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## Employee Space Available (ESA) Cruise Program Policy Princess Cruises

### **POLICY**

Employees are eligible for specific space-available stateroom options based on their seniority and job level and may upgrade these options by paying a daily upcharge based on the level of stateroom selected. All ESA approvals are always subject to availability, demand for a particular voyage, and other ESA requests.

### **Eligibility & Frequency**

The Employee Space Available programme is offered to both Princess and CUK staff with a minimum of twelve months continuous service under a company contract or similar formal document of employment.

Eligible employees and/or their spouse/partner may be accompanied in the same cabin by unrelated guests, up to the number of available berths in the cabin. If the employee, employees' spouse/partner, and their dependent children total more than four, they may be eligible for a second cabin (subject to availability), which will also be fared at the applicable employee rate. **Please note:** the second cabin will not necessarily be the same category as the first.

Employees with twelve months continuous service may take one cruise per calendar year. After four years, an employee can take up to two cruises per year. Should you wish to substitute your second cruise for a second cabin on the same sailing, please indicate this on your request form. Please be aware that a second cabin on the same sailing will be prioritized as your second cruise and will only be cleared after all first requests have been processed. Being cleared on a sailing does not guarantee clearance on a second cabin for that same voyage. **Please note** only immediate family (spouse/partner/registered domestic partner (if applicable in the UK)) are entitled to use this second cabin. Princess reserves the right to request proof of legal relationship. Any misrepresentation may result in disciplinary action. All availability within this programme is at the discretion of US Yield Management. Employees wishing to be assured of availability should make their plans using the Family & Friends programme. Please be aware that once a booking has been made under a F&F rate, you will not be permitted to cancel and re-book at the concessionary (ESA) rate should you be cleared, nor can the original F&F fare be adjusted down.

## Stateroom Eligibility and Upcharge Table

Employee Type <i>(at right)</i> Stateroom Type <i>(below)</i>	VP+ and Employees with 20+ Years of Service	Directors and Employees with 15+ Years of Service	Managers and Employees with 10+ Years of Service	Other Eligible Employees
Mini Suite	\$0/day	\$25/day	\$50/day	\$75/day
Balcony		\$0/day	\$25/day	\$50/day
Unobstructed Ocean View			\$0/day	\$25/day
Obstructed Ocean View				\$15/day
Interior				\$0/day
<b>Note: All CUK employees will also be charged a £15pppd rate on top of the above</b>				
Upgrade charges apply to guests 1 & 2 in the stateroom				
Employees wanting to upgrade their stateroom to a full suite must first pay the upcharge to a Mini Suite and then the going Paid Upgrade rate				

## Application Process

Employees interested in applying for a Princess concession should submit a completed and approved ESA request form via email to the Princess Concessions inbox at: [puk.concessions@princesscruises.co.uk](mailto:puk.concessions@princesscruises.co.uk) Once the application has been received it will be submitted to the US team. All cruise request forms must be filled out completely, including dates of service, address, email address, and phone number for confirmation purposes. If such information is omitted, the application will be returned for proper completion. Please note chaser emails will not speed up the clearing process, nor will they be responded to.

**Note:** please ensure that employment start date, birth dates (these need to be in US format MM/DD/YYYY) and a printed managers name are all clearly visible on your form.

## CRUISE APPLICATION OPTIONS

Once your manager has approved the application and it has been submitted to [puk.concessions@princesscruises.co.uk](mailto:puk.concessions@princesscruises.co.uk), please do not reach out to request approval ahead of others.

1. Employees will be confirmed based on their job level and years of service.
2. Employees whose immediate family (defined as spouse or registered domestic partner, and dependent children, who are biological, legally adopted, step, or eligible foster children only) numbers more than four individuals and more than four immediate family members are travelling, will be provided a second stateroom. This stateroom is always in an interior category and as demand for 3<sup>rd</sup>/4<sup>th</sup> berths varies during certain times of the year, or on a particular voyage at the discretion of Revenue Management, occupancy of the second stateroom may be limited to immediate family size (minimum 2 berths). If at any time prior to sailing, the number of immediate family members traveling falls below five, the employee will be able to purchase the stateroom at the prevailing Friends and Family rate, or the employee can submit a request for a second stateroom, which will follow the waitlist priority outlined below per the guidelines to be approved for a second stateroom, or the second stateroom will be cancelled.

