



Princess EZpay has been rolled out in the call center and on POLAR Online (Travel Agent booking tool). This feature will be promoted on Princess.com in the future. Please note that at this time we cannot offer in the following currencies: GBP and EUR.

FAQs:

Q: What cruises are eligible for Princess EZpay?

A: The majority of our voyages will be eligible for this offer, however voyages inside Final Payment will not be eligible as well as any voyage where there is not sufficient time to allow for deposit, at least one monthly payment and final payment.

Q: What is the advantage of Princess EZpay?

A: Flexibility to spread the payment over time. Set it and forget it with no need to worry about any payments.

Q: What if the guest wants to cancel out of Princess EZpay?

A: Guest can select to Opt-out of Princess EZpay. Note that cancelling Princess EZpay will NOT cancel the cruise. They are still responsible for the balance of the cruise by the final payment date.

Q: How often will the credit card be charged?

A: The credit card will be charged once a month beginning approximately 20 days after the deposit is paid, until Final Payment.

Q: Can multiple cards be used with of Princess EZpay?

A: No, one credit card will need to be used for the deposit and that card will be used for all of the Princess EZpay payments.

Q: Are there any interest fees?

A: There are no interest charges or additional fees from Princess. This is not a financing option.

Q: What happens if guest cancels the cruise?

A: Standard policy applies if guest cancels the cruise.

Q: Can guests choose different amounts for each payment?

A: No, guests cannot choose different amounts for each payment. The remaining balance due will be divided equally among the months up to and including the final payment.

Q: Can different people in the party pay each month?

A: Princess EZpay will automatically charge the same credit card used for the deposit for each payment.

Q: Do guests have to use Princess EZpay?

A: No, Princess EZpay is optional.

Q: Will the guest get payment reminders each month?

A: Yes, guests will be sent a reminder approximately two days before each payment is made.

Q: If the guest upgrades or changes their cabin after booking, will the payments change?

A: If changing the cabin (upgrading/downgrading) causes the rate to increase or decrease then the remaining payments will automatically adjust.

Q: What if a guest needs to change the credit card on file?

A: They can change the credit card on file at any time. When the card is changed, the auto charge process will use the new card to charge subsequent monthly payments.

Q: Can guests make additional payments?

A: Yes, additional payments can be made and the system will recalculate the remaining balance and divide by the number of payments that need to be made.

Q: What happens if the monthly payment is declined?

A: In the event of a monthly payment failure, the system shall send a payment denial letter to the user's email address. Princess shall not remove the user from the payment plan. The failed payment amount shall be adjusted to the remaining monthly payments. If all payments are not paid in full by the final payment due date, then the system will follow the current cancellation procedure.