



PRINCESS CRUISES

come back new®

cruise answer book

In this book, you'll discover everything you need to plan your trip and make the most of your upcoming cruise holiday. From pre-cruise preparations to your post-cruise disembarkation, we take immense pride as your Consummate Host and will be there for you every step of your journey — as we do everything possible to help you come back new.®



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Cruise Personalizer®

The Cruise Personalizer is your online destination for completing important documentation, customising your voyage and more. Once your booking is made, just visit princess.com, click on the Cruise Personalizer link within the Booked Guests section, enter your name, date of birth, and booking number and you're good to go.

If you do not have internet access, contact your travel consultant for assistance.

Passage Contract

Please review the Passage Contract carefully as it is binding and affects your legal rights. The Passage Contract is available on the Cruise Personalizer.

Document Requirements

Each guest is responsible for providing Princess Cruises with complete and accurate immigration information. The Guest Immigration Form should be completed online using the Cruise Personalizer, upon confirmation of your booking.

As you complete your immigration information, be sure to verify that your name appears exactly as shown on your passport or other proof of citizenship that you will be carrying with you to the cruise. If the name does not match, contact your travel consultant to correct this information. If you booked directly with Princess, contact us at 13 24 88.

Please be sure to complete the Guest Immigration Information at least 60 days prior to your cruise. Information should be completed in Cruise Personalizer no later than six days prior to your cruise. If you do not have online access, please contact your travel agent or call 13 24 88.

Your failure to provide this information in advance will result in delayed check-in and possible denial of boarding.

Travel Documents*

The countries visited during your cruise have specific document requirements for cruise ship guests.

These requirements include passport, visa and vaccination certificates where applicable. Requirements will vary based on the ports visited as well as on your citizenship.

Many countries require passports be valid for six months after the completion of your travel. Check your passport to verify it will be valid for this period of time. Please ensure the name on the passport matches the name on the booking. Additionally, make certain that your passport contains blank pages for entry and exit endorsements and any visas that may be required. If necessary, allow sufficient time to renew your passport and/or obtain additional pages.

Please note that it is your sole responsibility to obtain and have available the proper travel and health documents that are necessary for air travel, cruise check-in and disembarkation at the various ports of call and for re-entry into the appropriate country of origin. If you do not possess the proper documentation, you will be denied boarding without any refund of the cruise or Land and Sea Holiday fare.

There are many regulations that apply to differing nationalities visiting international countries. You should check with the relevant embassy or consulate about your visa requirements. Alternatively you can use an online service such as Visalink (visalink.com.au) or Toll Visas Direct (www.tollvisasdirect.com). Please note that travel on your cruise will not revalidate an Australian re-entry visa. All visa requirements are the responsibility of you and your Travel Agent.

For international voyages (cruises that visit a foreign port), passports are required for all guests and must be valid for a minimum of six (6) months beyond the date of the cruise return. In addition, travel on our cruises will not re-validate an Australian or New Zealand re-entry visa.

For domestic voyages (cruises that do not visit a foreign port), a valid passport or government issued photo identification is required (Queensland `Adult Proof of Age Card' will be accepted, however the older version of Queensland `Card 18+' will not be accepted). For Australian domestic voyages, a current Medicare card can be used for guests under 18 years of age. For New Zealand domestic voyages, an original or certified copy of the child's birth certificate or a school pass with photo will be accepted for guests under 18 years of age.

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Preparing for Your Cruise

Visas

As governmental travel requirements change periodically, you must check with your travel agent or the government authorities for all countries you will visit to determine or verify the actual requirements at the time of sailing. Princess assumes no responsibility for advising guests of such requirements. More information may be available on Cruise Personalizer after you have booked.

Age Requirements/Travelling with Children

Age requirements

Princess reserves the right to restrict the number of those between the ages of 6 months and 17 years aboard the vessel. On cruises departing and returning to Australia, to ensure there is suitable supervision, there needs to be at least one guest 18 years or older in each stateroom. For all other cruises there needs to be at least one guest in each stateroom 21 years or older. For family groups booking multiple staterooms, children may sail in a cabin without their parents or guardians, provided one child in the stateroom is a minimum of 16 years of age or older. Please note that notarised written consent for guests under the age of 18 is no longer required by Princess. However, several countries require special documentation for children travelling without both parents; these requirements are subject to change without notice. It is your responsibility to ensure that you possess the proper documents for all of the countries that you will visit. Please verify requirements with the immigration offices prior to your cruise. The minimum age for escorted Land and Sea Holidays is 5 years old. Guests under the age of 18 are not permitted in the disco/nightclub after 11 p.m. Be sure to check with the Youth Centres and Teen Lounges for special disco events designed for kids and teens.

Age requirements for children

Children over 6 months of age at the date of sailing will be accepted on the following itineraries: Alaska, Canada & New England, Caribbean, Europe (excluding Transatlantic sailings), Japan (round trip) and Mexico.

Only children over the age of 1 year at the date of sailing will be accepted for the following itineraries: World Cruises (excluding coastal segments), South America, Panama Canal, crossing the Tasman Sea (Australia-New Zealand), South Pacific Islands, including Hawaii-Tahiti (excluding fly cruising to French Polynesia with local cruising only).

Documents for guests under the age of 18

Many countries require special documentation for children travelling with only one parent or with neither parent; these requirements are subject to change without notice. It is your

responsibility to ensure that you possess the proper documents for all of the countries that you will visit. Please verify requirements with the consulates of the countries visited prior to your cruise.

For cruises on Dawn, Diamond, Emerald, Golden, Sea and Sun Princess operating in Australia: For cruises departing from Australian ports between 1 November and 7 January, any guest under 19 years of age on the day they board the cruise, must travel in the same stateroom as a responsible adult 19 years or older. In addition, from 8 January to 31 January, there is a limit on the number of guests under 19 years of age who can travel unaccompanied. Once the limit is reached, a responsible adult 19 years or older must travel in the same stateroom. We can advise you at the time of booking whether the limit applies to your booking. Princess Cruises can waive the responsible adult requirement at its discretion. The responsible adult is accountable for guests under 19 years of age in their stateroom for the duration of the cruise, and the 'Rights of the Captain' will be applied to anyone who displays disruptive behavior.

Vaccinations*

Vaccination requirements vary by destination and change from time to time. We strongly recommend seasonal influenza vaccination for all guests. You are strongly urged to seek advice from your primary care physician or an approved public health advisory service to identify any specific vaccination or health precautions required for each port of call. You may wish to reference the World Health Organization (WHO) (who.int/ith/en). Some countries strictly enforce certain health requirements such as Yellow Fever. You may be required to present an original vaccination certificate at embarkation and failure to do so may result in denied boarding.

*This information is provided as general guidance.

Because governmental and vaccination requirements and recommendations change periodically, you must check with your travel consultant, government authorities and/or medical professionals to determine or verify the actual requirements and recommendations at the time of sailing. Princess assumes no liability for the guest's failure to obtain any necessary vaccination.

Princess Medical Centres

Our medical centres are primarily intended to provide acute care for illness and accidents that may occur while on holiday and are not intended to provide long term care for patients with chronic illnesses or as a substitute for regular health care.

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Preparing for Your Cruise

Our intention is to:

- Provide quality maritime medical care for guests and crew members aboard our ships.
- Initiate appropriate stabilisation, diagnostic and therapeutic maneuvers for critically ill or medically unstable patients.
- Support, comfort and care for patients onboard.
- Facilitate the timely medical evacuation of patients, if appropriate.

All our Medical Centres hold the distinction of being the first and only facilities in the industry to be accredited to international healthcare standards. Our onboard medical centres are staffed by full-time British registered doctors and nurses. In addition to twice-daily office hours, they are available 24 hours a day in the event of an emergency.

Important: Charges for medical services will be added to your shipboard account and you will be provided with an itemised account to submit to your insurance company. All treatments are outside the scope of Australian Medicare, New Zealand 'ACC' or private health insurance and treatment is charged at private rates, including those incurred on Australian coastal cruises, therefore we strongly recommend you take out travel insurance. Verify with your insurer if your coverage applies outside Australia. Please contact our Customer Service team for information on our recommended travel insurance provider, or alternatively your Travel Agent can arrange a policy.

Health and Wellness

The health and well-being of our guests and crew are our highest priority. The simplest way for you to stay healthy is to frequently and thoroughly wash your hands with soap and water, especially before eating, drinking, or smoking and after using the toilet. In addition to hand washing, you will also find hand sanitisers located at self-service food outlets throughout the ship. If you feel ill during your cruise, please immediately report to the medical centre.

We strongly recommend you review your health insurance coverage before travelling. Many policies, including Medicare, will not pay for medical services or emergency evacuation outside of the country.

Pregnancy

Princess medical centres do not have neonatal ICUs. As the health and safety of mother and child are so important to us,

we cannot accept guests who have entered the 24th week of estimated fetal gestational age at any time during the cruise.

All pregnant women who are less than 24 weeks of pregnancy are required to produce a physician's letter stating that mother and baby are in good health, fit to travel and the pregnancy is not high-risk. The letter must also include the estimated date of delivery (EDD).

