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Employee Space Available (ESA) Cruise Program Policy

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 program is offered to both Princess and CUK staff with a minimum of twelve months of 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, the employee's 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 faired at the applicable employee rate. **Please note:** the second cabin will not necessarily be in the same category as the first.

Employees with twelve months of 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 prioritised 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 program is at the discretion of US Yield Management. Employees wishing to be assured of availability should make their plans using the Family & Friends program. Please be aware that once a booking has been made under an 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

All CUK employees will be charged a rate of £15pppd for an inside stateroom and this is on top of any TFPEs and Crew Appreciation.

Should you be offered a higher grade of stateroom then the below costing will also be added at a pppd rate



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
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				
The above rate will be converted into GBP at the time of booking				

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 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 manager's name are all 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, 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 traveling, will be provided a second stateroom. This stateroom is always in an interior category and as demand for 3rd/4th 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 before 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 with 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 the booking and applies to each passenger in the stateroom:

- 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 chooses to purchase either the Princess Plus or Princess Premier packages, then the crew appreciation will be included Princess Plus and Premier packages. Packages are detailed below.

8. Employees are responsible for paying taxes, fees, 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 (princess.com), via Plan a Cruise, and searching for the desired cruise by location, and date (example cruise below, cost is per person);

5-Day Scandinavian Sampler
Roundtrip from Southampton (London), England
Up to \$400 - Free Onboard Spend
2 Ports: • Southampton (London), England • Oslo, Norway • Skagen, Denmark • Southampton (London), England
Interior from*
£449
Guests 3 & 4: £149
Save
Sun, May 19, 2024 on Sky Princess
CRUISE DETAILS >
*Pricing is per person, double occupancy; GBP Taxes, Fees & Port Expenses included: £77

The TF&PEs are determined on length of sailing, destination and time of year and vary by each cruise.



9. Payment of upcharge fees (if applicable) TF&PE, and crew appreciation: 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 at <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, 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 jeopardising 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 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.

Travel Protection

Employees and their guests must 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. 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.

5. 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.

6. 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 fraternising with onboard teammates is strictly prohibited.

7. 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*

CUK Team members are eligible for the following Onboard Discount:

Area	Discount	Details	Exclusions/Notes
Food & Beverage	20% off	All beverages including beverage packages in all locations	Does not apply to alcohol and non-alcohol beverage packages

Should you wish to add Princess Plus or Princess Premier to your booking then this can be added at the time of booking. Please see below what is included in each package.

Princess Plus – £50 per day per guest

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%!

Princess Premier – £65 per day per guest

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 specialty 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%!