



Frequently Asked Questions for for Princess Plus & Princess Premier



1. How do I book Princess Plus or Princess Premier?

You may book through your preferred Travel Advisor, Cruise Vacation Planner, 1-800-PRINCESS or princess.com. Both Princess Plus and Princess Premier are available to residents of the 50 United States, Canada, Puerto Rico, Mexico, Bermuda and the District of Columbia.

2. Are Princess Plus and Princess Premier available for all stateroom types?

Yes! Both Princess Plus and Princess Premier are available to ALL guests and ALL stateroom types. They are capacity controlled and only available pre-cruise.

3. I already purchased Princess Plus for my cruise. Can I upgrade to Princess Premier?

Absolutely! You will only need to pay the \$25 per day difference to upgrade to Princess Premier. You can either contact Princess or your Travel Advisor to upgrade. You can only upgrade from Princess Plus to Princess Premier pre-cruise.

4. Are third and fourth guests required to purchase the same package (Princess Plus or Princess Premier)?

Third and fourth guests are not required or defaulted to the selected package of first and second guests in a stateroom. Should your 3rd and 4th guests want to opt in to receive the items you will need to contact Princess or your Travel Advisor to have it applied to the booking.

5. Can Princess Plus or Princess Premier be removed from 3rd and 4th guests if I later no longer want it?

Please contact Princess or your Travel Advisor if you would like to have the booked package removed from 3rd and 4th guests prior to your sail date.

6. What items in Princess Premier can be shared across all guests in the stateroom, even if 3rd and 4th guests don't have Princess Premier?

The following items can be shared across all guests: Wi-Fi for 4 devices per Princess Premier guest, two (2) specialty dining meals per Princess Premier guest, and the digital photo portion of the Photo Package. The meals shared with the 3rd and 4th guests will be counted towards the total four (4) specialty dining meals included for the 1st and 2nd guests in Princess Premier.



7. Can I purchase Princess Plus or Princess Premier when I'm on board?

Princess Plus and Princess Premier need to be purchased prior to sailing. Only the individual components of the package can still be purchased onboard.

8. Are Princess Plus and Princess Premier applicable on the land portion of my cruisetour?

These great value packages are designed around your MedallionClass shipboard experience and are not applicable during the land portion of cruisetours.

9. Does Princess Plus or Princess Premier combine with any other promotions, offers or cruise deals?

Yes. Princess Plus and Princess Premier could be combined with most publicly available offers including Standard Groups, Cruise Sales, Casino Discounts, Military Benefits, Future Cruise Deposits, Princess Referral Rewards, Geo-targeted and Recipient-only offers and Captain's Circle Launch Savings. Princess Plus and Princess Premier are not combinable with any other promotions. The promotion is subject to capacity control and is not transferable.

10. What's included in the Plus Beverage Package?

The Plus Beverage Package includes beer, spirits, wine by the glass and cocktails \$12.00 USD and under, all non-alcoholic beverages including bottled water (500ml only) fountain sodas, fresh juices (if available), specialty coffees and teas, frappes at Coffee & Cones, milk shakes (if available) and Red Bull energy drinks.

Bar service charges are included in this package.

The package includes the additional benefit of a 25% discount on the following excluded items: all bottles of wine, one-liter bottles of water, canned soda and bottled juices.

A daily limit on alcoholic beverages of 15 beverages over a 24-hour period (6 a.m. to 6 a.m.).

11. The beverage package for Princess Plus used to be called Premier Beverage Package. The drinks package included in Princess Plus is now called Plus Beverage Package. Does it include everything that was in the previous package?

Yes. The contents of the Plus Beverage Package are exactly what the previous beverage package for Princess Plus had. The only change is the name.

12. What's included in the Premier Beverage Package?

- The Premier Beverage Package includes a premium selection of beer, spirits, wine by the glass and cocktails \$18.00 USD and under, all non-alcoholic beverages including bottled water (500ml only) fountain sodas, fresh juices (if available), specialty coffees and teas, frappes at Coffee & Cones, milk shakes (if available) and Red Bull energy drinks.
- Bar service charges are included in this package.
- The package includes the additional benefit of a 25% discount on the following excluded items: all bottles of wine, one-liter bottles of water, canned soda and bottled juices.
- A daily limit on alcoholic beverages of 15 beverages over a 24-hour period (6 a.m. to 6 a.m.)



13. What if I'm not of legal drinking age (21 years of age or older)?

Guests who are under 21 will receive the Coffee & Soda Package. Package type will be assigned prior to sailing based on age of guest.

14. What if I don't drink alcohol?

The value of the beverage package is a great deal even if you don't drink alcohol. Both Plus Beverage Package and Premier Beverage Package include fountain sodas, fresh juices, specialty coffees & teas, frappes, milk shakes and Red Bull energy drinks, with pre-paid 18% service charge included for these items. In the event that you don't want the Plus Beverage Package or Premier Beverage Package, no substitutions will be offered.

15. What's included in the Coffee & Soda Package?

The Coffee & Soda Package includes fountain soda by the glass, fruit juices, specialty coffees and teas, frappes, milk shakes (if available) and Red Bull energy drinks, all subject to availability on ship, with pre-paid 18% service charge included for these items. The Coffee & Soda Package does not include canned soda, room service, vending machine or mini-bar items.