Guests with Special Needs

Princess makes every effort to accommodate our guests with disabilities. You can help ensure a successful trip by working with us in advance.

All Princess ships have wheelchair-accessible staterooms.

If you require a mobility device, you must provide your own. You can pre-reserve a wheelchair and have it and other medical equipment delivered to the ship.

To ensure the safety of guests and crew, all personal items including mobility devices (wheelchairs, scooters, walkers, etc.) must be placed inside your stateroom when not in use. In order to enter a standard stateroom, your mobility device cannot exceed a width of 60 centimetres. Any electrical plugs, extension cords or recharging devices must be provided by the guest.

Guests utilising mobility devices with batteries are advised that the batteries must be a dry cell type, and must be stored and recharged in the stateroom. Because of staffing limitations, we recommend you be accompanied by someone who is physically able to assist you both on board and onshore.

Travellers with disabilities should check in with the onboard Tour Office to ensure all shore excursions can accommodate them. Not all port facilities are accessible for those using mobility devices. Ports may be accessed by a variety of methods including a ramped gangway, a series of steps or by tender. In some cases, you may be able to access the tender, but the shoreside facility will not be accessible. Many ports of call use a mechanism known as a "stair climber" to assist guests up and down the gangway. Guests must transfer to a Princess wheelchair, which is connected to the stair climber and operated by the ship's personnel. If you cannot transfer or your personal mobility device cannot be easily disembarked, you may be precluded from going ashore. With your safety and comfort in mind, the decision to permit or prohibit guests from going ashore will be made on each occasion by the ship's Captain, and the decision will be final. Ports that normally use tenders to access the shore are noted on the itinerary.

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Preparing for Your Cruise

The maximum weight of the wheelchair including the guest cannot exceed 270 kilograms. on transportation lifts. If you have purchased a Princess Transfer at the start or end of the cruise, be aware that lift-equipped transportation may not be available in your port of embarkation or disembarkation.

Entry regulations for service animals vary by port. Guests are advised to consult authorities at each port prior to departure for more information. Princess does not have food on board for animals. The choice of dog litter material is limited and varies by ship.

Princess ships are equipped with “All-in-One Kits” with TTY that can be used in most guest cabins and at Princess Alaska Lodges. Most televisions on board provide closed captioning and most onboard theatres have assisted listening devices. Electric outlets in most staterooms are limited to one and it is helpful to travel with an extension cord for electrical equipment. Princess also offers JAWS Professional software with a KOSS-TD/80 headset on one terminal in each Internet Café on every ship.

Medical Conditions

Guests must notify the Princess Fleet Medical Department in writing at the time of booking of any physical or mental illness, disability or other condition that may require medical treatment or render the guest unfit to travel or which may constitute a risk or danger to the guest or anyone else on board the ship.

If you will require oxygen supplementation during your sailing, you will be asked to send a letter or prescription from your doctor. You will also be required to let us know the type of equipment you will be using and whether you will be bringing your own supplies or if you will be having the equipment delivered to the ship.

Princess Cruises will consider allowing guests to go on board who are undergoing peritoneal dialysis, provided the following requirements are adhered to and approved by our Chief Medical Officer. Please email the following information to customercare@carnivalaustralia.com.

Approval for sailing on board will be granted on a case-by-case basis. In order to be eligible to sail, you will need to satisfy the following criteria:

- You must have been stable on a self-administered home dialysis program for a minimum period of 18 months.
- You must travel with an assistant who is able to operate and troubleshoot your self-dialysis unit. This can be a

family member; this person must be confirmed by the treating dialysis centre as having successfully completed any necessary training.

- You must be able to procure and arrange delivery of all supplies needed for the duration of your trip. The company responsible for supplying the equipment should contact the Port Agent.
- You must have the permission of your treating doctor, who must be fully aware of the itinerary you intend to undertake. You should discuss the need to bring a supply of appropriate antibiotics should you develop an infection, any such medications must be prescribed by your treating doctor and you must carry them with you on your trip.
- You must obtain comprehensive travel insurance with medical coverage that is valid after the declaration of all pre-existing medical conditions.

And prior to sailing you will need to provide:

- A signed and dated letter confirming that you are fit to travel from your treating nephrologists dated no earlier than 30 days prior to the date of sailing.
- All the paperwork required for safe travel as outlined by the manufacturer and operating company of your self-dialysis unit.
- Results of your most recent blood work.
- Confirmation of insurance coverage.

We are unable to accept guests who will need Hemodialysis services on the ship.

Travel Insurance

Australian Medicare, New Zealand ACC and private health insurance will not cover you for any medical costs onboard. All cruises (even cruises that do not visit foreign ports) require international travel insurance. We strongly recommend that you organise your travel insurance at the time you pay your deposit.

You should not base your insurance decision on the assumption “it won’t happen to me” - accidents or illness can happen to anyone. Hospital bills can cost more than AUD\$5000 or equivalent, per day. For further information or to purchase travel insurance:

- Australian guests - please contact your Travel Agent or call your travel insurance provider. Our suggested travel insurance provider Cover More may be contacted on 1800 241 388 (AU) or 0800 500 225 (NZ).
- NZ guests - please contact your travel agent or call your travel insurance provider.

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Princess eZAir®

You can now seamlessly coordinate air and cruise travel arrangements through our innovative Princess eZAir® service, with real-time, competitively-priced flights that complement your cruise itinerary. Unlike other major air booking websites, Princess eZAir® also protects you in the event of an airline delay with Next Port Protection — if you miss your cruise embarkation due to an airline delay or service disruption, Princess will work with the airline to provide flights to the next appropriate port at no additional air cost to you. It's part of our continuing commitment to make your holiday as carefree as possible.

Some of the advantages of Princess eZAir® include:

Competitive rates

Choose from a selection of flight options in real-time with prices comparable to most major airline retailers.

Late Arrival Protection

Take comfort in knowing that Princess is available 24 hours a day to help route you to the next appropriate port if your flight is delayed or cancelled — at no extra air cost to you.

Two pricing options

Choose from two pricing options based on your travel needs: Flexible — for those less certain of their travel arrangements, or Restricted — with typically lower rates for those with more certainty in their travel plans. And, you can compare both pricing options to determine which option best matches your travel needs.

No customisation fee

You can choose your desired airline, flight, cabin level, seating arrangements and requested ancillary services with no extra customisation fee.

To learn more about Princess eZAir, contact your travel consultant, call 13 24 88 (AU) or 0800 780 717 (NZ) or visit princess.com.

PRE-CRUISE

Before You Leave

- Boarding Passes, Travel Summary and Luggage Tags
- Casino Cash Advance
- Pre-Pay Your Gratuity
- Pre-Reserve Shore Excursions
- Pre-Pay Beverage Packages and Princess Cellars
- Pre-Reserve Lotus Spa Appointments
- Order Gifts and Services
- Ship Deck Plans
- Port Driving Directions

Assure yourself an even more wonderful getaway by taking a little time to customise your experience before you go. You can pre-reserve popular shore excursions and Lotus Spa appointments, arrange for flowers or a bottle of champagne to be delivered to your stateroom and much more. You can also view and print your Boarding Pass, Travel Summary and Luggage Tags - all through the Cruise Personalizer at princess.com.

Boarding Passes, Travel Summary and Luggage Tags

Your Boarding Pass, Travel Summary and personalised luggage tags are available on the Cruise Personalizer. The Boarding Pass and Travel Summary verify your guest status throughout the embarkation process, from port security to cruise check-in. Your Travel Summary also includes your cruise summary, flights*, itinerary, packages & transfers*, important notices, pre-reserved shore excursions, Lotus Spa appointments, and Gifts & Services.

*if purchased through Princess

There are two types of Boarding Passes: Regular and Preferred. Platinum or Elite members of the Princess Cruises Captain's Circle or guests booked in a full suite will receive a Preferred Boarding Pass.

Printing Your Boarding Pass and Luggage Tags

Printing your Boarding Pass and Luggage Tags is fast and easy! Beginning 75 days prior to sailing, you can print your boarding pass and luggage tags once the booking is paid in full, you have accepted the Passage Contract, provided complete immigration information, and credit card registration and authorisation.

From the Cruise Personalizer, you can email your Travel Summary to your friends and loved ones. Don't worry, we won't spam or sell their email addresses.

Simply choose which guest's documents you wish to send, then enter the email addresses you want to send them to.

Pre-Pay Your Gratuity

For your convenience, we're pleased to offer you the ability to pre-pay the gratuity that is included in your folio onboard at the end of your cruise. You can also utilise this service as a gift for someone else who may be cruising.

The gratuity amount is based on the itinerary length. It is \$13.95 per person for mini-suites and suites per day, and \$12.95 per guest in interior, oceanview and balcony staterooms per day.

To take advantage of this service, log in to Cruise Personalizer to pre-pay online, or simply call 13 24 88 (AU) or 0800 780 717 (NZ) and reference Special Service Item #0591. Pre-payment is available up to two days prior to departure.

