



### **The Easy Way to Book Flights for Your Cruise**

Enjoy customized suggestions based on when and where you sail, low prices with flexible fares and the reassurance that we'll get you to the ship.

### **Flights That Fit Your Cruise**

Get personalized suggestions based on when and where you sail.

### **Low Fares on Flights**

Access fares lower than most public prices. We pass the exclusive savings we enjoy because of the high volume of flights we sell on to you.

### **Flexibility to Change Flights**

Cancel flexible airfare up to 45 days prior to departure with no fees. Plus, book flights now with no amount due until cruise final payment.

### **Late Arrival Protection**

Rest easy that you'll make your cruise if flights are delayed or canceled and get home if you miss flights because of your cruise or transfer.

### **We're here to help!**

Getting flight quotes or booking flights is easy, but if you need help contact us.

Our En Route Desk provides 24/7 support to ensure your air travel is as worry-free as your cruise.

### **Booked Guests:**

Here are the options for adding air to a cruise booking. With either option, the same powerful search tool is used to find and select air. Access Princess EZair through:

Cruise Personalizer

Calling Princess at (800) PRINCESS (800-774-6237) X 3 for existing bookings

We have modernized our air program to better serve guests with access to competitive airfares compatible with their cruise. Flights are available to book from 4 days prior to the cruise to 330 days before the end of the vacation. Princess EZair gives you the flexibility to customize your flights - choosing the desired time, carrier, number of stops, class of service, etc. - at the time of booking, without paying any additional customization fee.

Princess EZair also provides you with all of the flexibility of booking air online - whether you make your booking on princess.com or over the phone. Princess EZair is connected to our booking system so that all of the flight guidelines and voyage information is automatically applied to your search. This makes it easy to find flights which suit your needs and fit the requirements of the cruise. Princess EZair provides Late Arrival Protection. If an airline delay causes you to miss embarkation, Princess routes you to the next appropriate port of call. For Post Cruise Missed Flights - 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 works with the airline to rebook your flights to get you home.

Be sure that the correct full legal names as they appear on the guest's Passport or other accepted travel documents are on the cruise booking before reserving flights through Princess EZair, as name changes on the cruise booking cause the air to cancel. Some carriers do not allow name corrections of any kind.

Hyphens ( - ), spaces, and apostrophes ( ' ) are not reflected in the Travel Services department's system. And none will be reflected in any airline records. All names are run together with no spaces.

For example: SmithJones/JaneLynn (Last/FirstMiddle)

### **Princess EZair - Late Arrival Protection**

Whether they choose Flexible or Restricted air, 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, such as flight cancellation or flight re-routes and weather-related issues, Princess will 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.

\*Factors taken into account in determining the appropriateness of a port of call include, but are not limited to:

- Visas and other legal documentation that may be required
- Application of the Passenger Services Act to the new itinerary
- Airport/port infrastructure
- Comparability of cost, flight connections, and travel time required (note, any refund due on the unused air ticket must be used to offset the cost of the new air ticket)
- Where in the original itinerary this port is located

Guest must have purchased Princess EZair. Late Arrival Protection applies to both Flexible and Restricted fares.

### **Embarkation Day Delays:**

Guests experiencing an en route delay to the ship will qualify for Late Arrival Protection under the following scenarios.

- Flight delay or service disruption
- Flight cancellation
- Flight mechanical issues

Guests joining in the next port will be responsible for the cost of accommodations, meals, and other incidentals. Those who have purchased Princess Vacation Protection (PVP) or other travel insurance should keep their receipts and contact their plan administrator for possible reimbursement of these expenses.

PVP covers air cancellation fees and instances where Late Arrival Protection does not apply (i.e., guest illness or traffic accident, etc.). On Call International (OCI) Worldwide Emergency Assistance benefits will continue to assist with hotel accommodations as needed for guests who have purchased PVP. In the event that OCI assists a guest with rebooking flights, which results in additional costs, the guest should submit the receipts for this additional cost to Customer Relations. On Call International: 1-866-509-7712 within the US or 1-603-894-9386 outside of the US (accepts collect calls).

