cancellation Charge
180 to 239 days prior to sailing	Up to 20% of the space may be cancelled without charge. Any space cancelled over 20%, Princess Cruises retains all deposits for all cancelled staterooms.
120 to 179 days prior to sailing	Up to 20% of the remaining space may be cancelled without charge. Any space cancelled over 20%, will be charged a cancellation charge of 20% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
90 to 119 days prior to sailing	Up to 15% of the remaining space may be cancelled without charge. Any space cancelled over 15% will be charged a cancellation charge of 30% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
31 to 89 days prior to sailing	Up to 5% (not to exceed 5 staterooms) of the remaining space may be cancelled without charge. Any space cancelled over 5% (not to exceed 5 staterooms), will be charged a cancellation charge of 50% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
30 days to day of sailing	All cancellations (including no-shows) will be charged a cancellation charge of 100% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.

Large Group Terms (252 beds or more)**Large Group: 3, 4 and 5-day Sailings**

Days prior to sailing	Cancellation Charge
180 to 239 days	Up to 20% of the space may be cancelled without charge. Any space cancelled over 20% will be charged a cancellation charge of 3% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
120 to 179 days	Up to 10% of the remaining space may be cancelled without charge. Any space cancelled over 10% will be charged a cancellation charge of 10% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
75 to 119 days	Up to 10% of the remaining space may be cancelled without charge. Any space cancelled over 10% will be charged a cancellation charge of 30% of the total charges which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
74-31 days	Up to 5% (not to exceed 5 staterooms) of the remaining space may be cancelled without charge. Any space cancelled over 5% (not to exceed 5 staterooms), will be charged a cancellation charge of 50% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
30 days to day of sailing	All cancellations (including no-shows) will be charged a cancellation charge of 100% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.

Large Group: 6, 7 and 8-day Caribbean, Mexico and West Coast Sailings

Days prior to sailing	Cancellation Charge
180 to 239 days prior to sailing	Up to 20% of the space may be cancelled without charge. Any space cancelled over 20% will be charged a cancellation charge of 3% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
120 to 179 days prior to sailing	Up to 10% of the remaining space may be cancelled without charge. Any space cancelled over 10% will be charged a cancellation charge of 20% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
90 to 119 days prior to sailing	Up to 10% of the remaining space may be cancelled without charge. Any space cancelled over 10% will be charged a cancellation charge of 30% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
31 to 89 days prior to sailing	Up to 5% (not to exceed 5 staterooms) of the remaining space may be cancelled without charge. Any space cancelled over 5% (not to exceed 5 staterooms), will be charged a cancellation charge of 50% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
30 days to day of sailing	All cancellations (including no-shows) will be charged a cancellation charge of 100% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.

Large Group (252 Beds or more): All Other Sailings

Days prior to sailing	Cancellation Charge
180 to 239 days prior to sailing	Up to 20% of the space may be cancelled without charge. Any space cancelled over 20%, Princess Cruises retains all deposits for all cancelled staterooms.
120 to 179 days prior to sailing	Up to 10% of the remaining space may be cancelled without charge. Any space cancelled over 10% will be charged a cancellation charge of 30% of the total charges, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
90 to 119 days prior to sailing	Up to 10% of the remaining space may be cancelled without charge. Any space cancelled over 10% will be charged a cancellation charge of 50% of the total charges which includes cruise or cruisetour fares (including non-commissionable fares), air add-on fares and hotel packages.
31 to 89 days prior to sailing	Up to 5% (not to exceed 10 staterooms) of the remaining space may be cancelled without charge. Any space cancelled over 5% (not to exceed 10 staterooms) will be charged a cancellation charge of 75% of the total charges of all cancelled staterooms, which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
30 days to day of sailing	All cancellations (including no-shows) will be charged a cancellation charge of 100% of the total charges which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.

15. OTHER POLICIES AND PROGRAMS

Charters

A charter request should be submitted when a group or organization intends to occupy more than 80% of any category type, up to the full capacity of the ship. All charter requests should first be submitted to the Incentive Sales Team. The Incentive Sales Team will then submit the request through the Yield Management Inbox.