Casino Cash Advances

Charges for obtaining chips and tokens in the casino are limited to \$1,500 USD/AUD per day, up to a total limit of \$15,000 USD/AUD per person, per cruise and are only available if you have pre-registered a credit card with the Guest Service/Purser's Desk for Express Check-Out.

The minimum age for gambling on board is 18 years old.

Pre-Pay & Pre-Reserve Shore Excursions

Exploring ports of call will be one of the highlights of your holiday, and one of the best ways to do this is on a shore excursion. On the Cruise Personalizer you can view, pre-reserve, and pre-pay all shore excursions offered on your cruise.

Pre-Pay Beverage Packages & Princess Cellars

Pre-paying beverage packages and cellars offers a great way to save time at embarkation. From a bottle of wine to beer specials to our all-inclusive* option that features cocktails, soft drinks and bottled water, there's a beverage package to quench every thirst.

To take advantage of pre-payment, log in to Cruise Personalizer to pre-pay online, or simply call 13 24 88 (AU) or 0800 780 717 (NZ). Pre-payment is available up to two days prior to departure.

*Please note: Beverage packages are calculated based on the total number of days of your cruise. The All-Inclusive Beverage Package does not include bottles of wine; however, when purchased in the bars, dining rooms, or in stateroom, they will be available at a 40% discount from the menu price. Applicable to all bottles below \$100 retail.

PRE-CRUISE

Before You Leave

The All-Inclusive Beverage Package is available on Australia and New Zealand voyages of eight nights or longer. Pre-payment is available up to 5 days prior to departure on Cruise Personalizer.

Pre-Reserve Lotus Spa Appointments

Like the Lotus flower, the Lotus Spa offers a tranquil environment where you can renew your mind and body with exotic spa therapies from around the world. As you embark on this sensory journey, you'll instantly achieve a blissful state of nirvana – leaving you completely revitalised as you welcome another day.

To help you achieve this revitalisation, the Lotus Spa offers a full range of personalised spa treatments, including hair and beauty services, massage, sensuous wraps, aroma therapies and even teeth whitening.

Spa advance reservations are accepted between 120 to 7 days prior to departure. Guests must be 18 years or older to indulge in any body treatments and at least 16 years of age to utilise the fitness facilities. Youth Spa services are available to guests 13 years and older when accompanied by an adult.

Visit the Cruise Personalizer[®] to pre-reserve your Lotus Spa appointment today!

Order Gifts and Services

There's no better way to wish someone a great holiday than by having fantastic gifts sent right to their stateroom. Or treat yourself! We offer a variety of special gifts and services, including wine & spirits, flowers, special occasion packages, souvenirs and more. Please visit [princess.com](https://www.princess.com) to view a complete list of gifts and services.

Call 13 24 88 (AU) 0800 780 717 (NZ) to place orders.

Most items available through Gifts & Services may be purchased up until 72 hours prior to disembarkation, with the following exceptions: Special Occasion Packages, Renewal of Vows Packages, Celebration Packages, Honeymoon/Anniversary Packages (these items must be purchased no later than eight days prior to sailing). Additionally, flower orders for voyages 5 nights or shorter for Pacific Princess[®] must be ordered at least eight days prior to the sailing date as there is no florist on board.

Ship Deck Plans

We make it easy for you to get to know your ship. With industry-leading interactive deck plans and virtual tours, you'll be able to see your ship before you board.

To learn more about your ship, visit www.princess.com/learn/ships/ and select the ship you'll be sailing on.

Port Driving Directions

We've put together embarkation port guides that provide details – including driving directions, parking information, luggage handling tips and more for your reference! Embarkation guides are available on the Cruise Personalizer.

Guests who are driving should arrive at the pier 2 – 3 hours prior to sailing time. Guests who arrive earlier than recommended will have to wait until embarkation begins.

PRE-CRUISE

What to Bring

- Clothing Recommendations
- Packing for Your Holiday
- Valuables
- Formal Wear Rentals

Now that you've done all the necessary planning before you go, we'll review the items you may need to make your time with Princess the best holiday ever! Visit the Cruise Personalizer and download the pre-cruise checklist to make sure you have all the important documentation you need before you depart on your Princess holiday!

Clothing Recommendations

You should dress for a cruise with Princess the same way you would for any stylish land-based resort.

Casual sportswear, including shorts, lightweight pants and jogging suits, is the order of the day both at sea and ashore in hotter climates.

We recommend you bring a sweater, a jacket or an all-weather coat for cool evenings, and for shore excursions, depending on your destination. Due to unpredictable weather, don't forget a hat or visor and a collapsible umbrella. Please be sure to bring proper clothing for visits to religious sites. You'll also want low-heeled, rubber-soled shoes for strolling on deck, as well as comfortable walking shoes or sandals to wear.

Princess makes it easy to know what to pack and what to wear when you're dining on board our spectacular ships. There are two designations for dress codes: Smart Casual and Formal.

Smart Casual

Guest attire should be in keeping with what they would wear to a nice restaurant at home.

- Skirts/dresses, slacks, and sweaters for women
- Pants and open-neck shirts for men

Inappropriate dinnerwear, such as pool or beach attire, shorts, ball caps and casual jeans (with fraying and/or holes) are not permitted in the dining rooms. Shoes must be worn.

Formal

When formal nights are held, please observe the dress code in the Traditional Dining and Anytime Dining venues for the enjoyment of all our guests.

- Evening gown, cocktail dress, or elegant pant suit for women
- Tuxedo, dark suit or dinner jacket and slacks for men

Length of Cruise	Number of Formal Evenings	Number of Smart Casual Evenings
1 - 4 Nights	None	All
5 - 6 Nights†	1†	3 - 5
7 - 13 Nights	2	5 - 11
14 - 20 Nights	3	11 - 17
21 - 28 Nights	4	17 - 24
29+ Nights	5 minimum*	24+

*For full World Cruises, there are approximately 9 formal nights, of which 2 - 3 are scheduled per cruise segment.

† Some short cruises do not have formal nights.

Formal Wear Rentals

Princess offers formal wear rental on all cruises; this can be arranged prior to embarkation.

Dress with an elegance and style that is perfect for all the formal activities on your cruise with Princess. Cruiseline Formal Wear delivers beautifully tailored clothing directly to your stateroom.

To order your formal wear, please visit cruiselineformal.com, call +1 800-551-5091 or +1 305-252-8572. For questions, email: custservice@cruiselineformal.com.

Please note that this service is not available on departures from Australia and New Zealand

Packing for Your Holiday

Follow these important luggage reminders:

- Essential medicines, travel documents, valuables and breakables should be hand carried in your possession at all times.
- Many airlines now impose excess baggage fees for one or more bags and overweight bags, so check with your carrier regarding luggage restrictions.
- Princess will make every effort to assist you in safeguarding your belongings. But remember, you are responsible for your possessions at all times. Princess is not responsible for money, jewellery, cameras, binoculars, documents or any other articles you retain in your personal control.

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What to Bring

- All luggage should have a sturdy personal identification tag that will not be lost or damaged in the course of typical airport and trucked luggage handling.
- On journeys including air travel, luggage will be subject to a considerable amount of handling so we recommend that your luggage be of sturdy construction.
- Princess recommends that your travel protection is adequate enough to cover any possible loss or damage which may occur. Any loss or damage caused by Princess or an airline must be reported immediately to the responsible party.

Valuables

We strongly recommend you hand-carry all valuables and breakables, including jewellery, electronics and cameras as well as any medications. Please read the Passage Contract for limitations and responsibilities for lost items and baggage.

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Travel & Transportation

- Transfers
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- En Route Delays

- Safety Ashore

Transfers

If you purchase a Princess airport-to-ship transfer you'll be met by a uniformed Princess representative at the embarkation port airport.

From the airport, you'll be transferred to your ship or hotel. But if you haven't purchased your air travel arrangements from Princess, please be sure to provide your independent flight arrangements on the Cruise Personalizer no later than 15 days prior to sailing or we cannot guarantee that transfers will be provided.

And if you require special assistance, be aware that lift-equipped transportation may not be available in your port of embarkation or disembarkation. Arrangements must be secured in advance to accommodate your needs.

For transfer arrangement details, please contact your travel consultant, or visit the [Cruise Personalizer](#).

Travel Tips

For the latest information regarding what to bring, what to leave at home, and what to generally expect while travelling, please visit www.smartraveller.gov.au or www.safetravel.govt.nz.

En Route Delays

If you encounter unforeseen flight- or weather-related delays on sailing day, we suggest you immediately advise an airline representative at the airport that you are a cruise guest destined for sailing that day. Typically, airlines are able to arrange alternative flights at the airline counter for guests to continue with their travel to the point of embarkation.

It is the airline's responsibility to make alternate flight arrangements resulting from a delay or cancellation.

In the event costs are incurred, you are responsible for out-of-pocket expenses. If you have purchased travel protection, costs incurred as a result of trip delay are likely to be covered by Trip Delay protection. Please be sure to keep all receipts for submission and contact your travel plan administrator for assistance and clarification.

