



## Princess Cruises Extends Temporary Pause of Global Operations Through June 30 Due to Global COVID-19 Outbreak

April 14, 2020

### Cruise Line Also Announces Cancellation of Alaska Gulf Voyages, and Land and Sea program for First Time in Its History

SANTA CLARITA, Calif., April 14, 2020 /PRNewswire/ -- In continued response to the impact of the COVID-19 global outbreak and the recent order from the United States Centers for Disease Control (CDC), Princess Cruises is canceling all voyages through June 30, 2020. The cruise line had previously announced a voluntary pause for two months (60 days), impacting voyages departing March 12 to May 10, 2020.



In addition, Princess Cruises can confirm modifications to the Alaska season, which includes the cancellation of all Princess Alaska Gulf cruise and cruisetours. The five wilderness lodges, trains and buses operated by Princess in Alaska will not open this summer. We will continue round-trip sailings from Seattle to Alaska on Emerald Princess and Ruby Princess.

"This global outbreak continues to challenge our world in unimaginable ways. We recognize how disappointing this is to our long-term business partners and thousands of employees, many of whom have been with us in Alaska for decades," said Jan Swartz, president of Princess Cruises. "We hope everyone impacted by these cancellations – especially our guests, travel advisor partners, teammates, and the communities we visit – understand our decision to do our part to protect the safety, health and well-being of our guests and team. We look forward to the brighter days and smooth seas ahead for all of us."

Each ship will have a unique return to service date, based on the previously published cruise itineraries, with some modifications, departing after July 1. Details about the canceled voyages can be found [here](#).

Princess Cruises is offering two cancellation options. Guests currently booked on these canceled voyages, who have paid in full, will receive a Future Cruise Credit (FCC) equivalent to 100% of the cruise fare paid and, as an added incentive, an additional 25% FCC. Guests must use their credits on a cruise that sails on or before May 1, 2022. No action is required for guests to receive this offer and they will be notified by e-mail once the credits have been issued.

Alternatively, guests can receive a full refund for all monies paid in full on their booking through this [online form](#). Requests must be received by May 31, 2020, or they will receive the Future Cruise Credit option. Guests who have not yet paid in full will receive a refund of all monies paid.

Princess will protect travel advisor commissions on bookings for canceled cruises that were paid in full, in recognition of the critical role travel advisors play in the cruise line's business and success.

Princess asks guests to please delay in calling the Reservation Call Center due to high call volumes. Guests and their travel advisors will be sent communications on how to manage cancellations, rebook another voyage, or request a refund.

The most current information and instructions for booked guests affected by these cancellations can be found at [www.princess.com](http://www.princess.com).

#### **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 summer 2020, followed by Discovery Princess in fall 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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