



Princess Cruises Transfer of Booking Policy

Last Updated by Princess on 8/20/24

Beginning November 12th, 2018, please follow the Booking Transfer Policy below.

Travel Agency to Travel Agency

Eligibility

- Bookings paid in full may not be transferred.
- Booking transfers must be completed no later than 60 days after booking has been created and must be outside of the Final Payment period.

Requirements

- Whether or not there is money on the booking, the guest must submit the form providing their authorization for any transfer.
- Authorization is obtained by filling out the appropriate form: transfer from agency to agency
- The form must be signed by the guest/owner of the booking and must include
 - Booking number
 - The new agency phone number
 - New travel advisor name
- If the form is coming from a direct guest it MUST be signed by a guest on the booking. If there are multiple bookings requiring transfer (i.e. TWID bookings), and the guests want all bookings transferred to the new travel agency, a separate form must be filled out for each individual booking.
- Upon receipt of the change request, the Revenue support department will contact the original booking agency to advise that the guest(s) has requested a change of agency. We will wait 2 business days before making any change in order to allow the original travel agency to contact the guest at their discretion. If we have not heard back from the original agency of the guest within this time frame, we will proceed with the request. The turnaround time for change of agency requests is 72 hours including the 48 hours mentioned above.
- All correspondence pertaining to a change of travel agency should be faxed or emailed to the revenue support department at 661-291-8680 or adminsupport@princesscruises.com

Payments

- If a booking payment was made via guest check or credit card, the funds will stay on the booking and will not be refunded to the agency.
- ***If a booking payment was made via travel agency check, the funds will be refunded to the original agency unless Princess Cruises receives a letter of authorization which specifically states that any or all of the funds may be transferred to the new booking. If the original agency does not send Princess Cruises this letter, the guest must make a new payment on the transferred booking within one week of the transfer date. The guest accepts the responsibility to recover any monies from the original agency.***



Direct to Travel Agency

Eligibility

- Direct bookings that have been paid in full may not be transferred to a travel agency.
- Booking transfers must be completed no later than 60 days after booking has been created and must be outside of the Final Payment period.

Restrictions

- Promotions may not be transferable across agencies. The guest will be advised to shop for comparable promotional offerings through the travel agency.

Requirements

- Whether or not there is money on the booking, the guest must submit the form providing their authorization for any transfer.
- Authorization is obtained by filling out the appropriate form: Direct booking to Agency
- The form must be signed by the guest/owner of the booking and must include
 - Booking number
 - The new agency phone number
 - New travel advisor name
- The form **MUST** be signed by a guest on the booking. If there are multiple bookings requiring transfer (i.e. TWID bookings), and the guests want all bookings transferred to the new travel agency, a separate form must be filled out for each individual booking.
- All correspondence pertaining to a change of travel agency should be faxed or emailed to the revenue support department at 661-291-8680 or adminsupport@princesscruises.com

Payments

- All funds on the booking will be transferred to the agency.

Travel Agency to Direct

Eligibility

- Bookings paid in full may not be transferred.
- Booking transfers must be completed no later than 60 days after booking has been created and must be outside of the Final Payment period.

Requirements

- Whether or not there is money on the booking, the guest must submit the form providing their authorization for any transfer.
- Authorization is obtained by filling out the appropriate form: Agency booking to direct guest
- The form must be signed by the guest/owner of the booking and must include
 - Booking number
 - The old agency phone number



- Old travel advisor name
- If the form is coming from a direct guest it MUST be signed by a guest on the booking. If there are multiple bookings requiring transfer (i.e. TWID bookings), and the guests want all bookings transferred to the new travel agency, a separate form must be filled out for each individual booking.
- Upon receipt of the change request, the Revenue support department will contact the original booking agency to advise that the guests has requested a change to a direct booking. We will wait 2 business days before making any change in order to allow the original travel agency to contact the guest at their discretion. If we have not heard back from the original agency of the guest within this time frame, we will proceed with the request. The turnaround time for change of agency requests is 72 hours including the 48 hours mentioned above.
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Payments

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