If your delay involves missing the ship in the port of embarkation, you must immediately contact the En Route

Desk to confirm that you will be permitted to join the vessel at the next port of call. In certain instances, you will not be permitted to join the vessel at the next port if the late embarkation will result in a violation of the Passenger Vessel Services Act (PVSA), or if you do not have the proper documentation (such as a passport or visa) to continue travel.

Upon learning your new flight arrangements, we ask that you immediately contact Princess with your new flight information for our records.

You can reach us at 13 24 88 (within Australia), or 0800 780 717 (within New Zealand). Princess representatives are available to answer this en route line 24 hours a day, 7 days a week.

After-hours support is available in the event of en route delays. Our representatives will record your new flight information into your booking record.

If you have purchased Princess eZAir®, we offer Late Arrival Protection to the next appropriate port of call should you miss your cruise embarkation due to an airline delay or service disruption. Contact the En Route Desk for assistance. Note that Next Port Protection covers air costs only and you are responsible for the cost of accommodations, meals and other incidentals. If you have purchased travel insurance, please keep your receipts and contact the plan administrator for possible reimbursement of these expenses.

If your checked baggage is delayed or misdirected by a common carrier, immediately report this to the carrier. Once you arrive on board, report this delay to the Guest Services Desk, providing the claim number and bag description.

As a courtesy, the onboard staff will assist in following up with the airline; however, any costs incurred in forwarding the luggage to the ship is at the guest's expense. Guests who have purchased travel protection should verify with their policy carrier regarding Baggage Protection, which may include baggage delay coverage. Please keep all receipts for submission and contact your travel plan administrator for assistance.

Important: The En Route numbers provided above are for unforeseen delays. If you have any other questions, please contact your travel consultant. Princess is not responsible for any airline delays.

PRE-CRUISE

Travel & Transportation

Safety Ashore

Our primary concern at Princess is your safety and security. We are in continuous contact with authorities concerning any travel advisories that might impact our cruises.

Although such itinerary changes occur infrequently, please understand that these changes are for your own safety and security and are beyond our control.

We remind all of our guests that they must ultimately assume responsibility for their actions while ashore. In this regard, we would like to remind you of some common sense precautions when visiting ports of call:

- Travel with others and stay in open public places.
- Dress down conservatively and minimise the amount of jewellery you wear.
- Take care of handbags, cameras and valuables.
- Be aware of your surroundings and the people around you.
- Use discretion when handling cash publicly. Separate money for small and large purchases to avoid showing a large amount of cash. Have gratuities ready.
- Do not provide personal information to persons you do not know.
- Exercise extra caution when exploring during the hours of darkness.
- Do not accept rides from unofficial taxis; look for certification and proper licenses.
- If confronted by a criminal, just remember that money and valuables can be replaced.
- Consider going ashore on a Princess Cruises tour or other organised group; independent guests touring on their own should be particularly vigilant.
- Do not leave drinks unattended when in bars or restaurants.
- If you are involved in an auto accident, only stop in locations you consider safe in order to exchange vehicle information.
- Do not travel in rural or deserted roads and areas.
- Keep well clear of any gathering crowds or demonstrations.

We thank you in advance for following these recommendations, which we believe will enhance the enjoyment of your cruise.

ON BOARD

Onboard Experience

- Onboard Atmosphere
- Special Occasions
- Alcohol Policy
- Alcohol Age Restrictions
- Smoking Policy
- Laundry Services
- Cashless Cruising
- Onboard Currency
- Shopping On board
- Gratuities
- Stateroom Amenities
- Television Programming
- Staying Healthy
- Medical Assistance
- Daytime Activities
- Princess Cruises Captain's Circle
- Future Cruise Sales

Our world revolves around you. As we sail from one fabulous port to another, you'll be the centre of our universe. Our dedicated shipboard staff is there to attend to your every need. And warm smiles will greet you everywhere you go.

Onboard Atmosphere

Everyone at Princess is committed to ensuring you have a great time on your cruise. So, to preserve a relaxed and friendly atmosphere on board, we ask that you observe a few guidelines.

- When formal nights are held, please observe the dress code in the Traditional Dining and Anytime Dining venues for the enjoyment of all our guests. For details regarding this, please see the section on [Formal Wear](#).
- Smoking is not allowed in the dining rooms, any food service area, or in the show lounges and theatres. As a courtesy to your fellow guests, please refrain from smoking pipes and cigars in all public rooms.
- Should you wish to videotape on board during your cruise, please feel free to do so. However, videotaping the onboard entertainment performances is not allowed for copyright reasons.
- Inappropriate dress such as pool or beach attire, shorts, ball caps and casual jeans (with fraying and/or holes), is not permitted in the dining rooms.

Special Occasions

Princess makes your birthday, wedding, honeymoon, anniversary or renewal of vows even more memorable. When you're on board a cruise with Princess, you're surrounded by warm, caring people dedicated to making each day a celebration. And for those times in your life that are special, we've created a collection of memorable Celebration experiences to help you savour those moments for years and years to come.

If you or your travel consultant advise us of any occasions of particular importance at least 45 days prior to your departure, we'll set our "special occasion" staff in motion to spotlight your special event in the dining room or with our special packages and fabulous "extra mile" service.

Choose from a selection of our Celebration offerings, with extra touches like flowers, wine and champagne. To order a gift or to plan a special event, [review our selections and complete the order form](#).

Alcohol Policy

As provided in the Passage Contract, guests agree not to bring alcoholic beverages of any kind onboard for consumption, except one bottle of wine or champagne per adult of drinking age (no larger than 750 ml) per voyage, which will not be subject to a corkage fee if consumed in your stateroom. Additional wine or champagne bottles are welcome, but will incur a \$15 corkage fee each, irrespective of where they are intended to be consumed. Liquor, spirits, beer, bottled water and canned or bottled soft drinks are not permitted. Please remember that luggage will be scanned and alcohol or any beverages outside of our policy will be removed and discarded.*

Alcoholic beverages that are purchased duty free from the ship's gift shop, or at ports of call, will be collected for safekeeping and delivered to the guest's stateroom on the last day of the cruise. A member of the ship's staff will be at the gangway to assist guests with the storage of their shoreside alcoholic purchases while our Boutiques staff will assist guests with shipboard alcoholic purchases.

*Princess Cruises is not responsible for any alcoholic beverages confiscated by shoreside security staff. Such items are not eligible for monetary refund or replacement.

Alcohol Age Restrictions

The legal drinking age of 21 years is always observed on board and proof of age may be required. All onboard staff are trained to take their responsibility to not serve alcohol to underage guests seriously. The age restrictions are clearly posted in the bars. Guests under the age of 18 will not be permitted in the Casino or Night Club after 11:00 p.m.

For cruises between Australia & New Zealand, China, Europe and Singapore, the drinking age will be 18 years old. For cruises between Japan ports, the drinking age will be 20 years old.

ON BOARD

Onboard Experience

Smoking Policy

The legal purchasing and smoking age of 18 (19 while in Alaska*) years or older is always observed on board and proof of age may be required.

Keeping the comfort of our guests a priority, and in consideration of consumer studies which show smokers are a small minority of guests, Princess has implemented the following smoking policy:

Designated Smoking Areas clearly marked “Designated Smoking Areas” are available on board and include a sufficient number of ashtrays that are emptied regularly. Generally, these areas include cigar lounges, a section of the nightclub, as well as a portion of the open decks. As a safety precaution, guests are reminded to properly dispose of cigarettes, cigars and pipe tobacco, which are never to be thrown overboard as this may be sucked back into the ship and cause fires.

*For guests on cruises originating from Japan, the minimum age limit for smoking is 20 years of age or older.

Princess Cruises prohibits smoking in guest staterooms and balconies. This policy reflects the preferences of a vast majority of our guests who value having their primary living space (both stateroom and balcony) smoke-free. As balconies are a hallmark of Princess Cruises, we believe it is important to keep this peaceful space clear of smoke. Violations to this policy will result in a \$250 fine for each occurrence, which will be charged to the guest’s stateroom account. Keeping with the global trend toward more restrictive smoking policies and honouring the wishes of our guests, we feel this change will enhance our onboard experience.

Electronic Cigarettes

The use of electronic cigarettes are permitted within the confines of the guest’s stateroom (balcony not included) and within designated smoking areas only.

Laundry Services

Take advantage of our onboard laundry and professional cleaning service for a nominal fee. All laundry is returned within 48 hours, or on the same day with our express service. We also offer self-service coin- or token-operated launderettes.

Full suite guests and Elite Captain’s Circle members also enjoy complimentary laundry and professional cleaning service, except for Presto service, which carries a charge.

For your convenience, Princess vessels have self-service laundrettes where washers, dryers and laundry products are available for a nominal charge. Please note that irons/ironing boards are available in the self-service laundry rooms. Ironing

and using personal clothes steamers are not permitted in any stateroom. Although rare, on certain itineraries, environmental regulations relating to the consumption of water may impact the operating hours of the laundrettes. These restrictions, when applicable, will be posted in the *Princess Patter*.

