

**GENERAL POLICIES STARTING FOR 2024-2026 VOYAGES:  
GENERAL SALES CONSULTANTS**

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# 1. FARES AND BOOKING CHARGES

## General Information

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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

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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

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

Expire Date	Program
31-Dec-23	2025 Canada & New England
29-Feb-24	2025-2026 Australia
29-Feb-24	2025-2026 Australia World Cruise
31-Mar-24	2025-2026 America (Mexico, Hawaii, Coastal, Caribbean, & Panama Canal)

Specific discount amounts 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

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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

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

## Single Occupancy

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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

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

## **Onboard Credit/Spending**

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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
- Military Benefits

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)
- In circumstances where Princess has issued as goodwill credit (due to technical issue, move over as requested by Princess, etc.)

Note that onboard credits cannot be applied to Casino charges on passenger portfolios.

## **Age Restrictions on Travel**

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### **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 travelling 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 1 November and 7 January, 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 8 January to 31 January, 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 behavior.

### **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 travelling 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 travelling with a parent or legal guardian. We are unable to accept reservations for student and youth group sailings 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 months 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.

**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 Appreciation 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:

<b><u>Service/Product</u></b>	<b><u>Service Charge</u></b>
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**

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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)
- Amending booking contact name
- Group recall extensions
- Cross-referencing bookings
- Group confirmations and reports
- Changing stateroom number
- Travel Consultant 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 (including third and fourth berths) travelling on a cruise/cruisetour. The amount of deposit is 10% and is payable within the Option period outlined below.

### Option Period

#### Sailings 7-days in length or less

Deposits are due as follows:

Time of Booking - Days from Sailing	Deposit Due* within:	Extension Available:
121 or more days	10 days of booking	Two 4-day extensions
71 to 120 days	6 days of booking	Two 2-day extensions
30 to 70 days	5 days of booking	Two 24-hour extensions
29 to 10 days	3 days of booking	Two 24-hour extensions
9 days or less	Full payment required at booking	No extensions

#### Sailings 8-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	10 days of booking	Two 4-day extensions
86 to 120 days	6 days of booking	Two 2-day extensions
30 to 85 days	5 days of booking	Two 24-hour extensions
29 to 10 days	3 days of booking	Two 24-hour extensions
9 days or less	Full payment required at booking	No extensions

### Final Payment

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

Sailing Length	Final Payment Date
7-days and less	Final Payment Due 60 days prior to sailing
8-days and more	Final Payment Due 75 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 seven days PRIOR to final payment date. These policies apply to both FIT and group bookings.

### Waitlist Policy

A \$200 USD 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

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All guests are required to pay a cancellation fee (including third and fourth berths) 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 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 7-nights or less

Days Prior to Departure	Item(s) Assessed	Cancellation Fee
60 days or more	None	None
45 to 59 days	Cruise fare	Deposit Amount
15 to 44 days	All Items	50% of Total Charges
8 to 14 days	All Items	75% of Total Charges
7 days or less	All Items	100% of Total Charges

##### Sailings 8-nights or more

Days Prior to Cruise or Land Package Departure	Item(s) Assessed	Cancellation Fee
75 days or more	None	None
60 to 74 days	Cruise fare	Deposit# Amount
45 to 59 days	All Items	25% of Total Charges
15 to 44 days	All Items	50% of Total Charges
8 to 14 days	All Items	75% of Total Charges
7 days or less	All Items	100% of Total Charges

## 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.

## Commission

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Notwithstanding the foregoing, if a guest has purchased the At-Ease Waiver Program 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 At-Ease Waiver Program.

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

## Name Changes

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Permitted up to 10 days prior to sailing for cruise portion only; revised documents sent to pier if necessary. Name changes on air may incur a cancellation fee from the airline (see above) and will therefore be assessed separately.

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. AT-EASE WAIVER PROGRAM

### Program Description

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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/Cost

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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 final payment period and is not refundable under any circumstances, once paid. The At-Ease Waiver Cost is 10% of your Cruise Cost.

