



Princess Cruises Introduces the New Princess Promise - Reaffirming Commitment to Exceptional Onboard Service and Guest Satisfaction

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Book with Confidence Expands for More Flexible and Worry-Free Booking

SANTA CLARITA, Calif., Dec. 9, 2020 /PRNewswire/ -- While cruisers are dreaming of their next cruise vacation, Princess Cruises introduces a new [Princess Promise](#), offering greater peace of mind during a cruise vacation.



Over the years, Princess guests have enjoyed warm and gracious service in an atmosphere of comfortable elegance. Princess team members provide exceptional service and with MedallionClass, a more personalized experience to ensure an unforgettable vacation. Underscoring the cruise line's already strong commitment to service, the Princess Promise reassures guests that Princess will 'make it right' for any onboard service that did not meet their expectations. This may include, but is not limited to onboard credits, future cruise credits or refunds.

Princess is also expanding its **Book with Confidence** policy which now allows guests the flexibility to change their vacation plans 30 days prior to day of departure, receiving cancellation fees as a future cruise credit. This flexible booking option is available for any cruise bookings made through March 2, 2021, on voyages departing through October 31, 2021.

"During this time, we're all dreaming about our next cruise vacation and experiencing the wonder of new places, people and cultures," said Deanna Austin, chief commercial officer, Princess Cruises. "When we set sail again our guests can feel at ease with the promise of a great cruise vacation, and the flexibility of adjusting their bookings if their plans change."

For even greater peace of mind, the cruise line also offers **Princess Vacation Protection** that will provide full vacation protection in the form of either a future cruise credit or a reimbursement of the normally non-refundable cancellation fees, depending on the reason for changed plans. This program also covers guests during their cruise, including lost or damaged luggage protection, emergency excess medical expenses and emergency evacuation, and trip interruption coverage which provides a pro-rated refund if illness interrupts the cruise and extra costs associated with trip delays or interruptions.

Princess Cruises is currently enhancing health and safety protocols with input from global health leaders in response to COVID-19 and assessing how they may impact future itineraries. Actual offerings may vary from what is displayed in marketing materials. Click on the following links to stay updated on current [Cruise Updates](#), [Health & Safety protocols](#), and [CDC Travel Advisories](#).

Additional information about Princess Cruises is available through a professional travel advisor, by calling 1-800-PRINCESS (1-800-774-6237), or by visiting the company's website at [princess.com](#).

About Princess Cruises:

One of the best-known names in cruising, Princess Cruises is the world's leading international premium cruise line and tour company operating a fleet of 15 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 an effortless personalized vacation giving guests more time to do the things they love most. The company is part of Carnival Corporation & plc (NYSE/LSE: CCL; NYSE:CUK).

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