Cashless Cruising

One of the best things about cruising with Princess is the convenience of being able to sign for all your expenses and have them charged to your stateroom.

When you check-in for your cruise, you’ll receive a Cruise Card (a personal identification card). The Cruise Card is used to access your personal shipboard account to which all purchases are charged.

An itemised statement will be delivered to your stateroom prior to disembarkation. By providing your credit card in advance, you are automatically registered for Express Check-Out. There is no need to visit the Guest Services/Purser’s Desk to settle your account. We accept U.S., Canadian, British and Euro currencies, and traveler’s checks. Express/Optima, Diners Club/Carte Blanche, China Union Pay Credit and/or Debit Cards, Discover, Network, the JCB Card, MasterCard and Visa are also accepted. Those paying by traveler’s checks or cash will be required to leave a cash deposit with the Purser’s staff at the beginning of the cruise.

Debit Cards act as a credit card, whilst using the available funds in your account. When using credit or debit cards, we obtain pre-authorisations and some banks hold these for up to 30 days. This may appear as a double charge to your credit or debit card until your bank releases the hold.

Onboard Currency

Sun Princess, Dawn Princess, Sea Princess, Diamond Princess, Golden Princess and Emerald Princess cruises departing from and/or returning to Australia and New Zealand are in Australian Dollars. Prices onboard all other Princess Cruises departures are in US dollars.

For your convenience, Currency Exchange Machines for the exchange of foreign currencies are available on vessels sailing out of European ports and on selected exotic itineraries. Automated Teller Machines (ATM) are also available on selected vessels. Use of such machines may involve transaction fees that are subject to change without notice. Please visit the Guest Services/Purser’s Desk for more information.

ON BOARD

Onboard Experience

Shopping On board

Don't miss out on the incredible tax and duty-free savings available throughout our stores on board. Highly recommended brands are available in cosmetics, fragrance, branded apparel, fine gifts, jewellery, and of course your favourite spirits. Don't worry if you might have forgotten to pack something. We stock all the essentials in our convenience store.

We also offer an Extra 10% Savings the first two days of the voyage when using your Passport to Value (not available on cruises to and from China).

In addition to the everyday savings, our helpful and knowledgeable onboard staff feature daily promotions everyday of your cruise. Once on board, check out the *Princess Patter* calendar or Princess@Sea (where available) and your daily Shopping Spotlight Newsletter for times and locations of all of our boutiques and join us each day for a very special event.

In accordance with regulation from the Australian Customs and Border Protections Service, our onboard boutiques will remain closed during coastal cruises. Guests joining an international cruise ship only to travel between Australian ports are not entitled to duty-free benefits or concessions. Please visit <http://www.border.gov.au/Trav/Ente/Duty-Free-concessions> for more information

Gratuities

During your cruise, regardless of which Princess ship you choose, you will meet staff who provide you with excellent service. Crew members often rotate to different vessels within the Princess fleet which helps to maintain our high standards on every ship. These dedicated workers reflect our philosophy that all crew on all ships are but one family who share in our success.

Tipping is not required or charged to your onboard account for Sun Princess, Dawn Princess, Sea Princess, Diamond Princess or Golden Princess cruises departing from and returning to Australia (Golden Princess and Diamond Princess commencing 29 Sep 15). You are welcome to reward our onboard staff for exceptional service, however tipping isn't required.

To simplify the tipping process for our guests, for international voyages a discretionary gratuity of \$13.95 per person for mini-suites and suites, and \$12.95 per guest in all other staterooms per day (including children) will be

automatically added to your shipboard account on a daily basis. This gratuity will be shared amongst those staff who help provide and support your cruise experience, including all waitstaff, stateroom stewards, buffet stewards, and housekeeping staff across the fleet. For your convenience, this gratuity can be pre-paid online via Cruise Personalizer. Alternatively, you may call us at 13 24 88 (AU) or 0800 780 717 (NZ) and reference Special Services item number 0591. Pre-payment is available up to 2 days prior to departure.

A 15% gratuity is added to bar charges and dining room wine accounts. This is shared amongst the beverage staff and their support staff. There is also a 15% gratuity (5% on Australian-based ships) added to all spa services and fitness classes offered in the Lotus Spa®, Salon and Fitness Centre.

We know you'll find these services onboard exemplary.

Casino dealers and youth staff do not share in these gratuities, as not all guests utilise these services.

Stateroom Amenities

The little extras you find in the best hotels – fresh fruit (by request), evening bed turn-down, chocolates on your pillow, complimentary shampoo, conditioner and body lotion – are provided in every stateroom. Waffle weave cloth bathrobes are available upon request from your stateroom steward for your comfort and convenience. Our Club Class mini-suites and suites feature upgraded Terry Shawl Bathrobes.

For those of you who wish to enjoy a relaxing drink in the privacy of your stateroom, bottles of liquor and stateroom bar packages are available for purchase at non-duty-free prices through room service or from designated bar locations.

Mini-suites include a welcome glass of champagne, two televisions, a sitting area and a spacious closet, while full suites offer all of these premiums plus amenities such as a DVD/CD player and free access to a DVD library (not available on ships with Video on Demand). Full suite guests also enjoy complimentary laundry and professional cleaning services, use of the Lotus Spa® Thermal Suite (on select ships), one-time free mini-bar setup and use of our Disembarkation Lounge. Club Class mini-suites also feature complimentary in-room wine setup* and premium evening canapés upon request.

Each stateroom has other luxuries for your convenience, such as a private safe and refrigerator. In addition, each room is equipped with a 110-volt, 60-cycle alternating current (AC)

ON BOARD

Onboard Experience

with standard U.S. plug fittings. Australian plug fittings are available on Dawn, Sun and Sea Princess. Please ask your stateroom steward to check your appliances for suitability before use if you have any questions. All ships are equipped with an electric hair dryer in every stateroom.

*Complimentary one time set-up on embarkation day, ½ bottle white and ½ bottle red

Television Programming

Getting away from it all doesn't mean being out of touch when you sail Princess Cruises! Every stateroom on our ships features state of the art television programming including an impressive selection of movies and satellite programming. Our live programming offers a wide variety of channels to help our guests stay on top of news, sports, and special events around the world.

While sailing in the Americas and Europe, our guests will enjoy access to ESPN International, ESPN 2, Fox News, MSNBC, CNBC, BBC World News, and the Prime US Channel which offers a selection of the most recent episodes of your favourite TV comedies and dramas. Throughout the year, our guests will be able to enjoy a variety of live events including the Academy Awards, Super Bowl, select weekly NFL games, BCS College Bowl Games, March Madness, NBA Finals, and many more!

While sailing in Australia, we are pleased to offer ESPN International, Fox News, MSNBC, CNBC, BBC World News, and Sport 24 network. In 2016 we will be debuting a new channel focused entirely on news and sports programming in the Pacific Rim region, which includes daily Australian news broadcasts, weekly AFL games, and much more. Throughout the year our guests will also enjoy a large variety of special events including such programming as the Academy Awards, Melbourne Cup, NRL Rugby, and Autumn Rugby Internationals.

While sailing in China, our guests will enjoy the best of both International and Domestic programming. We are proud to offer English-language news coverage through Fox News, MSNBC, CNBC, and BBC World News. We offer a wide variety of Mandarin-language programming including Dragon TV, CCTV 4 News, CCTV 9 Documentary, CCTV 14 Children's Programming, Hunan TV, and Jiangsu. And, beginning in 2016, we will be offering a dedicated English-language Pacific Rim channel which will include daily Australian news updates and a selection of sporting events from the region including CLS Football.

While sailing in Japan, our guests will enjoy the best of both International and Domestic programming. We are proud to offer English-language satellite coverage through ESPN International, Fox News, MSNBC, CNBC, and BBC World News. Beginning in 2016, we will be offering a dedicated English-language Pacific Rim channel which will include daily Australian news updates and a selection of sporting events from the region, including J League Football and the Australian Football League. We also offer Japanese channels NHK News and NHK Sports.

Our dedicated UK vessels will receive programming tailored specifically for our UK guests. We are pleased to offer programming from BBC World News, Sky News UK, Sky Sports News UK, BBC Brit, BBC Earth, BBC Lifestyle, Sport 24, CNBC, and Prime Telly channels. We also offer a selection of special live events including Premiere League Football, FA Cup, and more.

Our state of the art video on demand programming is currently available on the Royal, Regal, Diamond, Sun, and Sapphire vessels. In addition to our satellite programming, we have over 1,000 hours of content available to watch at your convenience with the touch of a button. This exciting new technology is available to all cabins onboard these vessels.

Vessels not equipped with video on demand are also provided with a very exciting movie line up in cabin. We have a variety of movie channels with selections for everyone to enjoy regardless of your age or interest. All vessels will have a Movie Channel with some of Hollywood's most recent hits, a Flashback Channel featuring your favourite films both past and present, and a Family Channel. All vessels also feature a wide variety of programming across our Lifestyle, Discovery, and Animal Planet channels onboard.