3. Employees may request a second stateroom with additional individuals as space allows. At least one immediate family member (defined above), at least 16 years of age, must occupy the second stateroom. Requests for a second stateroom will follow waitlist priority as outlined below.

- Employees wishing to use this option will need to complete a second ESA request
- Employees who have already booked an ESA and would like to request a second cabin may do so. When requesting a second cabin the employee must include in the notes that they are already booked and provide their booking number and how they would like to split out the cabins.

4. Employees may fill the berths in their stateroom with anyone else up to the maximum allowed for that stateroom, regardless of their relationship to the employee.

5. Employees traveling alone on their Employee Space Available cruise will **not** be charged a single supplement.

6. An employee's spouse may travel without the employee under the ESA program, subject to availability.

7. Employees and their guests traveling under the ESA program are required to prepay standard crew appreciation based on the current crew incentive cost. This varies by stateroom type and is due when payment is applied to booking. Interior, Oceanview & Balcony - \$16pppd, Mini-Suites & Reserve Collection - \$17pppd, Suites - \$18pppd. This crew appreciation amount will appear on the guest folio and cannot be removed from an employee's booking. If the employee is taking either the Princess Plus or Princess Premier packages then the crew appreciation will be included within this and not show separately on the folio

8. Employees are responsible for paying taxes, fees, and port expenses (TF&PE) and any upcharge fees for all ESA cruises. Employees may check the latest fees by looking up the cruise on the Princess Cruises website, but please be aware that fees can change up to the date of sailing. It can be found just under the selected cruise on the results page and will look like this

\*Pricing is per person, double occupancy; GBP. [Taxes, Fees & Port Expenses](#) included: <sup>£</sup>128

The TF&PEs are determined on length of sailing and destination visited.

9. Payment of upcharge fees (if applicable) and TF&PE: If you request an upgrade, you will pay for the upgrade only after your ESA is approved. Once confirmation has been provided by Revenue Management, you will be required to pay for the TF&PE, upgrade fees, and crew appreciation based on the following schedule:

Days Prior to Departure	Days to Make Full Payment
45 days or more	30 days
30 - 44 days	15 days
16 - 29 days	5 days
6 - 15 days	2 days
Within 5 days	Same day

**10.** If employees choose, they may make multiple payments until the final payment due date. Employees should be aware that they will not be able to book flights via Plane Sailing until the booking is paid in full.

**11.** Payments can be made anytime through the Cruise Personaliser on <https://book.princess.com/cruisepersonalizer/index.page>

**12.** Please note that full payment must be made by the due date, or the booking will auto-cancel. Bookings that cancel within 30 days of sailing are subject to cancellation fees. Reinstatement of cancelled ESA bookings is based on availability and is not guaranteed. Cancellation within 30 days of sailing, except if COVID-19-related including but not limited to a positive test result for the employee or one of their travelling companions, will count the ESA cruise as having been taken by the employee.

### **WAITLIST PRIORITY**

Employees are waitlisted in the following order, and priority within each category is based on company seniority and job level:

- 1.** Active VPs and above and employees with 20+ years of service prioritized by years of service.
- 2.** Active Directors and employees with 15+ years of service prioritized by years of service.
- 3.** Active Managers and employees with 10+ years of service prioritized by years of service.
- 4.** All other employees prioritized by years of service.
- 5.** Second requests of the year for members of Categories 1, 2, 3 and 4.
- 6.** Seasonal employees prioritized by submittal date.
- 7.** Retired employees by years of service

### **CRUISE CONFIRMATIONS**

As this is a space-available program, confirmations may occur at varying times based on trade, seasonality, and projected availability. Voyages will be reviewed starting up to 180 days out and on a regular basis thereafter.