16. How does the ship know that I have the Plus Beverage Package or Premier Beverage Package?

The ship systems recognize the package and notify our crew at time of each transaction. When a guest orders an included item, the crew will see the applicable package and enter an order according to the package inclusions in the system.

17. How does the ship know that I have pre-paid Wi-Fi?

MedallionNet automatically recognizes pre-paid MedallionNet plans. Guests will be provided with the option to "redeem" after sign-on to activate their device.

18. Does each guest in the stateroom get four devices of Wi-Fi when selected Princess Premier?

Yes, each guest with Princess Premier will receive the four-device Wi-Fi plan.

19. Guests who are Platinum and Elite receive 50% off MedallionNet Wi-Fi as a loyalty benefit. What is the impact to their benefits?

With Princess Plus, MedallionNet single-device Wi-Fi is provided as a promotional bundle included in the price of the fare. There is no additional discount for Platinum and Elite guests for the Wi-Fi package. However, Platinum and Elite guests will automatically receive a 50% discount if they decide to upgrade to a four-device package on board. Loyalty benefits are not redeemable for cash or onboard credit.

20. How does the ship know that my package option includes crew appreciation?

The guest folio will reflect the pre-payment, by Princess Cruises, on behalf of the guest for the suggested crew appreciation in the U.S. dollar amounts of \$14.50 per person per day for Interior, Oceanview, and Balcony staterooms, \$15.50 per person per day for Mini-suite and Club Class staterooms and \$16.50 per person per day for Suites.



21. What if I don't want the Beverage Package, but I'd like the Wi-Fi and crew appreciation?

Princess Plus and Princess Premier are not available in individual components. However, the value of each package is strong and should be evaluated for each guest's own circumstance.

22. Do I need to make reservations for my specialty dining meals in advance?

No, it is not needed but it is recommended that guests reserve early to get the specialty dining restaurant, day and time they would like.

23. What if I don't use the 2 specialty dining meals in Princess Premier?

The Specialty Dining credits are available only for the voyage and are non-refundable if not used and cannot be redeemed for cash.

24. Do I get two (2) specialty dining meals included in Princess Premier regardless of cruise length?

Yes. You receive two (2) specialty dining meals at our award-winning restaurants regardless of the length of your booked cruise.

25. If I sail on back-to-back cruises, do I get four (4) specialty dining meals in Princess Premier?

If you have booked Princess Premier on both of the back-to-back cruises then you will get two (2) specialty dining meals on each, making it a total of 4 specialty dining meals.

26. Do all guests in the stateroom get 2 specialty dining meals each in Princess Premier?

Yes. Two (2) specialty dining meals are available per each Princess Premier guest.

27. What is included in the Photo Package?

The Photo Package includes all the digital photos of all guests in a stateroom from their voyage, including 3rd and 4th guests. The package also includes three physical prints of up to 8x10 size per guest to be redeemed onboard at the Photo Gallery. Digital photos are available for download through the Medallion Class app or transferred to a USB device onboard at the Photo Gallery prior to disembarkation. Physical prints and digital photos are not available after the cruise ends.

28. Can the photo package be purchased separately?

The photo package is currently an exclusive offer for Princess Premier guests only. Other digital and print packages are available for purchase through the Medallion Class app or at the Photo Gallery onboard.

29. What is Princess Prizes?

Princess Prizes is a promotion onboard that allows guests to win great prizes via their stateroom door portal. The prize portal is activated when a guest opens their stateroom door using their Medallion.



30. Are there any limitations to Princess Prizes?

Due to gaming laws, Princess Prizes can only operate when the ship is in international waters. In addition, minors are not eligible to play.

31. What are the range of prizes?

The full list of current prizes is available in the Princess Prizes terms and conditions available at princess.com/princessprizeterms. Prizes currently include entry into an end of cruise drawing for \$5,000 or more in cash, onboard credits, onboard dining experiences, free cruises and \$100,000 cash. Prize offerings may change from time to time.

32. What are the chances of winning the grand prize in Princess Prizes?

The odds for the current prizes are available in the Princess Prizes terms and conditions available at: princess.com/princessprizeterms. Odds of winning a prize in the end of cruise drawing depend on the number of entries received.

33. Are Princess Prizes per person or per stateroom? How many entries do we get?

Princess Prizes is limited to one (1) entry per stateroom. That entry covers the guest's entire voyage from the time purchased or from embarkation (if upgraded with Princess Premier).

34. If I win an onboard credit from Princess Prizes, is that redeemable for cash?

Onboard credits will be automatically applied to the guest's end of voyage folio and are non-refundable and not redeemable for cash.

35. If I win a cash prize, will it be split across the number of people in the stateroom?

The prize will be awarded in totality to the first guest booked in the stateroom.

36. Can I purchase Princess Prizes on board in addition to what I receive with Princess Premier to have more chances to win?

No, Princess Prizes is limited to one (1) entry per stateroom. That entry covers the guest's entire voyage from the time purchased or from embarkation (if upgraded with Princess Premier).