Closed and/or Open Captioned programming is available on all Princess ships. As well, most onboard theatres are equipped with assistive listening devices. Please check in with the Purser's Desk/Guest Services for more information. Please note that captioning may not be available for many programs from an international satellite source. This is a limitation of what is available to the maritime market and not a decision made by Princess. We will always make captioning available for our guests whenever possible.

* Ship television programming is not guaranteed at all times due to the nature of satellite communications, which are subject to itinerary and possible disruption from weather patterns and various obstructions. Also, Internet access via satellite is significantly slower than high-speed connections on shore.

ON BOARD

Onboard Experience

Staying Healthy

The health and well-being of our guests and crew is our highest priority. And there are several measures which are currently in place to prevent and contain illnesses on our ships.

The simplest way for you to stay healthy is to frequently and thoroughly wash your hands with soap and water, especially before eating and after using the toilet. You'll also find hand sanitisers located throughout the ship for your use after washing your hands.

If you feel ill during your voyage, please immediately report to the medical centre.

Medical Assistance

Our medical centres are primarily intended to provide acute care for illness and accidents that may occur while on holiday and are not intended to provide long term care for patients with chronic illnesses or as a substitute for regular health care.

Our intention is to:

- Provide quality maritime medical care for guests and crew members aboard our ships.
- Initiate appropriate stabilisation, diagnostic and therapeutic maneuvers for critically ill or medically unstable patients.
- Support, comfort and care for patients onboard.
- Facilitate the timely medical evacuation of patients, if appropriate.

All of our onboard medical facilities meet or exceed the standards established by the American College of Emergency Physicians. In addition to twice-daily office hours, medical staff are available 24 hours a day in the event of an emergency.

Charges for medical services will be added to your shipboard account, and you will be provided with an itemised account to submit to your insurance company. Important: Princess ships are of Bermudan and British registry.

Australian Medicare and NZ ACC isn't accepted onboard.

Daytime Activities

What do you want to do today? The choices are endless, from invigorating activities to more relaxing pursuits. With Princess you'll discover an incredible array of options that make each day a delightful new adventure.

Princess Patter and Princess@Sea

Our onboard, daily newsletter, *The Princess Patter*, keeps you up-to-date with all the latest happenings during your cruise, so make sure to check it out each day.

Princess@Sea is a complimentary onboard web service offering quick and convenient access to valuable information directly on your mobile device. The days events and activities, the ability to review the ship's itinerary, port guides, restaurant menus, access to your stateroom account, plus Princess@Sea Messenger allowing free text messaging, are all available at your fingertips. Simply connect to the ship's Wi-Fi once onboard, and Princess@Sea will be the default page that appears. It even operates in "Airplane Mode." No mobile or data charges required.

Lotus Spa and Fitness

Our goal at Princess is to return you to the world renewed in body, mind & spirit, offering a sensational selection of services and treatments from facials, scrubs and massages to hot stone therapy, body therapy and body wraps, as well as a full-service salon should you choose to beautify after you unwind. The Lotus Spa Fitness Centre offers fitness programs designed to help you maximise your wellness with personal training and classes such as Body Sculpt Boot Camp, Results Based Training and TRX suspension training. The Lotus Spa Fitness Centre also features world-class exercise equipment so you can tone on your own.

*Lotus Spa reservations are not available for guests under the age of 18.

The Sanctuary**

Perfectly complementing the services of the Lotus Spa is the adults-only on-deck retreat. The Sanctuary offers a relaxing alternative to the myriad outdoor activities and entertainment available elsewhere throughout the ship. Solitude seekers will be able to retreat to this plush, outdoor spa-inspired setting with signature beverages, light meals, massages, attentive service and relaxing personal entertainment.

**Not available on Pacific Princess.

Sports

Ships offer a wide range of activities, including ping pong, shuffleboard, a jogging track and a sports court for basketball and volleyball.†

†Facilities may vary by vessel.

Enrichment Programs*

From enrichment lectures to cooking demonstrations, Zumba and crafts, these programs are designed to make learning fun.

*Enrichment lectures are available on voyages eight nights or longer.

ONBOARD

Onboard experience

Princess Cruises Captain's Circle

The Princess Cruises Captain's Circle[®] is one of the richest loyalty programs at sea. As a Member, you enjoy special offers and an array of incredible rewards – and at each new level, you qualify for increased benefits. Simply complete your first Princess voyage to become a Member. And because we count both days sailed and completed voyages, reaching higher levels of membership is easier than ever.

Gold Member Eligibility: After your 1st completed cruise

Ruby Member Eligibility: From your 4th-5th cruise, or 31-50 cruise nights

Platinum Member Eligibility: From your 6th – 15th cruise, or 51 – 150 cruise nights

Elite Member Eligibility: From your 16th cruise on, or 151+ cruise nights

Princess Captain's Circle Host

A Princess Captain's Circle Host on each sailing assists with exclusive "Member-only" onboard events and ensures all Members receive their benefits.

Note: Members are eligible for a higher tier level on the next cruise following completion of necessary cruises and/or cruise days. Guests who sail alone in their stateroom and pay the exclusive occupancy rate and guests who pay for and sail in a full suite (mini-suites excluded) receive credit for two cruises.

Future Cruise Sales

Princess Future Cruise Consultants are on each Princess ship to help you plan your next holiday. With a fully refundable deposit of just \$100 per person, you can earn a free shipboard credit of up to \$150!* There are two options to choose from – either book onboard, or if you're unsure of your future travel plans simply purchase a low deposit that can be placed on a new booking within the next two years. And best yet, you can continue to work with your travel consultant, or have the option to book directly with Princess. This is exclusive to guests onboard, so don't pass up the opportunity to take advantage of this incredible offer! Visit the Future Cruise Sales office on your next Princess voyage!

Length of Voyage Free Shipboard Credits

17-44 nights	\$125 inside/oceanview, \$150 balcony/mini/suite
11-16 nights	\$75 inside/oceanview, \$100 balcony/mini/suite
7-10 nights	\$25 inside/oceanview, \$50 balcony/mini/suite
3-6 nights	\$15 inside/oceanview, \$25 balcony/mini/suite

*Deposits and shipboard credits are per person, based on double occupancy. Future Cruise Deposits will be automatically refunded if not applied to a new booking within two years from date of purchase. Shipboard credit applies to the holder of the Future Cruise Deposit only, and is not applicable to upper berth guests. Shipboard credits are non refundable, may only be used on a single voyage and expire at the end of that voyage. This offer is only available onboard. Future Cruise Deposits do not apply to voyages 45 nights and over and World Cruises. For voyages 45 nights and over and World Cruises booked through the Future Cruise Consultant onboard a deposit reduced to 5% of the cruise fare and a fare discount of 3% is provided.

ON BOARD

Youth & Teen Programs

- Children and Teen Programs
- Family Travelling
- Children's TV Programming
- Children with Special Needs
- Additional Reminders

We want our holidays to be wonderful for guests of all ages – which is why we offer one of the best youth programs at sea.

Children and Teen Programs

Cruising with Princess is a complete escape for all ages. There's everything from arts and crafts, sports tournaments, and movies to Teen Lounges with foosball tables, juke boxes, and the latest video games.

All Youth Centres and Teen Lounges are fully supervised by our experienced staff of Youth Activities Managers and counsellors.

Children are welcome on all Princess cruise ships, but facilities vary. Pacific Princess does not have dedicated Youth and Teen Centres. However, when 20 or more children ages 3 to 17 are travelling, they will enjoy a varied schedule of supervised activities organised by a Youth Activities Manager.

Princess Pelicans, ages 3 to 7, are entertained with non-stop activities:			
	Activities <ul style="list-style-type: none"> • Arts and crafts • Disco nights • Movies and cartoons • Talent shows • Educational workshops • T-shirt colouring • Kids Fun Fair • Klutz® craft activities • Science on the Seas • Pete's Pals Endangered Species 	Parties <ul style="list-style-type: none"> • Birthday parties • Kids dance parties • Pajama parties 	Food <ul style="list-style-type: none"> • Afternoon ice cream • Kids-only dinners • Pizza and ice cream parties

Shockwaves, ages 8 to 12, is always busy with activities such as:			
	Activities <ul style="list-style-type: none"> • Karaoke • Playstation® and Wii® tournaments • Movies and cartoons • Scavenger hunts • Talent shows • Science on the Seas • Sports tournaments • Jr.CHEF@Sea™ • Kids Fun Fair • Klutz® craft activities 	Parties <ul style="list-style-type: none"> • Birthday parties • Kids dance parties • Pajama parties 	Food <ul style="list-style-type: none"> • Afternoon ice cream • Kids-only dinners • Pizza and ice cream parties

ON BOARD

Youth & Teen Programs

Remix, designed for teens ages 13 to 17, offers a wide range of activities:			
	Activities <ul style="list-style-type: none"> • Sports competitions • Late-night movies • Talent shows • DJ workshops • Hip-Hop dance classes • Teen makeovers • Playstation® and Wii® tournaments • Scavenger hunts 	Parties <ul style="list-style-type: none"> • Dance parties 	Food <ul style="list-style-type: none"> • Pizza parties • Mocktail parties • Teens-only formal dinners

As part of the Princess Youth and Teen program, junior cruisers will also participate in two special dinner evenings designed for each age group. Younger guests will enjoy dinner without parents and in the company of newfound friends and counsellors in one of their ship's many eateries. For teens, one of the two evenings will feature a formal get-together in one of the main dining rooms, complete with photographs and a group night out to enjoy many Princess evening offerings*.