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

## 5. CRUISE PLUS HOTEL PACKAGES

### Overview

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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

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

### Inclusions

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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

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

### Commission

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Travel Consultants earn 5% commission on Cruise Plus packages.

## 6. TRANSFER PROGRAM

### Overview

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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

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

### Inclusions

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

### Deposit

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There is no deposit requirement.

### Policies

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Blocks can be held on group contracts for Transfers.

### Commission

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Transfers are non-commissionable.

## 7. ONBOARD AND MISCELLANEOUS PROGRAMS

### Onboard Sales

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

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

The Future Cruise Deposit (FCD) is to be used only on new future bookings made after the purchase of the Future Cruise Deposit and will be automatically refunded if not applied to a new booking created within one year from date of purchase. 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 fee period.

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

The Onboard Sales OBC only applies to lower berths.

### Celebrations

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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

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

### Shore Excursions

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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](http://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](http://www.princess.com). Prices and availability of shore excursions are not guaranteed until reserved and are subject to change.

### Land Excursions

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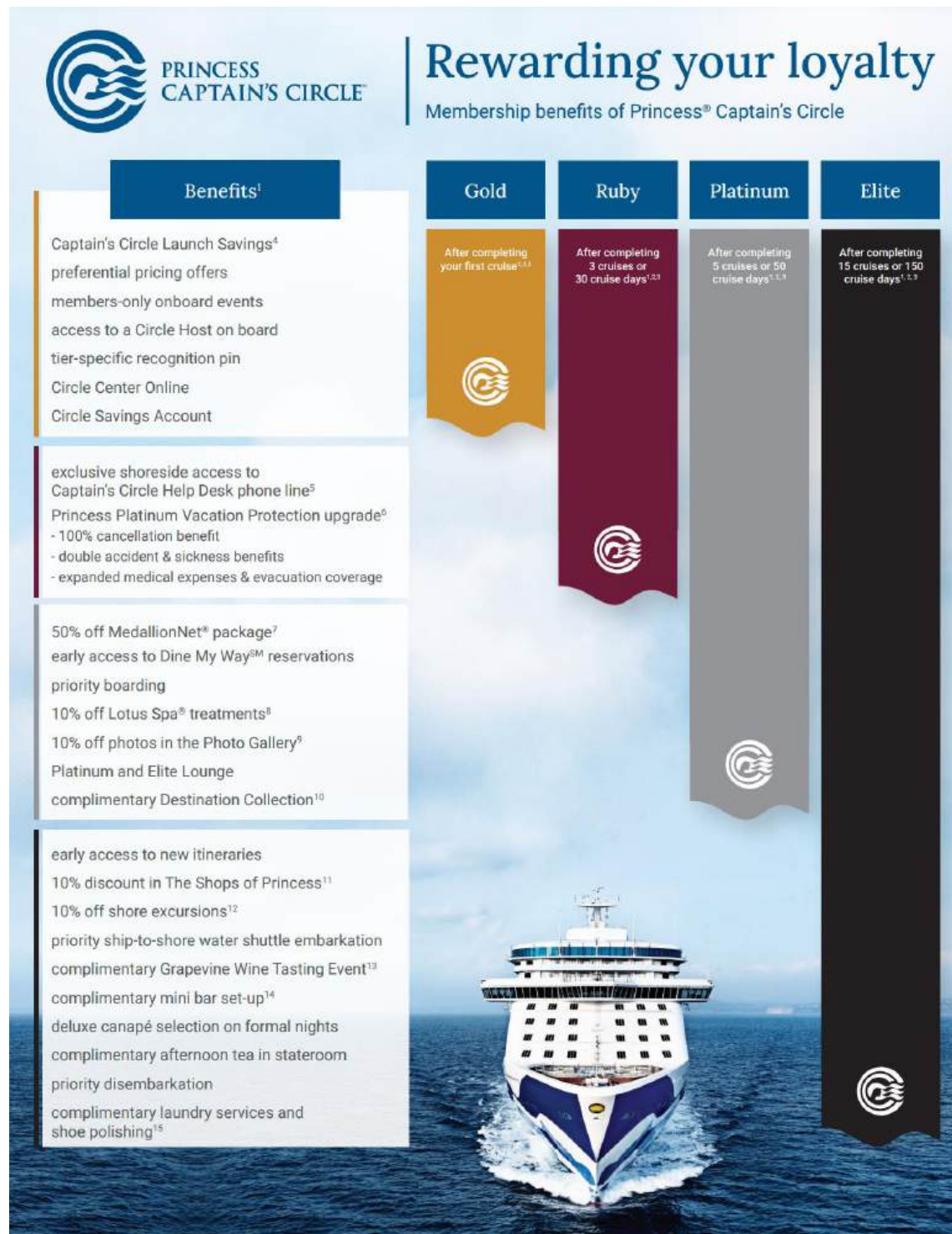
Included in the Cruise Personalizer® is a list of Land Excursion options customized to best fit every cruisetour itinerary, with detailed information about each excursion. When you are ready to purchase your land excursions, go to the Cruise Personalizer and have your booking number and credit card information 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'll 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 pre-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:



The infographic features a background image of a Princess cruise ship at sea. On the left, the Princess Captain's Circle logo is displayed. The main title is 'Rewarding your loyalty' with the subtitle 'Membership benefits of Princess® Captain's Circle'. A central column lists four membership tiers: Gold, Ruby, Platinum, and Elite. To the right of these tiers are four vertical banners, each with a Princess logo and the criteria for reaching that tier. On the far left, a large white box lists the benefits for all members, organized into four sections.

**PRINCESS CAPTAIN'S CIRCLE**

# Rewarding your loyalty

Membership benefits of Princess® Captain's Circle

Benefits <sup>1</sup>	Gold	Ruby	Platinum	Elite
<p>Captain's Circle Launch Savings<sup>4</sup></p> <p>preferential pricing offers</p> <p>members-only onboard events</p> <p>access to a Circle Host on board</p> <p>tier-specific recognition pin</p> <p>Circle Center Online</p> <p>Circle Savings Account</p>	<p>After completing your first cruise<sup>1,2,3</sup></p>	<p>After completing 3 cruises or 30 cruise days<sup>1,2,3</sup></p>	<p>After completing 5 cruises or 50 cruise days<sup>1,2,3</sup></p>	<p>After completing 15 cruises or 150 cruise days<sup>1,2,3</sup></p>
<p>exclusive shoreside access to Captain's Circle Help Desk phone line<sup>5</sup></p> <p>Princess Platinum Vacation Protection upgrade<sup>6</sup></p> <ul style="list-style-type: none"> <li>- 100% cancellation benefit</li> <li>- double accident &amp; sickness benefits</li> <li>- expanded medical expenses &amp; evacuation coverage</li> </ul>				
<p>50% off MedallionNet® package<sup>7</sup></p> <p>early access to Dine My Way<sup>SM</sup> reservations</p> <p>priority boarding</p> <p>10% off Lotus Spa® treatments<sup>8</sup></p> <p>10% off photos in the Photo Gallery<sup>9</sup></p> <p>Platinum and Elite Lounge</p> <p>complimentary Destination Collection<sup>10</sup></p>				
<p>early access to new itineraries</p> <p>10% discount in The Shops of Princess<sup>11</sup></p> <p>10% off shore excursions<sup>12</sup></p> <p>priority ship-to-shore water shuttle embarkation</p> <p>complimentary Grapevine Wine Tasting Event<sup>13</sup></p> <p>complimentary mini bar set-up<sup>14</sup></p> <p>deluxe canapé selection on formal nights</p> <p>complimentary afternoon tea in stateroom</p> <p>priority disembarkation</p> <p>complimentary laundry services and shoe polishing<sup>15</sup></p>				

Detailed loyalty program information and Terms and Conditions can be viewed here: <https://www.princess.com/downloads/pdf/cc/captains-circle-loyalty-benefits.pdf>

## Shareholder Benefits

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This program is designed to offer an onboard credit to Carnival shareholders.

