



faq

We solve the most frequently asked questions so that you have the information necessary on your cruise.



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What does my cruise include?

Includes full board on board, coffee, tea, juices and non-bottled water, 24-hour room service, Medallion Class technology and there are additional charges for specialty restaurants, excursions and other extras you want to add.

What is the crew incentive?

A daily amount added to your onboard account, shared among our many crew members in hotel, dining and fleet-wide entertainment that help make your cruise experience special. Based on stateroom category: \$17 per guest and night in Inside, Ocean View and Balcony, \$18 per guest and night in Mini-Suite, Cabanas and Club Class, \$19 per guest and night for Suites.

What happens if I am not satisfied and do not want to pay the crew incentive?

We are committed to meeting and exceeding guest expectations and pride ourselves on providing a excellent satisfaction and our onboard team is available to immediately address any concerns you may have about your cruise. We strive to resolve any issues promptly. In the unlikely event that you are not satisfied for any reason, the crew incentive is subject to adjustment, at your discretion, at any time during the cruise until such time as you settle your account on board prior to disembarkation.

What clothes am I wearing?

In general, on the cruise you dress in a relaxed and comfortable way. Inside the air conditioning is cold, we recommend a jacket to make you more comfortable.

There are some slight exceptions in the main restaurants during dinner, the idea is to maintain a suitable atmosphere in each area of the ship. Swimsuits, jeans or pants with rips or patches and flip-flops are prohibited.

During casual nights:

They may wear jackets, shirts, polo shirts or sweaters with a trouser suit, jeans or cocktail dresses.

During formal or gala nights:

The required tag code is more elegant. They may wear long evening or cocktail dresses, suits with or without a tie or tuxedo.

What are the Princess ships like?

Our ships offer elegance, comfort and spaciousness, spaces designed to socialize, restaurants and warm lounges to make your stay pleasant and taking care of the small details. The reform of our entire fleet offers a more modern line according to current needs, both in common areas and in cabins.

Is there phone or internet?

Yes, but it will be paid, ask on board what options you have if you want to talk on the phone. Remember to put your phone in airplane mode to avoid surprises on your phone bill.

All ships have been upgraded with MedallionNet® Wi-Fi, allowing guests to stay connected to the web like never before.

Guests can choose to bundle unlimited Wi-Fi (along with other benefits) with their cruise at Princess Plus or Premiere fares. MedallionNet Wi-Fi is also available for purchase in the MedallionClass® app starting at \$9.99 USD pre-cruise for a single device. Platinum and Elite Captain's Circle members receive a 50% discount on their MedallionNet purchase.

Am I going to get dizzy?

In general, the stability of our ships means that there is no sensation of movement. It is true that in the open sea you can feel more the sensation of movement, but our captains always take into account the weather to make a safe crossing. If you are prone to motion sickness, we recommend that you bring medications that can help you.

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What entertainment is on board?

From basketball to table tennis and trivia, cooking demonstrations, enjoy a wine tasting or join in the poolside games. Our ships have all the comforts you need for a true vacation, where you can recharge.

There is also an exciting array of stage shows, most of which are scripted, costumed and choreographed exclusively by Princess. Simply check out the schedule of JourneyView® activities on the MedallionClass® app for show times.

Don't forget to bring your dancing shoes, because Princess has several dance venues and live entertainment. Check the JourneyView® activity schedule on the MedallionClass® app for show times and locations to dance with your partner.

Each cruise also features a great selection of recently released movies for your viewing pleasure. On all ships, guests can also experience Movies Under the Stars®, our 300-square-foot outdoor movie screen, and watch the latest movies, sporting events and concert videos, all from a comfortable lounge. Movies under the stars light up your life, day and night.

Is a cruise ship safe?

Yes. We have high security technology, highly qualified personnel and a medical center in case of an emergency.

How are the cabins?

All our cabins are spacious and comfortable. They offer very good quality mattresses so that your rest is optimum. Egyptian cotton in all beds, satellite TV, refrigerator, minibar, free room service and wide variety of amenities. Our recommendation is that you travel in a balcony stateroom for a more rewarding experience. But don't worry if you choose an inside cabin, since most of the time you will be on a terrace enjoying life on board.

Do I have excursions included? How do I book them?

The excursions offered by the shipping company are not included, you can see all the excursions of your cruise available in the MedallionClass app, and book them through it.

What food is on board?

You will have a free buffet for breakfast, lunch and dinner, where you will find a large number of options, for all tastes and from all continents. For dinner you can also count on our main restaurants, where the food is served more prepared and in a more formal way.

If you feel like something special, with a small additional cost, try our specialty restaurants: Italian Trattoria, Meat and barbecue, Asian, etc. Find out what specialty restaurants your ship has and have a different dinner.

If you want something more informal, in addition to the buffet, in the pool areas there are stalls selling hot dogs, hamburgers and pizzas throughout the day and as many times as you want!

What is Dine my Way?

Dine when and how you want with this new app that lets you customize every aspect of your mealtime. Make reservations for the main dining room or specialty restaurants at the time you prefer each day and with whom you prefer. Host a formal dinner before a show, or order food and drinks at your poolside venue with OceanNow®. The choice is really up to you. OceanNow is available in the MedallionClass app.