



## Frequently Asked Questions *about handling* Future Cruise Credits

This “cheat sheet” is designed to assist you in finding and managing your clients’ Future Cruise Credits (FCCs), as well as show you some great resources available to you.

**Q.** *How do you generate a list of available FCCs for my agency using POLAR Online?*

**A.** It’s simple with these easy-to-follow instructional resources on How to Find an FCC List: [Video >](#) [Step-by-Step flyer >](#) Once you’ve generated that list, reach out to those clients with FCCs using our focused sales tools that you can customize with your agency name and information and send or email to your clients. Plus, there are tips on how to approach your clients: [Consumer FCC Customizable Tool Kit >](#)

**Q.** *How do I find specific guests to view their FCC amount, expiration date and sail by date?*

**A.** Using POLAR Online, you can **locate and apply a Future Cruise Credit** for your client. Watch this [How-To video >](#) and review this [Step-by-Step flyer >](#)

**Q.** *How can I manage my FCCs requests more quickly and without having to call in?*

**A.** Princess recently introduced an array of [Self Service Request Forms >](#) that you can access at [OneSourceCruises.com >](#) Fill out the appropriate form and your request will be action promptly. You’ll receive notification of projected processing time, as well as a confirmation upon completion via email. This includes: [FCC Refund Request >](#) [FCC Research Request >](#) [Unable to Apply FCC to Paid-In-Full Booking >](#) and much more.

**Q.** *Is there any in-depth training I can take to better learn to manage FCCs?*

**A.** Yes! We have recently did FCC-focused webinars covering how you can use POLAR Online to manage FCCs for your clients. Among the topics are: [FCCs can be Used for More than Cruise Fare >](#) and [Making Payments, EZpay, FCCs & FCDs >](#)

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**Q.** *If I cancel a booking with a combination of cash and FCCs as the form of payment and there are cancellation fees, in what order will the cancellation fees be accessed?*

**A.** We apply cancel fees to the FCCs first. Cruise with Confidence (CWC) FCC, Cash Value FCC, Bonus FCC and then Cash. Only when all FCCs are depleted do we access cash as a cancel fee.

*Example:*

- a. Booking has \$1,000 cruise fare paid (\$500 cash and \$500 CWC FCC)
- b. The booking is cancelled in 50% penalty period
- c. The \$500 CWC FCC would be kept as the cancel fee and the cash would be refunded

**Q.** *Can I transfer my FCCs to other people?*

**A.** While you cannot transfer your FCCs to another person, we recently added an enhancement which allows the guest to apply their FCC to cover the cost of some or all of the other guests in their stateroom. The FCCs are not actually transferred to anyone else's name, the FCC is applied as payment toward the total cost of the stateroom, not the individual's fare on the booking. If cancelled the amount outside of cancel fees goes back to the original FCC owner's Captain's Circle account. To learn more on to How to apply an FCC as a payment, use these resources: [Video >](#) [Flyer >](#)

**Q.** *What happens to cash value FCCs after the December 31, 2022 expiration date?*

**A.** The cash amount will be auto refunded but at that time, any bonus FCC will be forfeited so we highly encourage guests to take advantage of the bonus opportunity before the expiration date.

**Q.** *Can I request to extend my clients cash value FCC expiration date?*

**A.** Unfortunately in most instances we will not extend pause FCC expirations. Many of the FCCs we issued in lieu of a refund are refundable at any time so while time is ticking, the guest won't actually lose this money. Many FCCs also came with a non-refundable bonus FCC, so many of our most loyal guests understand they are getting a good added value for that money. We continue to sail our ships as planned in 2022 and have not had to make significant cancellations since last fall. Additionally, we changed redemption rules in late 2021 to add even more ways to use your FCC. Whereas previously it was redeemable only against your own cruise fare, now it can be used in many more ways, including to pay for someone else on your booking, for buying flexible air (purchased before final payment) and for paying fees and taxes. To learn more on to **How to apply an FCC as a payment**, use these resources: [Video >](#) [Flyer >](#)

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**Q.** *Are bonus FCCs lost after the December 31st, 2022 expiration date?*

**A.** We'd really like our guest to take advantage of this good value for their money but if bonus FCCs are unused by the expiration date, they will be forfeited. Unused bonus FCCs will expire and unused cash FCCs will be refunded. Reminder that if the guest used a portion of their bonus FCC, that amount would be deducted from any remaining cash FCC.

**Q.** *When can we expect Cruise with Confidence FCCs to be issued?*

**A.** Please allow 7-10 business days from the booking cancellation for the Cruise with Confidence FCCs to be created. Reminder that new FCCs created with the Cruise with Confidence coverage window will be created with an expiration date one year from the booking cancel date.

**Q.** *If my client paid their booking with an FCC and cancel fees are less than the amount of the FCC, will the residual FCC go back to their Captain's Circle number?*

**A.** Yes, the cancel fee amount will be applied against the FCC and any residual amount will go back to the guests FCC bank (attached to the guest Captain's Circle Number). The expiration date of the FCC remains the same as the original expiration date.

**Q.** *Are any exceptions being made for extending Cruise with Confidence, pause cash value or pause bonus FCCs?*

**A.** The only exceptions being made at this time are for guest who were on the paused 2022 World Cruise or 2022 South America voyages. In these instances, we will review to determine the next opportunity for the guest to sail on the same itinerary.

**Q.** *What happens to cash value FCCs after the December 31, 2022 expiration date?*

**A.** The cash amount will be refunded to the original form of payment provided but at that time, any bonus FCC will be forfeited so we highly encourage guests to take advantage of the bonus opportunity and book a cruise vacation before the expiration date. We are currently developing a process to auto-refund fully unused cash value FCCs and then will begin working on those that are partially used. We will communicate more details for this process and timeline closer to December 2022.

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**Q.** Why is my booking showing a balance due after reparing a booking with an FCC on it? Will it cancel?

**A.** If you have repaired a booking paid with an FCC, and commission has already been sent, you will see a balance due on the booking. No action is needed on your part and the booking will not cancel. Commission will be recalled, recalculated, reapplied to your booking and resent to the applicable agency account. Please allow 30 business days for this to be completed.

**Q.** Why can't I apply an FCC to this booking?

**A.** FCCs cannot be added if the booking is paid in full via credit card, or a combination of credit card and Future Cruise Credits. To reverse some or all of a credit card payment and request available Future Cruise Credits to be applied, you can now make this request through our new [Self-Service Request Forms page >](#) As a reminder, FCCs cannot be used to pay for special service items or restricted air or any air if booking has been paid in full.

**Q.** Are FCCs issued from the Cruise with Confidence policy considered cash value FCCs?

**A.** When cancelling under Cruise with Confidence policy, the FCCs issued are not considered cash value FCCs and cannot be cancelled for a refund.

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