



KEEP CALM

AND

CALL A TRAVEL ADVISOR





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NEW

Operational Updates

- Extended pause of global ship operations
 - Announced May 6
- Through end of summer season





Cancellations as of May 6

- **All remaining Alaska cruises** on Emerald Princess and Ruby Princess
- **All remaining Europe and Transatlantic cruises** on Enchanted Princess, Regal Princess, Sky Princess, Crown Princess and Island Princess
- **Summer Caribbean cruises** and all **Canada & New England cruises** on Caribbean Princess and Sky Princess





Cancellations as of May 6

- **Summer to fall cruises departing from Japan on Diamond Princess**
- **Hawaii & French Polynesia Fall cruises on Pacific Princess through November**
- **Australia-based cruises on Sapphire Princess and Sea Princess through August**
- **July cruises sailing from Taiwan on Majestic Princess**





For voyages cancelled on May 6

Compensation Options

Compensation varies by booking status

- Bookings that are Paid In Full
- Bookings that are NOT Paid in Full

Guests have (2) compensation options

FCC
option

Refund
option

NOTE: Client must request refund through online form by **June 15, 2020**, or they will receive the higher value FCC option



For voyages cancelled on May 6

Compensation Options

For bookings that are Paid In Full:

BEST VALUE

FCC
option

Future Cruise Credit of **125%** of the value of your client's cancelled cruise fare + 100% refund of pre-paid purchases

Refund
option

Full refund of cruise fare to original form of payment +100% refund of pre-paid purchases

NOTE: Client must request refund through online form by **June 15, 2020**, or they will receive the higher value FCC option



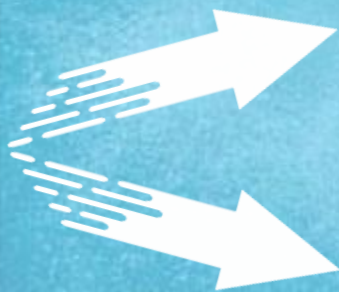
Why choose

FCC option



Value of original booking

\$2,000



What it's worth now

FCC option

\$2,500

125% Future Cruise Credit + 100% prepaid purchases

Refund option

\$2,000

100% Refund + 100% prepaid purchases

NEW

FCC can now be used for deposit on new booking!



NEW

DOUBLE
Your Deposit

For voyages cancelled on May 6

Compensation Options

For bookings NOT Paid In Full:

DOUBLE YOUR DEPOSIT

FCC
option

Transfer monies deposited as a future cruise credit and Princess will match the amount in a bonus FCC (up to base cruise fare)
+100% refund of pre-paid purchases

Refund
option

Full refund of cruise fare to original form of payment +100% refund of pre-paid purchases

NOTE: Client must request refund option through online form by **June 15, 2020**, or their compensation will default to higher value FCC option



DOUBLE
Your Deposit

Why? Do the math

Future cruise credit option offers your clients the best value

Deposited amount

What it's worth now

\$1



\$100

\$800



\$1,600

Both options include refund of 100% of prepaid purchases

Why

DOUBLE
Your Deposit

is the way to go

Booking – Example #1

What you get in an FCC

Base cruise fare: \$1,000

Air: \$500

Hotels: \$500

Money paid: \$600

DOUBLE
Your Deposit

\$600 x 2 =

\$1,200



100% of prepaid purchases will also be refunded

Why

DOUBLE
Your Deposit

is the way to go

Booking – Example #2

What you get in an FCC

Base cruise fare: **\$1,000**

Air: \$500

Hotels: \$500

STD. Deposit: \$200

Money paid: **\$1,200**

DOUBLE
Your Deposit

\$1,000 x 2 =

\$2,000*



***\$200 refund:** If monies paid toward cruise fare exceed the value of the cruise fare, the amount beyond the cruise fare is refunded or transferred to a new booking if ready to rebook.

NEW

DOUBLE
Your Deposit

Bookings cancelled **BEFORE** they were cancelled on May 6 by Princess can now get **Double Your Deposit!***

- For bookings cancelled between April 1 – May 5
- Guest must be pending refund
- Guest must opt for higher-value FCC offer by **June 15, 2020** by filling out online form
- FCC is refundable, but only portion that was paid in cash (excludes bonus FCC)
- Good on voyages thru May 1, 2022



NEW

Travel Advisor Commission



Commission Protection

Canceled sailings

Commission protected on canceled sailings that were paid in full (base 10% plus any override)

Existing & new bookings

Commission protected (and retroactive to March 6, 2020) for sailings through October 15, 2020, for bookings that are paid in full and cancelled within final payment.