**Employees will ONLY be contacted by the ESA team if space is confirmed. Employees SHOULD NOT contact the ESA team to check space.**

- Employees have up to 72 hours (based on date of confirmation relative to sailing) in which to accept or reject the offer of space available without jeopardizing future cruise privileges.
- Once employees are confirmed on and pay for their ESA cruise, they will not be affected by later employee requests, even from individuals with seniority levels.
- Once confirmation of a cruise has been made by Revenue Management, no date or voyage changes will be accepted. The date and cruise should be carefully considered prior to submitting a cruise request.

- If a cruise is booked using the Friends & Family program, Travel Agent or directly through the cruise website, employees are not permitted to re-fare or cancel and rebook at an ESA rate, even if one becomes available.

## CANCELLATION POLICY

As a courtesy to co-workers, employees who no longer wish to be considered for a cruise they have requested should email the ESA team at [puk.concessions@princesscruises.co.uk](mailto:puk.concessions@princesscruises.co.uk) to cancel their request as soon as possible. Once the ESA has payment received, you will need to contact the ESA team to cancel your request. The following cancellation fees apply.

Days Prior to Departure	Cancellation Fee
31 days or more	No fee
7 to 30 days	50% of total charges
Fewer than 7 days	100% of total charges

If an employee makes a partial payment and then cancels their booking within 30 days of sailing, the booking is subject to cancellation fees. These fees will be based on the amounts in the chart above but will not exceed the total amount already paid.

## OTHER PRIVILEGES

Employees and their guests traveling in the same stateroom on Employee Space Available rates may also be eligible for loyalty discounts if they belong to the Captains Circle programme.

## TRAVEL PROTECTION

Employees and their guests are encouraged to purchase travel insurance prior to travel

## EMPLOYEE/GUEST RESPONSIBILITIES

1. Employees are **not** to contact the ship's Front Desk to request a different stateroom or additional staterooms. Staterooms are assigned by Revenue Management on a space-available basis at the time the ESA cruise is confirmed, and employees may **not** request to upgrade staterooms at any time after confirmation.
2. Travel to and from the point of departure is the employee's own responsibility. However, employees (as well as guests staying in their stateroom) are eligible to request a free bus transfer on their ESA request. **All transfers** are on a **space-available basis** and are offered **only on the days of embarkation and disembarkation**. Transfers will be handled as part of the booking process. If an employee does not request a transfer on their application, they must reach out to the ESA team to add the transfer to their booking.
3. Employees are responsible for paying their pre-cruise, post-cruise, and onboard expenses. All onboard expenses must be settled before leaving the ship. Any insufficient funds by employees will result in revocation of future cruise privileges and/or could lead to disciplinary action up to and including termination of employment.

- 4.** All employees, if attending a loyalty program and/or Captain's event, should introduce themselves to the ship's officers as employees of Princess Cruises
- 5.** Employees and their guests are strictly prohibited from discussing any confidential company information with others, including but not limited to revenue passengers. Such information includes the terms or fares of the employee cruise and other travel programs, and any onboard discounts.
- 6.** Participation in an ESA is subject to the terms and conditions of the Cruise Contract. You will have the opportunity to review and accept the Cruise Contract upon receipt of your booking confirmation. Please carefully review all policy documentation before booking.

#### **7. Appropriate behaviour**

Employees are representatives of Princess cruises. You are expected to exercise good judgment and behave in a professional manner at all times. It's also important to show understanding and be respectful of our shipboard team members.

