



Welcome Aboard, We're Expecting You!

We're excited to welcome you as the newest member of the Princess Cruises Family! We want you to do what you do best, and deliver joyful, memorable, and safe vacations to our millions of guests around the world. Here at Princess, we are committed on operating safely, protecting the environment, and respecting our communities and each other.

If you have any questions during your onboarding process, please contact your Global Talent Partner or Regional Office (if applicable). We want to make sure you are prepared and ready for your assignment.

Our Culture...Stronger Together

Our highest responsibility, and therefore our top priorities, are always compliance; environmental protection; and the health, safety, and well-being of our guests, the people in places we visit, and our Carnival family, both shoreside and shipboard.

Culture Framework

Our corporation's common goal...

Corporate Vision

As the global leader in the cruise industry, we will lead the way in innovative and sustainable cruising to deliver memorable vacations and build borderless connections.

Corporate Mission & Purpose

To deliver unforgettable happiness to our guests by providing extraordinary cruise vacations, while honoring the integrity of every ocean we sail, place we visit and life we touch.

...and expected behaviors...

Culture Essentials

- Speak up
- Respect and Protect
- Improve
- Communicate
- Listen and learn
- Empower

...delivered in the Princess way

Princess Shared Purpose and Core Values

To share our world, share our hearts, protect our Earth, and create lasting memories.

Core Values

Protect

- Put **SAFETY** first, together, always
- Do the right thing
- **SPEAK UP** when something does not seem right
- Think ahead
- **COMPLY** with all standards
- Protect our Earth

Respect

- Be **OPEN** and **HONEST**
- Build **TRUST**
- Celebrate differences
- **INCLUDE** everyone
- Support **CHANGE**
- Use resources wisely
- **CARE** for ourselves, communities and each other

Connect

- Connect with guests and each other
- Deliver **GENUINE, HAPPY, EXPERT** service
- **EXCEED** expectations
- **LEARN** every day
- **SHARE** new ideas
- Own and **RESOLVE** issues



Onboarding FAQ

What are the requirements for shipboard employment?

While specific position requirements depend on the job you are interested in, there are some essential requirements that all Teammates must meet to work onboard:

- Be 21 years of age or older
- Be able to pass a criminal background check
- Hold a valid passport
- Have a US C1/D visa (if you are not a Canadian or US citizen/resident)
- Have a Princess-specific pre-employment medical exam certificate
- Meet the English fluency requirements relevant to your position
- Seaman's Book and STCW Basic Certification: Some positions (mostly Deck and Technical Officers and Petty Officers) are required to be in possession of a Seaman's Book and STCW Certification. This is, in general, not required for any other Hotel positions, except for some itineraries. If you require to hold a valid Seaman's Book and/or STCW Certification for your first assignment, your Talent Acquisition Coordinator will provide the relevant instructions.

What is a C1/D visa?

Also known as a seaman's visa, most nationals require this document to work onboard a ship and travel to certain countries. This visa is normally valid for two to ten years. You will be required to make an appointment at your nearest U.S. Embassy to obtain this visa; C1/D Visa Instructions and LOE (Letter of Employment) will be supplied by your Talent Acquisition Team or Recruitment Office. Note that the assignment listed on your LOE is tentative and subject to changes.



C1/D Visa Sample

How do I get a Medical Certificate?

All shipboard teammates must undergo a medical examination conducted through one of the Princess Cruises recognized medical facilities or approved doctors. You'll be provided with a list of Company-approved Medical Providers so you can start the process of obtaining a Seafarer's Medical Fitness Certificate. This is usually valid for 2 years unless restrictions apply. **Very Important:** Please remember to bring your **original** Medical Certificate when joining onboard as copies will not be accepted and you risk being denied boarding and sent home.

Am I required to provide a clear Police Background Check?

Yes, Employment with Princess Cruises is dependent upon obtaining background clearance. No assignment will be provided until the results of the Police Background Check have been received and approved by the Company.

Which ship will I be assigned to?

Teammates are scheduled to vessels based on operational needs. This means you could be assigned to any one of our vessels in the fleet depending on where a position is open when you are travel ready. After your first assignment, we will be able to provide details about the next assignment after you return from your leave period. Please note that requests to change ships cannot be accommodated onboard once you accept the contract.