Note: Age groups may differ on Caribbean Princess, Diamond Princess, Pacific Princess, Sapphire Princess, and Star Princess. Participation in our Youth Programs is not guaranteed. We will make every effort to accommodate all interested children, but may need to limit the number of participants to maintain a safe and secure environment.

*The teen dinner may be held in a different location other than the main dining room.

Family Travelling

Anytime Dining is recommended for families who want to dine together, so children may fully participate in the evening youth activities (starting at 6 p.m.).

The dining options on board our ships allow parents the freedom and flexibility to dine with their children or on their own. Parents may wish to spend time with their children while they eat an early dinner at the pizzeria, in the Horizon Court buffet, or in their stateroom with 24-hour room service. Or, families may wish to dine together in one of our elegant, upscale restaurants, which offer a special children's menu.

Many shore excursions have been selected with family cruisers in mind. Discounted rates for children and "family-friendly" activities are available to make the most of your time in port.

Parents are always welcome to join their children in the Youth and Teen Centres.

Hours of Operation

Sea Days:	9:00 a.m. – 12:00 p.m. 1 p.m. – 5 p.m. 6 p.m. – 1 a.m.*
Port Days:	8 a.m. – 5 p.m.† 6 p.m. – 1 a.m.*

On Ocean Princess and Pacific Princess, the Princess Youth and Teen Programs are available when 20 or more children are sailing.

AUD\$5 per child/hour group kidsitting charge applies on Dawn Princess, Sun Princess, Sea Princess Diamond Princess, Emerald Princess and Golden Princess when departing from and returning to Australia is available.

*A \$5 USD per child/hour group kidsitting charge is applicable from 10 p.m. – 1 a.m. for youth guests ages 3 – 12. Complimentary supervised activities are available in port for youth and teen guests ages 3-17. Group kidsitting is not available on Pacific Princess.

†A supervised, complimentary lunch service is available with parent consent.

Children's TV Programming*

We offer a Family Movie Channel on the in-stateroom television that provides movies for all ages complemented by additional movies and cartoons in the Youth and Teen Centres.

*Where satellite permits.

Children with Special Needs

Princess welcomes all children and teens ages 3-17 to participate in our exciting programs. Let our Youth Staff know of any medical and/or special needs, and we will make every effort to accommodate them. Please be advised that Youth Staff may not offer individual one-on-one supervision or administer medication.

ON BOARD

Youth & Teen Programs

Additional Reminders

Children under three are not permitted in the Youth Centre unless accompanied by a parent at all times. Youth Centre staff cannot administer medication, bottle-feed, change diapers, or provide meal service. Private in-stateroom babysitting is not available on any Princess ship. All children participating in the Youth program without a parent must be toilet-trained.

For guests under 21 years of age or those who are travelling with children, please note:

1. Entry into the disco is limited to guests 18 years and over. Be sure to check with the Youth and Teen Centres for special dance parties designed for kids and teens.
2. Children who are toilet-trained and accompanied by a parent or guardian are permitted in the sauna and hot tub(s) unless otherwise specified.
3. Guests under the age of 13 are allowed in the evening entertainment show lounges if they are with their parent or guardian.
4. Cash prize bingo and horse racing are reserved for guests 18 years and older. Additionally, only those guests 21 years and older will be allowed to purchase or consume alcohol. Picture identification may be requested.

Please note that the alcohol age limit for guests on Australia-, Asia- and United Kingdom-based sailings is 18 years of age, and 20 years of age for Japan-based sailings.

5. Guests under the age of 18 are prohibited from purchasing cigarettes or tobacco products while on board.

Infants/Young Children and Swimming Pools

Parents/guardians are reminded to bring their children dressed in appropriate attire with towel and sunscreen.

Youth staff will not conduct children's activities in any pool. Parents must supervise their children at all times when using the pools. Infants and young children in diapers and/or swim diapers, and children who are not toilet trained are NOT permitted in any of the pools or spas. Our policy is strictly observed on board and is intended for the public health and safety of all guests.

ON BOARD

Dining & Nightlife

- 1st Night Dining
- Anytime Dining
- Traditional Dining
- Club Class Dining
- Specialty Restaurants
- Casual Dining Venues
- Special Dietary Requests
- Room Service
- Onboard Entertainment
- Casino Games

Dining on board a Princess cruise ship is a joyful celebration in the truest sense with every dish “designed for fresh” and crafted to exceed even the most discerning appetites. Opt to fill your nights by catching a production show, dance the night away or visit our Vegas-style casino.

1st Night Dining

Shortly after we welcome you on board your spectacular Princess ship, you’re invited to relax and dine at the Horizon Court or in one of the ship’s multiple dining rooms.

The Horizon Court (named Panorama Buffet on Pacific Princess) offers an ever-changing array of buffet meals or snacks throughout the day and during select hours at night. A primary feature of Princess ships, the top-of-the-ship restaurant features floor-to-ceiling windows with stunning sea views as a backdrop.

Or join us in one of our main dining rooms for lunch and dinner served up by a staff — from chefs to waiters — dedicated to making your dining experience something special.

Together, Princess’ unique combination of amiable dining staff, fine cuisine and new friends make every meal on board a memorable occasion.

Anytime Dining*

Anytime Dining offers a flexible dining experience — similar to a restaurant ashore — and gives you the freedom to dine with whomever you wish, at your convenience between 5:30 p.m. and 10 p.m. in elegant, upscale venues.

Traditional Dining

Traditional Dining is the classic cruise dining experience, with multiple seatings available, in the same dining room with the same waitstaff and table mates each evening. Please note that early seating is not available on all ships.

Should you need to change your dining preference, please update your details on Cruise Personalizer no later than three weeks before you sail. Requests for preferences and changes are considered on a first-come, first-served basis. It is not always possible to alter dining preferences or seating arrangements once they are reserved.

Once on board and subject to availability, you may attempt to switch preferences by contacting the Maitre D’. We will do our best to accommodate you.

Club Class Dining

Available for Club Class mini-suites and full suites, Club Class Dining is an exclusive area of the main dining room featuring expedited seating with minimal to no wait. You’ll also enjoy expanded menu options, dedicated waitstaff, uniquely styled decor, table-side preparation and more!

Specialty Restaurants

Variety is the spice of life, especially when it comes to gourmet fare. That’s why Princess offers several Specialty Dining options for you to choose from on every ship.

These distinctive restaurants provide intimate dining in an upscale atmosphere. Reservations are suggested at these popular venues and a cover charge applies. Specialty restaurants vary by ship.

Bayou Café & Steakhouse

Experience the first New Orleans-style restaurant at sea, and enjoy fabulous Creole and Cajun traditional cuisine, such as jambalaya, and seafood gumbo and bourbon-chili marinated steak.

Crown Grill

Crown Grill entertains guests with an open, theatre-style kitchen where chefs custom-prepare steaks and chops along with traditional sides and decadent deserts such as Seven Layer S’Mores.

Kai Sushi

Kai Sushi offers several varieties of Nigiri and Sashimi as well as marinated seafood cocktails. A select wine, beer and sake menu is also featured.

Sabatini’s Italian Restaurant

Sabatini’s serves up an authentic Italian dining experience with a stellar menu that features antipasti, signature pastas and regionally inspired main courses, such as lobster three ways.

*Not available on Dawn Princess, Diamond Princess (Japan sailings), Pacific Princess, Sapphire Princess (China sailings), Sea Princess and Sun Princess.

ON BOARD

Dining & Nightlife

Sterling Steakhouse

Experience a more refined approach to the traditional steakhouse. Enjoy aged, hand-cut beef cooked to order, such as New York steak, porterhouse, ribe-eye and filet mignon.

Casual Dining Venues

When a casual mood calls, you have plenty of choices – even on formal nights. Whether it be one of our specialty restaurants, the Horizon Court or Panorama Buffet, the pizzeria, burger & hot dog grill, or 24-hour room service, you'll appreciate the variety of options.

Special Dietary Requests

Princess is happy to meet your request for low-sodium, low-fat, sugar-free and vegetarian diets. Other diets can also be accommodated. Visit [Cruise Personalizer](#) to indicate your dietary preferences.

In addition, kosher meals (frozen entrées only) and baby food are available upon advance written request. Any other special diet requests must be authorised in advance by the Princess corporate office.

You or your travel consultant must advise Princess in writing of any special diet, allergies or medical needs. Requests must be received no later than 35 days prior to departure for cruises to Alaska, Canada/New England, Caribbean, Hawaii, Mexico, Panama Canal and Coastal Getaways. For all other cruises, requests must be received no later than 65 days prior to departure. Once on board, please check with the Maître d'hôtel to confirm your request.