Standard Charter Payment Terms

Date	Payment Amount
Due at contract signing	10% of charter rate (non-refundable) + non-refundable irrevocable Letter of Credit for remaining 90%
365 days prior to sailing	15% (non-refundable)
210 days prior to sailing	25% (non-refundable)
90 days prior to sailing	Balance (50%, non-refundable)

16. APPENDIX A:

Group Amenities Chart



TRAVEL ADVISOR GROUP AMENITIES

Conveniently book both cruise and cruisetour groups via POLAR online.

Almost all amenities can be selected online.

The complete amenity list is available within POLAR Online's Group Management function.

Groups may select travel advisor group amenities up to the points applicable to each voyage.

Amenities are only applicable to lower bed passengers.

AMENITY TYPE	CODE	POINTS VALUE			DESCRIPTION & NOTES
		3-6 days	7-8 days	9+ days	
Cocktail Parties**	GPD	2	2	2	Cocktail party - drinks only (Requires a minimum of 32 passengers to sail)
	GPF	3	3	3	Cocktail party - with hot/cold canapés (Requires a minimum of 32 passengers to sail)
Onboard Dining	GDN	1	1	1	Guaranteed dining (subject to availability) ^{A#}
Passenger Gifts	GCH	1	1	1	Assorted canapés (per stateroom)*
	GCS	1	1	1	Chocolate dipped strawberries (per stateroom, 100 passengers max)*,+
	GP1	1	1	1	One photo or photo credit-no cash (one per stateroom), excludes Platinum Studio
	GS1	1	1	1	Shipboard credit \$10 per stateroom***
	GS2	2	2	2	Shipboard credit \$25 per stateroom***
	GS3	4	4	3	Shipboard credit \$50 per stateroom***
	GS4	N/A	6	5	Shipboard credit \$75 per stateroom***
	GBW	2	2	2	Bottle of wine per stateroom
Medallion Accessories ¹	GMC	2	2	2	Accessory Plastic Clip (Two per cabin)
	GMP	2	2	2	Premium Clip (Two per cabin)
	GMS	4	4	4	Sustainable Clip (Two per cabin)
	GML	3	3	3	Premium Lanyard with Accessory Card Insert (Two per cabin)
	GMW	3	3	3	Sport Wrist Band (Two per cabin)
	GMB	4	4	4	Sustainable Wrist Band (Two per cabin)
Alaska Cruisetours	GBM	N/A	2	2	Alaska book and map set (Gulf sailings only; one set per stateroom)#
Tour Conductors	G14	2	2	2	Tour conductor credits - 1 for 14
	G12	4	4	4	Tour conductor credits - 1 for 12
	G10	N/A	6	6	Tour conductor credits - 1 for 10
Travel Advisor Commission**	GBA	2	2	2	Bonus Commission - \$12.50 per person (Requires min of 10 passengers booked by Final Payment)
	GBB	4	4	3	Bonus Commission - \$25 per person (Requires min of 10 passengers booked by Final Payment)
	GBC	N/A	6	5	Bonus Commission - \$37.50 per person (Requires min of 10 passengers booked by Final Payment)
Amenity Point Purchase	GX1	\$6.25 per person			Purchase of 1 amenity point; selection of this amenity must be made by 150 days prior to sailing
	GX2	\$12.50 per person			Purchase of 2 amenity points; selection of this amenity must be made by 150 days prior to sailing
	GX4	\$25 per person			Purchase of 4 amenity points; selection of this amenity must be made by 150 days prior to sailing
Princess Plus and Premier	GXA	--	--	--	Adds Princess Plus to guests 1 and 2 only
	GXB	--	--	--	Adds Princess Premier to guests 1 and 2 only

For all groups, amenity selections and any changes must be made 90 days prior to departure (6 days or longer) or 75 days prior to departure (3 to 5 days).

Group amenity points are subject to change.

¹ Medallion Accessories available with sailing departing on or after January 1, 2023.

^o For sailings less than 6 days Cocktail Parties (GPD/GPF) are available on a limited basis and should be confirmed with a group coordinator.

*Subject to availability and may be substituted for an item of equal or greater value at the ship's discretion.