Future cruise credits

Full commission paid on new cruises using your client's future cruise credit





**And now...
Top questions
about our Pause
of Operations**





Why is the refund process taking so long?

Refunds

- Originally automated
- Now process is all manual and there are many levels of complexity

As of Friday, May 15 we have refunded millions of cruises and we continue working through our back log.





FCCs

My client used a future cruise deposit (FCD) for their booking deposit. Will they get the double FCC offer and what happens to the OBC?

- Yes, when the guest selects option 1, the FCD will be converted into the double FCC amount
- The OBC value is based on the length of the new cruise booking

Note: When new booking is made, please contact the contact center to have the appropriate OBC applied. You can use chat via POLAR Online or call in.





FCCs

When do the FCCs (Future Cruise Credits) expire?

- Pause 1, 2 and 3 policies all FCC's have an expiration of sailed/used by May 1, 2022





FCCs

Can we apply the FCC to an existing booking?

- Yes! It can be applied to any booking that is prior to the FCC expiration date and has not yet been final paid
- Exception: If the booking was opened prior to our announcement date





Sally P Well done one and all. You are all do an amazing job during this very difficult time. You can only do your best, which is all we can ask. Thank you for everything that you are all doing.



Like · Reply · 3h

FC



Kathy T That's why we did cruise credits. Stay strong Princess. Cant wait to cruise again!



Like · Reply · 4h

↪ 37 Replies



Troy Y We rebooked our cruise for 2021 and used the 50% cruise credit allowing us to upgrade to a suite. Customer service was great to deal with and made it simple to do.



Like · Reply · 3h



FCCs

When will my FCC's be created?

- Pause 1: All complete for surveys submitted as of May 10th. Deadline is May 31st so all others will be FCC
- Pause 2: Will start creation after May 31st
- Pause 3: Will start creation after June 15th





FCCs

Why are there two FCC's for my client?

We are building:

- (1) FCC for the cash the guest had on the booking, and...
- (1) Goodwill FCC which is the bonus FCC we communicated.





Can FCC's with a 2020 expiration date be extended?

FCCs

- Booked by vs. sail by
- Contact Customer Relations for review.





FCCs

Can Pause 2 have the Pause 3 offer for Double Your Deposit?

- Yes, we can make an exception and give them this offer
- Use Polar Online chat to request or call the contact center





Who received the e-mail offer for Double Your Deposit?

FCCs



- Guest who were booked on a Pause 3 voyage but cancelled April 1st through May 5th **BEFORE** the cruises were cancelled on May 6 by Princess



rebook your alaska vacation and receive
\$150 onboard spending money* per guest



Dear Joseph,
We know you were as disappointed as we were about your Alaska vacation being canceled earlier this week, and we want to make it up to you with this exclusive offer. **Rebook any 2020 or 2021 Alaska cruise or cruisetour by May 31, 2020, and enjoy \$150 onboard spending money* for each guest.** The Great Land is waiting... and so are we. We look forward to exploring Alaska with you one day soon.



PRINCESS

weekly newsletter
April 16, 2020

Rebook an Alaska cruise or cruisetour and get \$150 per guest to spend on board!

If one of your clients was booked on a 2020 Alaska vacation that was cancelled this week, here's a great chance to keep that booking. Rebook to any 2020 or 2021 Alaska cruise or cruisetour and they'll receive \$150 per guest in onboard spending money (up to four guests per stateroom). This offer will be communicated via email on April 16, 2020 to guests who were previously booked on a 2020 Alaska cruise or cruisetour that was cancelled on April 14, 2020. We wanted to let you know so you can contact your clients and guide them on the best vacation option for them. This offer is available now through May 31, 2020.

SPECIAL: Alaska "Re-Book" offer

Up to \$600 OBC per stateroom

- \$150 OBC per guest (up to four in a stateroom)

Available to: ONLY guests booked on an Alaska 2020 cruise or cruisetour that was cancelled **on or after Apr 14** by Princess

Applicable to: 2021 Alaska cruises and cruisetours

Offer period: Now through **June 15, 2020**

Combinability: With Princess Plus and Princess Savers, plus Standard groups, cruise sales, casino discounts, geo-targeted and recipient-only offers and Captain's Circle Launch Savings.

Offer is not transferrable

COMING SOON

New rebook offers for other destinations



Log on to **POLAR Online**

- Live online chat assistance
- 6am to 6 pm PT EVERYDAY
- Access bookings
- Commission information

Visit [OneSourceCruises.com](https://www.onsourcecruises.com)

- Sales tools & training

Or contact your BDM!





**Be kind to
yourself during
this difficult time**



“You derive
most of your
happiness from

ANTICIPATING

the holiday trip.”





Questions?





#PrincessProud
#StickWithPrincess