

# Princess Cruises' Refund\* and Cancellation Policy for COVID-19

*The following information applies to all sailings scheduled during the declared Public Health Emergency involving COVID-19. Except as specifically stated below, or as otherwise provided in the Passage Contract for your cruise, the standard cancellation policies and penalties described in the Passage Contract apply.*

## **Cruise Cancelled by Princess**

- If your cruise is cancelled by Princess, or boarding is delayed by three days or more and you elect not to sail on the delayed voyage, you are entitled to a refund of the amount paid to Princess Cruises or an optional Future Cruise Credit ("FCC").

## **Cruise Cancelled by Guest**

- If you, your family members living with you in the same household or traveling companions assigned to the same stateroom cancel a cruise booking due to testing positive for COVID-19 within seven (7) days of embarkation, you and those traveling companions assigned to the same stateroom are entitled to an FCC for the amount paid to Princess.
- To qualify for the FCC, you are required to notify Princess within 24 hours of receiving a positive COVID-19 test result or becoming aware you are an impacted household or close contact. Guests are not required to submit proof of the positive test, but Princess reserves the right to ask for it prior to processing a refund or FCC. Therefore guests should retain their documentation with the positive result or in the case of an at-home test, write their name and test date on a piece of paper, place the positive test on the paper, and take a photograph of this on a mobile device. Handwritten test results are not acceptable. The personal information will be processed in accordance with the [Princess Cruises Privacy Notice](#).
- Any close contacts of a confirmed COVID-19 case (those in the same household or traveling companions assigned to the same stateroom) may travel if they are asymptomatic on embarkation day, test negative to an antigen test at embarkation and agree to additional testing up to 5 days from last exposure. Close contacts with a document of recovery are exempt from testing.

## **Denial of Embarkation or Reboarding; Isolation and/or Disembarkation**

- If you, your family members, traveling companions or other close contacts are denied embarkation or reboarding, or are isolated or disembarked during the voyage, due to a positive COVID-19 test or being suspected of having COVID-19, you and they are entitled to an FCC (default) or refund (upon request) for the amount of cruise fare (including taxes, fees and port expenses) paid to Princess Cruises in the event of denial at

embarkation, or a pro-rated FCC or refund of the unused portion of your cruise fare (including taxes, fees and port expenses) in all other cases.

- If you are denied embarkation or reboarding, or are disembarked or isolated during the voyage, for failure to comply with the Princess Cruises' [COVID-19 Guest Protocols](#) in effect at the time of the cruise, you shall not be entitled to a refund or compensation of any kind. Please refer to the Passage Contract issued for your cruise for complete details.

*\*Refund requests must be made within 90 days of the scheduled embarkation date. Unless required by law to provide a refund, you will otherwise only be entitled to a Future Cruise Credit for the amount specified. Please [contact Princess](#) to request your refund.*