Employees who bring guest(s) on an ESA are responsible for their guest(s)' behaviour. The following are some guidelines and examples, but they should not be considered exhaustive:

- Any misconduct—including, but not limited to, excessive drinking, loud or obnoxious behaviour, property damage, arguments or physical confrontations with guests or onboard team members, or non-payment of bills—will not be tolerated. See the Non-compliance section below for consequences of misconduct.
- Each employee and their guest(s) must travel in the stateroom assigned to them.
- When traveling on an ESA, each employee and their guest(s) must remember that they are guests, not onboard team members. Therefore, they are not permitted in staff areas, and fraternizing with onboard teammates is strictly prohibited.

#### **8. Non-compliance**

If any employee fails to comply with any of these terms and conditions, any or all of the following may occur:

- The employee and/or guest(s) may be disembarked from the cruise at the discretion of the ship's officers.
- The employee and/or guest(s) may be barred from future cruise and travel program participation.
- The guest(s) of an employee and/or the employee may have their cruise and travel program privileges revoked; and
- The employee may be subject to disciplinary action, up to and including termination, in accordance with the terms of the Employee Handbook.

## Onboard discounts

### ELIGIBILITY\*

Princess Team members are eligible for the following Onboard Discounts:

Area	Discount	Details	Exclusions/Notes
Food & Beverage	20% off	All bar/food/beverages including beverage packages in all locations	Applies to alcohol and non-alcohol beverage packages
Alternative dining	20% off	All food/bar/beverages in alternative dining venues	
Communication	20% off	In-cabin phone/internet	
Shore Excursions	20% off	Most shore excursions	Exclusions: All overland tours, some flightseeing tours, and all tours using private vehicles
Spa/Salon	20% off	All regular-priced services (port and sea days)	For Salon retail items discounts, see Concession Boutiques.
Art Auction	20% off	Artwork, including frames, discounted from the onboard minimum-bid price; any applicable buyer's premium will be waived	Note: Team members must show company photo ID at time of purchase. Appraisals and/or shipping and handling will be at standard, non-discounted prices.
Boutique/Retail: In-House Boutiques	20% off	Most items, including MedallionClass merchandise	Exclusions: Luxury watches, Chopard, Bulgari, Cartier
Boutique/Retail: Concession Boutiques	10% off	All items	Includes Salon retail items
Photo	20% off	All photo and video related products including photo packages, retail products, and Premium Photography	Exclusions: Consumer electronics, digital cameras, binoculars
Pre/Post Land Tour Packages	20% off	Land tour packages booked in conjunction with cruise booking, with discount applies via a promotion code	Payment must be made with the cruise payment and cancellation penalties will be the responsibility of the team member
Princess Plus & Premier	-	See below	20% discounts do not apply to Princess Plus or Princess Premier

Airfare	At cost	Book flights via Plane Sailing on cruise personaliser	
Transfers	Complimentary - Subject to space available	Transfers booked in conjunction with cruise booking, with discount applied via a promotion code.	Complimentary for the basic motorcoach transfer from airport to pier and pier to airport on the ship turnaround date.

**\*CUK employees are only eligible for the 20% bar discount**

**Princess Plus –**

Wi-Fi (1 device per guest)  
 Crew appreciation  
 Plus Beverage Package (drinks up to \$15 each)  
 Unlimited juice bar  
 Premium desserts (2 per day)  
 Fitness classes (2 per cruise)  
 NEW 2 casual dining meals per guest  
 NEW OceanNow® delivery  
 NEW Room service delivery  
 Overall Savings of 57%!  
 Your Cost: £50 per day per guest

**Princess Premier –**

Wi-Fi (up to 4 devices per guest)  
 Crew appreciation  
 Premier Beverage Package (drinks up to \$20 each)  
 Unlimited juice bar  
 Premium desserts (unlimited)  
 Fitness classes (unlimited)  
 Photo package (unlimited digital + 3 prints)  
 Princess Prizes  
 2 speciality dining meals per guest  
 Medallion accessory  
 Reserved theatre seating (for production shows only)  
 NEW Unlimited casual dining meals  
 NEW OceanNow® delivery  
 NEW Room service delivery  
 Overall Savings of 69%!  
 Your Cost: £65per day per guest