### **Air Deviations:**

Guests arriving several days in advance of the cruise will not qualify for Late Arrival Protection unless the delay will involve their missing embarkation day. Guests experiencing delays arriving to their pre-cruise package should work with the airline to book them on the next available flight. PVP covers guests in instances where Late Arrival Protection does not apply (i.e., guest illness or documented traffic accident, etc.).

### **Post-Cruise Delays:**

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. PVP covers guests in instances where Post-Cruise Protection does not apply (i.e., airline delay, guest illness or documented traffic accident, etc.).

### **Princess EZair - Air Type: Flexible**

Guests choosing our Flexible Air option have the benefit of confirming flights without payment. They are able to select flights, hold them on their reservation and pay for them with final payment. They are able to modify them without a change fee or penalty until 45 days prior to the departure of the first flight.

- Air and transfer costs are not included in your cruise/cruisetour booking. Air rates are subject to limited availability and certain restrictions. All routes are subject to change without notice.

- Provided you do not request Early Ticketing, no fees will be charged for changes (a change being any revision in the reservation as booked) or cancellations made to Flexible air flights more than 45 days from the outbound Flight date or cruise sail departure date (whichever is earlier).
- A fee, up to the full cost of the ticket (per ticket), will apply to changes or cancellations made 45 days or less from the outbound Flight date or cruise sail departure date (whichever is earlier). Tickets are nontransferable.
- Name changes, including corrections, will not be permitted, and will require cancellation and rebooking of Flights. The original airfare and schedule may no longer be available and a new reservation may need to be created at the then available air rate. If the then available air rate exceeds the original airfare, the guest must pay the additional charge.
- Airfares do not include baggage fees or other fees of up to \$200 for the first or second checked bag. Please contact the airline for further details.
- Flight rates are not subject to change prior to the receipt of final payment on the cruise and air booking. Flights which are confirmed on a booking remain at the same rate, with the exception of a change in taxes or fees or a schedule change resulting in the cancellation or re-booking of flights.
- After the ticketed departure time, no refunds will be made in the event of no shows or interruption or cancellation by the guest. No changes are permitted and the ticket has no value if the ticketed Flight reservation was not cancelled prior to the outbound flight time.
- You are subject to the contract between the airline and you, to which Princess Cruises is not a party. Please read important information regarding airline liability limitations.
- Flights and routes are subject to change by the airlines without notice. Reconfirming flights prior to the trip date and verifying departure time 24 hours prior to the flight is the responsibility of the guest.
- Seat assignment availability is solely at the airline's discretion and may be assessed a fee and may only be available within 24 hours of the Flight.
- Federal laws forbid the carriage of hazardous materials or dangerous goods aboard aircraft in your checked or carryon baggage.
- I have the documentation necessary for this trip, including passport and visas. I accept that having these documents is my responsibility and not that of Princess Cruises. I understand that documents required for the cruise may be different than those required to board the Flights and it is my sole responsibility to verify these requirements.
- Prices are not subject to increase, except for charges resulting from increases in taxes, fees or charges imposed by a government, public authority or airport authority, or agent thereof. By selecting this checkbox you expressly acknowledge your acceptance of these conditions. (i.e. increases attributable to taxes, fees or charges imposed by a government, public authority or airport authority, or agent thereof after full payment) applicable to your purchase.
- Cancelling your cruise/cruisetour booking for any reason will cancel any air bookings associated with the cruise/cruisetour booking, and fees will be applied if applicable.

### **Princess EZair - Air Type: Restricted**

Guest may choose to book Restricted Air. Tickets are non-refundable and are subject to cancellation fees immediately. In addition, Restricted Air must be paid at the time of booking.

Remember that if choosing Restricted Air, payment must be made when the air is booked.

### **Princess EZair - Alternate Airport Enhancement**

#### Alternate Airport Selection

For brands that provide guests with the option to arrive at or depart from airports outside of the defaults for the port, the previous process that required the guest to first change the arrival or departure date has been updated.