Room Service

Guests may call for personal complimentary Room Service at any time of the day or night*. To have continental breakfast delivered to the stateroom, fill out the breakfast card included in the stateroom portfolio (one is also placed on the pillow) and hang it out at night on the stateroom door in order to receive delivery the next morning at the time of your choosing. For a full stateroom menu, guests may review the stateroom portfolio, call the number listed in the telephone directory or press the "Room Service" button on their phone.

*Please note that an additional charge is applied for certain items. Please consult the guide in your stateroom.

Onboard Entertainment

Fill every day with a wide variety of exciting onboard activities from Art Auctions to Zumba. Take a galley tour;

enjoy wine tasting; experience our traditional Champagne Waterfall; or join in games by the pool. You can even take a backstage tour, or take centre stage at our karaoke events. Ships filled with amenities, equal in luxury to the finest land based resorts – that's what makes Princess Cruises the ultimate holiday and a complete escape.

Or opt for an exciting array of stage shows which are written, designed and choreographed exclusively by Princess. Curtain times vary; check your onboard newsletter, the *Princess Patter* or Princess@Sea (where available), for show times.

Don't forget to bring along your dancing shoes, because Princess has several dance venues and live entertainment to get you into the swing of things. We start early and finish late. Just check the *Princess Patter* or Princess@Sea (where available), for the times and places to give your partner a whirl.

Every cruise also features a great selection of recently-released feature films for your viewing pleasure. On select ships, guests can also experience Movies Under the Stars, our 28 square metre outdoor movie screen and watch the latest films, sporting events and concert videos – all from a comfortable deck chair.

Guests can also be the stars. You can boogie the night away at the Love Boat Disco Deck Party - bring your bell-bottoms and join the cast for the only place at sea where you can dance, "The Isaac." Or bring your tropical wear for The Ultimate Deck Party on all warm weather sailings. There will be limbo contests, games and calypso music for "dancin' in the aisles." At Princess Cruises, there's more to do when you want to do it!

Casino Games*

Our casinos offer the most popular table games, including blackjack, roulette, three-card poker and craps. We also feature a full range of exciting slot and video poker machines, as well as regular Snowball Jackpot Bingo sessions held throughout the cruise.

Complimentary gaming lessons for slots and table games are held on each cruise, along with exciting tournaments. Please check the *Princess Patter* or Princess@Sea (where available), for our daily special promotions and opening hours. Plus, if you want to surprise your friends with a lucky side bet, you can choose a \$25, \$50, or \$100 credit, redeemable in the shipboard casino.

Persons under the age of 18[†] are not permitted to gamble or remain in the casino.

*Casino games may vary by vessel.

ON BOARD

Keeping in Touch

- Contact Phone Numbers
 - The Internet at Sea
 - Mobile Devices at Sea
- Princess@Sea — Complimentary Onboard Web & Messaging Service

To provide greater peace of mind, we make it easy to stay in touch, whether you're making a phone call or surfing the web in the Internet Café.

Contact Phone Numbers

There are several ways your family and friends can stay in touch with you at sea.

To provide greater peace of mind while you're away from home, give friends and relatives the following information on how to telephone you. For all ships in the Princess Fleet, dial 877-656-7447. Visa, MasterCard, American Express and Discover Card (not Canadian) are all accepted. The cost for each call is \$8.95 USD per minute and is subject to change without notice. When calling, please include guest name and stateroom number to ensure quick delivery.

To call or fax the ship using direct long distance service, the following numbers may be used. Please contact your long distance service provider for rates. Costs are billed to the caller's telephone.

International Direct Dialing Code + 870 (Ocean Code)
+ Ship Number

Example:

Dialing Diamond Princess from Australia: 0011-870-773-933-441

Ship	Phone Number	Fax Number
Caribbean Princess	764 947 526	764 947 528
Coral Princess	765 068 575	765 068 582
Crown Princess	764 597 398	764 597 410
Dawn Princess	331 043 710	331 043 712
Diamond Princess	773 933 441	783 928 667
Emerald Princess	761 118 492	761 118 494
Golden Princess	773 930 736	300 500 829
Grand Princess	765 077 833	765 077 841
Island Princess	331 038 410	331 038 414
Pacific Princess	765 073 115	765 073 116
Regal Princess	765 120 542	765 120 547
Royal Princess	765 111 847	765 111 852
Ruby Princess	764 877 443	764 877 445
Sapphire Princess	773 930 015	783 150 835
Sea Princess	765 087 732	765 087 734
Star Princess	331 036 114	331 036 118
Sun Princess	764 050 768	764 050 770

The onboard Communications Centre is open daily from 8:00am to 12:00pm and from 4:00pm to 8:00pm, ships' time. Callers should be prepared to provide the guest's full name and cabin number.

The Internet at Sea

Internet access is available on all Princess vessels through our 24-hour onboard Internet Cafe and wireless network — which is available in staterooms and various public areas including our world famous Piazzas.*

Use our state-of-the-art computer systems to access your web-based email account, or browse the Internet for world news, sports and stock trading. Or bring your wireless device and access the Internet through our onboard wireless network.

Guests who subscribe to email services from an Internet Service Provider (ISP) are advised to verify that their ISP has a web-mail viewing site prior to sailing. Most major ISPs have websites that allow email access via a web browser using an email address and password.

Please contact the Internet Café Manager on board for information regarding the charges that apply to Internet and wireless services and any other specific requirements.

ON BOARD

Keeping in Touch

Plus – Platinum and Elite Captain’s Circle members benefit from credit toward Internet Café packages.

* Internet access via satellite is significantly slower than high-speed connections on shore. Princess Cruises reserves the right to filter content accessed via the ship’s Internet services. Please note high bandwidth consuming applications such as voice over IP telephony, peer-to-peer file sharing and streaming media may be restricted on board Princess vessels.

Princess@Sea – Complimentary Onboard Web & Messaging Service

Princess@Sea is our FREE, mobile friendly onboard service offering quick and convenient access to valuable information about the ship while you’re onboard! Plan your day’s events and activities, review the ship’s itinerary and port guides, browse restaurant menus, even access your stateroom account! Plus, on select ships the Princess@Sea Messenger allows you to send text messages to other guests onboard!

Getting started with Princess@Sea is easy. Simply connect to the ship’s WIFI once onboard, open your browser and Princess@Sea will be the default page that appears. It even operates in “Airplane Mode”. No cellular or data charges required!

Princess@Sea is currently available on select ships.

Mobile Devices at Sea

You may use your personal mobile devices onboard while at sea in international waters and in other areas where such use is permitted. A compatible mobile device and a service plan capable of roaming internationally with Maritime Communications Partners AS is required. Please contact your wireless service provider for availability and rates.

For calls originating outside of the US and Canada, please visit princess.com/learn/faq_answer/onboard/in_touch.jsp for dialing instructions.

POST-CRUISE

Saying Goodbye

- Disembarkation

Disembarkation

On the majority of our cruises, you will be required to identify and clear your luggage through customs. As you leave the ship, you will be directed by Princess representatives to the luggage claim area. As many bags are similar in appearance, please check each luggage tag to ensure you are claiming your own luggage.

Due to local customs restrictions, guests may not leave the ship until all luggage is off-loaded. With this in mind, we suggest that you relax in one of the many public lounges to wait for customs clearance and disembarkation by pre-designated groups.

Customs and immigration inspectors will review with you the customs declarations form upon which you have listed all the articles bought in foreign ports or in the ship's boutiques. For Australian residents, please visit www.border.gov.au/Trav/Ente/Duty-Free-concessions. For New Zealand residents, please visit www.customs.govt.nz/features/charges/dutyfree/Pages/default.aspx

It is recommended that guests keep their sales receipts handy for declaring their purchases.

For further customs information, we recommend that you attend the Cruise Director's disembarkation talk and thoroughly read the disembarkation information notice delivered to your stateroom during the last days of the cruise.

If you have purchased a Princess ship-to-airport transfer or are participating on a Land and Sea Holiday, you will be directed by uniformed Princess representatives to the transfer departure point.

If your friends or relatives are meeting you at the pier, please be advised that disembarkation may take up to four hours after the scheduled arrival of the ship in order to clear immigration and customs.

- Captain's Circle

Princess Cruises Captain's Circle

Princess Cruises offers an exclusive loyalty program called Princess Cruises Captain's Circle. If you are cruising with us for the first time, congratulations! Your Membership in the Circle is automatic upon completion of this cruise, when you will receive your new membership details.

We at Princess Cruises believe in recognising and rewarding your loyalty. That is why the more you cruise with us, the more benefits you receive.

Among the benefits you can expect are a complimentary subscription to the Member's quarterly magazine, as well as Member savings on select cruises. Members only access to the Circle Centre Online allows you to take advantage of exclusive programs including Referral Rewards.

Exclusive onboard events, hosted by the Captain and your Circle Host are a great way for you to get to know your fellow Members.

- Referral Rewards Program