

Princess Cruises

Princess Vacation Protection (PVP): If they are cancelling for a non-covered reason, then we can cancel and they will receive the FCC. Please contact Reservations/ Customer Relations or cancel through POLAR, as rez is jammed.

They will get 100% FCC for cancellation fees even if they booked the Standard PVP.

If they are cancelling for a covered reason, they need to file a claim with AON in order to receive a refund.

PVP is not refundable, as it is deemed to have been used in this instance, and would need to be re-purchased for their next cruise.

For EZair: Flexible Air, any outstanding cancellation fees will be added to the FCC. Restricted Air, if there are any air credits they are issued from the airline

To clarify our policy around eZAir as it relates to PVP:

If the guest has PVP on the booking:

Whether the guest purchased flexible or restricted air, any air credit for air penalties will be covered by PVP. Therefore, the FCC will not be impacted.

For guests who did not purchase PVP:

What if a guest has Princess EZair on their booking? Is that covered too?

For Flexible Air:

Any outstanding cancellation fees will be added to the FCC.

For Restricted Air:

There may be a credit issued by the airline, which will become a separate Future Air Credit for that airline that can be used when booking their next Princess Cruise (the credit only applies to that airline). The balance of the air cost paid will be added to their FCC.