This enhancement will allow guests to view and select from a list of alternate port airports without the need to first change the arrival or departure date. However, guests will still be required to arrive on an earlier date or depart on a later date if an alternate airport is selected.

- When an alternate arrival or departure airport is selected, the default arrival or departure date will be deleted and the calendar will open with a message to change the date.
- When an alternate airport is selected, the search request will not proceed until an eligible date is selected or the default airport is selected again.
- Alternate Airports will now be displayed along with the default airports
- Alternate Arrive Airport is selected, calendar opens
- Alternate Depart Airport is selected, calendar opens

### **Princess EZair - Canceling Air**

When cancelling air, the result is dependent on the type of air booked - Restricted or Flexible.

#### Flexible Air

- A refund may be issued, less the cancellation fee.
- A cancellation fee up to the full cost of the ticket applies if the air is canceled 45 days or less from the first flight or sailing date.
- Guests may file a claim for Princess EZair cancellation fees with PVP.
  - Refund is issued if cancelled for a covered reason

#### Restricted Air

- A 100% cancellation fee applies. No Refund is issued.
- A Future Air Credit memo (FAC) may be generated.
  - FACs are memos in a guest's file showing that they have an outstanding credit on that airline to be applied to a future Princess air booking or used directly with the airline.
  - Please note, travel paid for by FACs MUST be COMPLETED within 12 months of the original ticket issue date. If your original ticket was issued on June 10, 2010, your return flight must depart by June 09, 2011.

- Guests may file a claim for Princess EZair cancellation fees (but not the FAC) with PVP.
  - Air cancellation charges excluding any amount held as an FAC by the airline(s) are refunded in cash in the case of a cancellation for a specified reason.
  - A Future Cruise Credit (FCC) is issued in the case of a cancellation for a non-specified reason. (75% for standard PVP and 100% for Platinum PVP)

### **Princess EZair - Changes To Cruise Bookings That Affect Air**

Air bookings automatically cancel when certain changes to bookings occur. An error message will display warning you if the air cancels and if any air cancellation fees apply. Below are the changes that result in air being cancelled:

- The guest is removed from the booking
- Any guests name change or correction (including middle names)
- The booking is cancelled
- The gateway city is changed (i.e. from LAX to SFO)
- Addition of tours or packages before or after the cruise
- Cruise is rebooked to a new sailing

If you still require air on the booking, it is necessary to rebook. We do not automatically rebook air that has been cancelled. Cancellation fees apply at any time for Restricted Air or within 45 days of the first flight or cruise (whichever comes first) for Flexible Air.

### **Princess EZair - Early Ticketing Request**

In an effort to align all brands, the Travel Services department has added a new feature to the EZair tool that allows Reservations and Guests to request their air record to be ticketed early. The Travel Services department does not need a call for this process anymore.

Please note this will only be available for Flexible Air (within and outside of penalties.) This button will not be displayed for restricted tickets as they are already set up to ticket after confirming.

If flexible outside the cruise final payment (cruise + air is not already paid in full) the “Payment Information Early Ticketing Request” page will display and payment will need to be taken.

Once payment is taken, the air record will be sent for early ticketing within 24 hours. If flexible within final payment (cruise booking + air is already paid in full) after accepting terms and conditions, the air record will be sent for ticketing

Allow 24 hours for tickets to be issued. Once tickets are issued, guests will be able to view them in EZair on the Manage Your Flights page by clicking the "View E Tickets" button. \*If tickets do not appear, they are still being processed. Callers may need to check the next day for ticket numbers.

**Things to Remember:**

- Guests are only required to pay for the air portion of the booking in full, not the entire booking in full like they were before.
- Guests will be in penalty to make any changes/cancellation going forward post early ticketing.
- This new process will eliminate calls to the Travel Services department because reservation agents, and guests are able to request early ticketing themselves and see their ticket numbers when ready.