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

### Non-refundable Onboard Credit Amount:

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

### Restrictions:

- Shareholders are limited to one OBC per stateroom.
- This offer cannot be used for casino credits/charges and crew appreciation.
- Offer excludes Travel Consultant, Interline, Employee Space Available and Friend and Family fares and any complimentary stateroom programs.
- The Shareholder OBC is non-refundable.

**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.
- Princess Cruises, Booking Support  
24303 Town Center Drive  
Santa Clarita, CA 91355  
800-PRINCESS
- Secure Fax: (661) 753-0180 or email to [sbpcl@princesscruises.com](mailto:sbpcl@princesscruises.com)

**Promotion code:** ZSB for Shareholder.

## Onboard Product

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

### **Onboard Currency**

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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.

## 8. CRUISE SALES PROGRAM

### Program Overview

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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 Consultant 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 3 days or longer voyages.
- 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%

Deposits in Euros will vary.

The following are parameters of the Cruise Sales Program:

- Consultants may hold two Cruise Sales per quarter, up to six per year.
- The promo codes for the Cruise Sales program are CNX for most voyages. For World Cruise and segments greater than 45 nights the promo code is CNY.
- Standard Cruise Sale is 7 days in length.
- Not applicable to third/fourth berth guests.
- Singles will receive one onboard value coupon booklet.
- Combinable with International Group and Regional Fares.
- Not combinable with Incentive Groups, travel consultant, affiliate, interline, employee promotions and complimentary stateroom programs.
- Combinable with Flash promotions to receive coupon booklet, but do not receive reduced deposit.

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

## **GROUP POLICIES AND PROGRAMS**

## 9. TRAVEL CONSULTANT'S GROUP PROGRAM

### Overview

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Princess Cruises enables travel consultants 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 Consultant's Group Program which offers:

- Guaranteed inventory – a contracted space allotment
- Guaranteed pricing – for beds sold from the contracted allotment
- Tour Conductor/Leader – one for every 16 guests booked on qualified promotions.

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

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

### Guaranteed Inventory

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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 64 beds.

Consultants may, if they choose, opt to hold more than 64 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 guarantee promotion).

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

### Guaranteed Savings

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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.

Once an allotment is sold, consultants 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 consultants 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 and will not be used to calculate free berths.

Group Lead-in Fares for each stateroom type will be discounted off Launch Fares as noted below (lower berths only).

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

## **Number of Groups**

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Consultants may establish 10 groups per month across all ships and trades, offering greater flexibility for travel consultants, 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**

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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**

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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.

## **Bulk Deposit**

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There will be a \$25 USD 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**

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Consultants 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. Consultants 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.

## **Group Onboard Venues**

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Travel Consultants can reserve venue space for groups through our Group Services department. The venue request process has been enhanced with new automated tools which gives 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 less beds are sold than were originally reserved).

## **Tour Conductor/Leader (Revenue Credit)**

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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.

### **Group Combinability**

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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 consultants to earn TCs on 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 consultants 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.

### **Online Only**

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

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

### **Recall Schedule**

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There is no standard recall schedule in place. All unused space will automatically be recalled at final payment. All space is subject to hard recall at any time.

## Group Category Summary

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<b>Ship</b>	<b>Inside Categories</b>	<b>Oceanview Categories</b>	<b>Balcony Categories</b>	<b>Mini-Suite and Cabana Categories</b>	<b>Suite Categories</b>
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

## **10. TRAVEL CONSULTANT'S INCENTIVE GROUP PROGRAM**

### **General**

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Incentive groups of at least 16 guests will receive 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.

### **Standard Terms**

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Used for groups with an allocation size up to 250 on all other ships.

### **Large Group Terms**

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

Note: Maximum group size of 800 beds 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 and 8-day Mexico and Caribbean
- All other sailings

### **Free Site Inspection Stateroom**

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A Free Site Inspection Stateroom is available. 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.