**Can also be used for Fundraisers

***Shipboard credit based on onboard currency

+ Not available for groups with more than 100 passengers.

Note that shipboard credits may be used on a single voyage only, are not redeemable for cash and expire at the end of the voyage.

^AGDN is available on a limited basis and valid until final payment date. Following final payment, dining options will be on a space available basis. Also, the GDN amenity cannot be changed once any passengers are booked using this amenity. **For groups of at least 50 sailed passengers, there will not be a charge for guaranteed dining.**

GDN and GBM are not available in Polar Online. Travel Advisors requesting these amenities must call our groups department for assistance.

Amenity substitutions/forfeiture:

If the amenity selected requires a minimum or maximum number of passengers booked to qualify for the amenity which is not met (or exceeded in the case of the GCS and GTM amenities) by two weeks prior to sailing, amenity will be forfeited or a substitution provided by Princess Cruises. Below are substitutions to be automatically provided:

AMENITY	PASSENGERS		SUBSTITUTION
	MIN	MAX	
GPD - Cocktail party (drinks only)	32	N/A	GBW - Bottle of wine per stateroom (delivered at dinner)
GPF - Cocktail party (with hot/cold canapés)	32	N/A	GBW - Bottle of wine per stateroom or GCH - Assorted canapés (per stateroom)*
GCS - Chocolate covered strawberries	N/A	100	GCH - Assorted canapés (per stateroom)*
GTM - Princess Travel Mugs	N/A	100	GCH - Assorted canapés (per stateroom)*
GBA, GBB, GBC- Bonus Commission	varies by amenity None; Amenity points will be forfeited		
G10, G12, G14 - Tour Conductor Credits	varies by amenity None; Amenity points will be forfeited		

Group Amenities not valid in conjunction with the Tie the Knot wedding program.

Incentive Group Amenities Chart

INCENTIVE GROUP AMENITIES

Amenities selected by calling the Incentives Desk.
 Groups may select travel advisor group amenities up to 6 points.
 Incentive groups may also select amenities from the the standard group amenities list.
 Only one of any single item may be purchased using amenity points.
 Amenities are only applicable to lower bed passengers.

AMENITY TYPE	CODE	POINTS VALUE			DESCRIPTION & NOTES
		3-6 days	7-8 days	9+ days	
Cocktail Parties^{°^}	GPF	1	1	1	Cocktail party - with hot/cold canapés (Requires a minimum of 32 passengers to sail)
Gratuities	GGM	3	3	3	Pre-paid gratuities Does not include gratuities added for bar charges, dining room wine accounts or Lotus Spa
Passenger Gifts	GSM	6	6	6	Shipboard credit \$25 per passenger per day*
	GSN	3	3	3	Shipboard credit \$12.50 per passenger per day*
	GDM	6	6	6	Wine with Lunch/Dinner (in dining room and in alternative dining outlets only) May substitute beer, cocktails, soft drinks and bottled water
	GMM	3	3	3	Soda & More Package Unlimited soft drinks, mocktails, juices, shakes, floats and complimentary hot chocolate
	GWM	1	1	1	Bottle of wine delivered at dinner (per stateroom, up to \$30 value)
	GFM	1	1	1	Café Selects Coffee Card
	GCM	1	1	1	Chocolate dipped strawberries (per stateroom, 100 passengers max) ^{+^}
GVM	1	1	1	One photo 8X10 photo credit-no cash, excludes Platinum Studio (per stateroom)	

For all groups, amenity selections and any changes must be made 90 days prior to departure (6 days or longer) or 75 days prior to departure (3 to 5 days) .
 Group amenity points are subject to change.

[°] For sailings less than 6 days Cocktail Parties (GPF) are available on a limited basis and should be confirmed with a group coordinator.

[°] Not available for groups with fewer than 32 passengers.

[^] Subject to availability and may be substituted for an item of equal or greater value at the ship's discretion.

* Shipboard credit based on onboard currency.

* Shipboard credits may be used on a single voyage only, are not redeemable for cash and expire at the end of the voyage.

+ Not available for groups with more than 100 passengers.

