



Princess Cruises Announces a Voluntary and Temporary Pause of its Global Ship Operations for 60 Days

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Cruise Line Remains Committed to the Health, Safety and Well-Being of Guests, Team Members and Communities Visited Globally

SANTA CLARITA, Calif., March 12, 2020 /PRNewswire/ -- In proactive response to the unpredictable circumstances evolving from the global spread of COVID-19 and in an abundance of caution, [Princess Cruises](#) announced that it will voluntarily pause global operations of its 18 cruise ships for two months (60 days), impacting voyages departing March 12 to May 10.



PRINCESS CRUISES®

"Princess Cruises is a global vacation company that serves more than 50,000 guests daily from 70 countries as part of our diverse business, and it is widely known that we have been managing the implications of COVID-19 on two continents," said Jan Swartz, president of Princess Cruises. "By taking this bold action of voluntarily pausing the operations of our ships, it is our intention to reassure our loyal guests, team members and global stakeholders of our commitment to the health, safety and well-being of all who sail with us, as well as those who do business with us, and the countries and communities we visit around the world," added Swartz.

Those currently onboard a cruise that will end in the next five days will continue to sail as expected through the end of the itinerary so that onward travel arrangements are not disrupted. Current voyages that are underway and extend beyond March 17 will be ended at the most convenient location for guests, factoring in operational requirements. Princess will do everything possible to return each guest home with the greatest amount of care possible. During this time, our operations and medical teams across the fleet will remain vigilant in their care and service for guests and crew onboard.

For those who are impacted by this business decision, Princess is offering guests the opportunity to transfer 100% of the money paid for their cancelled cruise to a future cruise of their choice. To add a bonus incentive for guests to accept this offer, the company will add an additional generous future cruise credit benefit which can be applied to the cruise fare or onboard expenses. In addition, Princess will honor this offer for those guests who had made final payment and cancelled their booking on or after February 4, 2020. The future cruise credit can be used on any voyage departing through May 1, 2022.

Princess will protect travel advisor commissions on bookings for cancelled cruises that were paid in full and for the total amount of the future cruise credits, in recognition of the critical role they play in the cruise line's business and success.

If the future cruise credit option does not work for some guests, they will be able to complete an electronic form on [Princess.com](#) to request a cash refund. Princess asks guests not to call the Reservation Call Center due to the possibility of high call volumes and the potential of long on-hold wait times due to this unprecedented action. Guests and their travel advisors will be sent communications on how to manage cancellations and desired compensation. Information and instructions for requesting a refund are available online at [Princess.com](#)

[In a video posted on YouTube, Jan Swartz shares](#) that "while this is a difficult business decision, we firmly believe it is the right one and is in alignment with our company's core values. Rest assured the long-serving and dedicated professionals at our company will make best use of this time to prepare Princess Cruises' fleet of cruise ships for a successful return to operation to serve our guests by delivering an exceptional vacation experience."

Loyal guests, employees, travel advisor partners and business partners around the world have asked what they can do support Princess Cruises and its more than 35,000 team members in these challenging times. The answer is simple – book a cruise with Princess and bring your family and friends along. The company offers over 180 itineraries to popular and exotic destinations around the globe.

Princess Cruises plans to be back in operation beginning with cruises departing May 11, 2020.

About Princess Cruises

One of the best-known names in cruising, Princess Cruises is the fastest growing international premium cruise line and tour company operating a fleet of 18 modern cruise ships, carrying two million guests each year to 380 destinations around the globe, including the Caribbean, Alaska, Panama Canal, Mexican Riviera, Europe, South America, Australia/New Zealand, the South Pacific, Hawaii, Asia, Canada/New England, Antarctica and World Cruises. A team of professional destination experts have curated 170 itineraries, ranging in length from three to 111 days and Princess Cruises is continuously recognized as "Best Cruise Line for Itineraries."

In 2017 Princess Cruises, with parent company Carnival Corporation, introduced MedallionClass Vacations enabled by the OceanMedallion, the vacation industry's most advanced wearable device, provided free to each guest sailing on a MedallionClass ship. The award-winning innovation

offers the fastest way to a hassle-free, personalized vacation giving guests more time to do the things they love most. MedallionClass Vacations will be activated on five ships by the end of 2019. An activation plan will continue across the global fleet in 2020 and beyond.

Princess Cruises continues its multi-year, "Come Back New Promise" – a \$450 million-dollar product innovation and cruise ship renovation campaign that will continue to enhance the line's onboard guest experience. These enhancements result in more moments of awe, lifetime memories and meaningful stories for guests to share from their cruise vacation. The product innovations include partnerships with award-winning Chef Curtis Stone; engaging entertainment inspired shows with Broadway-legend Stephen Schwartz; immersive activities for the whole family from Discovery and Animal Planet that include exclusive shore excursions to onboard activities; the ultimate sleep at sea with the award-winning Princess Luxury Bed and more.

Two new Royal-class ships are currently under construction - Enchanted Princess, scheduled for delivery in June 2020, followed by Discovery Princess in November 2021. Princess previously announced that two new (LNG) ships which will be the largest ships in the Princess fleet, accommodating approximately 4,300 guests are planned for delivery in 2023 and 2025. Princess now has four ships arriving over the next five years between 2020 and 2025. The company is part of Carnival Corporation & plc (NYSE/LSE: CCL; NYSE:CUK).

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