## Deposits

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### 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	25% of total charges
60 days prior to sailing	Final payment

### Large Group Terms: 3, 4 and 5-day Caribbean, Mexico and West Coast Sailings

Date Due	Amount
Within 30 days of contract signing	10% of the total fares for the Allocation (including NCF)
365 days prior to sailing	Additional 10% of the total fares for the allocation (including NCF)
180 days prior to sailing	Additional 30% of the total fares for the Allocation (including NCF)
60 days prior to sailing	Remaining 50% of the total fares for the Allocation (including NCF)

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

Date Due	Amount
Within 30 days of contract signing	5% of total charges
180 days prior to sailing	10% of total charges
120 days prior to sailing	15% of total charges
75 days prior to sailing	Final payment

### 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
75 days prior to sailing	Final payment

### Large Group Terms: All Other Sailings

Date Due	Amount
Within 30 days of contract signing	10% of the total charges
365 days prior to sailing	Additional 10% of the 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 Terms (250 beds or less): 3, 4 and 5-day Sailings

Dates prior to sailing	Cancellation Charge
119-60 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.
59-31 days prior to sailing	5% (not to exceed 5 staterooms) of the remaining space may be cancelled without charge. Any space cancelled over 5% or 5 staterooms, whichever is less, 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): 3, 4 and 5-day Sailings

Dates prior to sailing	Cancellation Charge
239 – 180 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.
179-120 days	10% of the remaining space may be cancelled without charge. Any space cancelled over 10% will be charged a cancellation charge of 5% of the total charges which includes cruise or cruisetour fare (including non-commissionable fares), air add-on fares and hotel packages.
119-60 days	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.
59-31 days	5% (not to exceed 5 staterooms) of the remaining space may be cancelled without charge. Any space cancelled over 5% or 5 staterooms, whichever is less, 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 (250 beds or less): 6, 7 and 8-day Mexico and Caribbean Sailings

<b>Dates prior to sailing</b>	<b>Cancellation Charge</b>
149-75 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.
74-31 days prior to sailing	5% (not to exceed 5 staterooms) of the remaining space may be cancelled without charge. Any space cancelled over 5% or 5 staterooms, whichever is less, 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): 6, 7 and 8-day Mexico and Caribbean Sailings**

<b>Dates prior to sailing</b>	<b>Cancellation Charge</b>
239 – 180 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.
179-120 days prior to sailing	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.
119-75 days prior to sailing	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 prior to sailing	5% (not to exceed 5 staterooms) of the remaining space may be cancelled without charge. Any space cancelled over 5% or 5 staterooms, whichever is less, 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 (250 beds of less): All Other Sailings**

<b>Dates prior to sailing</b>	<b>Cancellation Charge</b>
239 – 180 days prior to sailing	Up to 25% of the space may be cancelled without charge. Any space cancelled over 25%, Princess Cruises retains all deposits for all cancelled staterooms.
179-120 days prior to sailing	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.

119-75 days prior to sailing	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.
74-31 days prior to sailing	5% (not to exceed 5 staterooms) of the remaining space may be cancelled without charge. Any space cancelled over 5% or 5 staterooms, whichever is less, 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**

<b>Dates prior to sailing</b>	<b>Cancellation Charge</b>
239 – 180 days prior to sailing	Up to 15% of the Allocation may be cancelled without charge. Over 15%, Princess Cruises will assess a cancellation charge of 20% of the total charges which includes cruise or cruisetour fares (including non-commissionable fares), air add-on fares and hotel packages.
179-120 days prior to sailing	10% of the remaining allocation may be cancelled without charge. Over 10%, Princess Cruises will assess a cancellation charge of 40% of the total charges which includes cruise or cruisetour fares (including non-commissionable fares), air add-on fares and hotel packages.
119-75 days prior to sailing	10% of the remaining allocation may be cancelled without charge. Over 10%, Princess Cruises will assess 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.
74-31 days prior to sailing	5% (not to exceed 10 staterooms) of the remaining allocation may be cancelled without charge. Any cancellations over 5% or 10 staterooms, whichever is less, will be assessed 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 assessed 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.