Amenity substitutions/forfeiture:

If the amenity selected requires a minimum or maximum number of passengers booked to qualify for the amenity which is not met (or exceeded in the case of the GCM) by two weeks prior to sailing, amenity will be forfeited or a substitution provided by Princess Cruises. Below are substitutions to be automatically provided:

AMENITY	PASSENGERS		SUBSTITUTION
	MIN	MAX	
GPF - Cocktail party (with hot/cold canapés)	32	N/A	GWB - Bottle of wine per stateroom (delivered at dinner) or GCH - Assorted canapés (per stateroom)*
GCM - Chocolate covered strawberries	N/A	100	GCH - Assorted canapés (per stateroom)

Group Amenities not valid in conjunction with the Tie the Knot wedding program.

Princess Vacation Protection

Cancellation Terms and Conditions	Princess Standard Vacation Protection	Princess Platinum Vacation Protection
Cancellation Time Frame	Cancel anytime up to departure	Cancel anytime up to departure
Cancel for any reason	75% future cruise credit certificate	100% future cruise credit certificate
Trip Cancellation/Interruption (specified reason)	Up to 150% of Total Cruise/Cruisetour Cost	Up to 150% of Total Cruise/Cruisetour Cost
Air Fare Benefits - Trip Cancellation	Air cancellation charges only for air booked through Princess. Coverage for air cancellation charges only and not the FAC amount held by the airline in the guest's name.	Air cancellation charges only for air booked through Princess. Coverage for air cancellation charges only and not the FAC amount held by the airline in the guest's name.
Specified Events (qualifies for refund under Princess Vacation Protection)		
Death/Injury/Sickness–self, traveling companion, immediate family	Yes	Yes
Hijacked, jury duty, subpoenaed–self or traveling companion	Yes	Yes
Home becomes uninhabitable by fire or other natural disaster	Yes	Yes
Traffic accident en route to departure	Yes	Yes
Called into active military service (<i>other than war</i>)	Yes	Yes
Per Person Maximums		
Trip Delay – Pre-cruise	Up to \$500 pp	Up to \$500 pp
Trip Delay – Post-Cruise	Up to \$1,500 (maximum total delay limit should guest experience delays both pre- and post-cruise)	Up to \$1,500 (maximum total delay limit should guest experience delays both pre- and post-cruise)
Luggage – lost, stolen, damaged	Up to \$1,500 pp	Up to \$3,000 pp
Bag Delay – delayed more than 24 hours	Up to \$500 pp	Up to \$500 pp
Medical Expenses	Up to \$10,000 pp	Up to \$20,000 pp
Emergency Evacuation/Repatriation of Remains	Up to \$50,000 pp	Up to \$75,000 pp

Plan Administration		
Plan Administrator	Aon Affinity	Aon Affinity
Insurer and Policy Number	Nationwide Mutual Insurance Company and Affiliated Companies, Columbus Ohio (See links below for State specific certificates of insurance)	Nationwide Mutual Insurance Company and Affiliated Companies, Columbus Ohio (See links below for State specific certificates of insurance)
Costs	Available for 8% of the cruise cost (with a minimum of \$39). These rates are per person and apply to all guests, including sole occupants, third and fourth berths, adults and children.	Available for 12% of the cruise cost (with a minimum of \$59). These rates are per person and apply to all guests, including sole occupants, third and fourth berths, adults and children.
<p>*For Washington state residents, Trip Cancellation and Trip Interruption benefits are underwritten by Nationwide Mutual Insurance Company and Affiliated Companies, Columbus, Ohio. Note that Princess Vacation Protection is not available to residents of New York, Puerto Rico and Quebec.</p> <p><u>Princess Vacation Protection - Standard</u></p> <p>To obtain your state-specific Certificate of Insurance providing the terms, conditions and exclusions of the certificate, visit http://www.affinitytravelcert.com/docs/nwepct01.</p> <p><u>Princess Vacation Protection - Platinum</u></p> <p>To obtain your state-specific Certificate of Insurance providing the terms, conditions and exclusions of the certificate, visit http://www.affinitytravelcert.com/docs/nwepct02.</p>		