How do I get to and from the ship I am assigned to?

At the beginning of each Assignment, Princess Cruises will provide flights from your designated airport to your assigned ship. At the completion of your contract, we will also arrange your travel back home. It is your responsibility to get to the airport from your home, but from there we will provide any necessary accommodation and/or transportation to and from the ship. Our Onboarding Team will provide instructions and joining documentation for your shipboard assignment well in advance of your joining date. We also have a 24*7 travel helpline and a WhatsApp feature which will be provided to you as part of the joining documents.

You are committed to following the joining instructions provided, joining the ship as planned, and informing the Travel Desk of any travel issues that may arise during your journey to the ship.

How long will I be on board and how/ what will be my working schedule?

Contract lengths vary by position but range between three and nine months. After each assignment, you will receive approximately two months of vacation before your next assignment. Your daily work schedule while onboard is in accordance with ILO Convention guidelines and will depend on your position, but you must expect to work seven days a week and anywhere between 10-13 hours per day.

What is the official language spoken onboard Princess Cruises?

Our onboard Teams are very diverse and consist of dozens of nationalities. English is the official language spoken onboard and all Teammates are required to speak English in guest areas and while on duty. For reasons of Safety, all Teammates must meet minimum English language skills requirements.

Can I go home anytime during the contract?

By signing the Employment Agreement, you agree to work onboard until your scheduled disembarkation date, hence going home during the contract is not an option unless under unusual or extenuating circumstances. In case of family emergencies, Princess Cruises accommodates requests to go home early before the end of the contract on a case-by-case basis. This may mean that you are responsible for your flight ticket home and back to the vessel unless it is approved as per company policy for compassionate reasons.

Will I have to share my cabin?

Because of the nature of the shipboard environment, space is limited and therefore utilized very efficiently onboard. Most ranks onboard except for those employed in management roles, share accommodations with another teammate in rooms that include a TV, phone, writing desk, and limited storage space. There are three dedicated cafeterias (referred to as the Crew Mess, Staff Mess, and Officers Mess) with a variety of menu items from different regions of the world. Depending on the position's entitlements, on some ships, bathrooms are shared by a number of cabins.



Crew Cabin

Can I drink alcohol onboard?

Alcoholic drinks are available for purchase during the evenings, however, Princess Cruises has **strict limitations on alcohol consumption**, and at no time can a teammate be intoxicated. You should be mindful of the number of drinks you consume at any given time. As a general guide, having only one drink per hour, and even then, no more than a couple of drinks within a few hours, can help most people stay under the limit in most circumstances. Blood alcohol concentration should not exceed 0.05 at any given time. Failure to comply or not passing an alcohol test will lead to disciplinary action up to and including termination of your employment.

Is there a drug policy?

Princess Cruises has zero tolerance for the possession, use, purchase, sale, transfer, or transportation of any form of illegal or unauthorized drugs (including Cannabis) or any type of drug paraphernalia, including prescription drugs prescribed to someone else. Violation of our Drug Policies constitutes willful and gross misconduct and will result in immediate termination of employment. You may also be subject to criminal prosecution in certain jurisdictions in which the ships visit and/or the flag state rules. Random Alcohol or Drug Tests are regularly carried out onboard.

Is there a curfew onboard?

There is no set curfew onboard, however there are designated "Quiet Hours" and teammates who are out late should be respectful of other teammates and guests in nearby cabins. Our company Quiet Hours are from 1300 – 1600 hours in the afternoon and from 2300 – 0700 hours at night. When going ashore always remember to return onboard well in advance of the ship's departure, as advised by the Security Team and signage at the gangway. Failure to return in a timely manner can lead to your termination from the company and potential loss of visas.

What if I miss the ship in port?

Teammates who miss the ship should contact our designated Port Agent who will be at the port (the address and phone number can be found in the Princess Patter, a daily newsletter for our guests). Depending on the port, all teammates are required to be back onboard one to two hours prior to sailing time. The Port Agent will arrange transportation to the ship's next port of call. Note that it is the responsibility of team members to pay these transportation costs. Teammates may be disciplined for missing the ship, employment could be terminated, and visas revoked.

How and when is my salary received?

While working onboard, you receive your salary every month in arrears via Brightwell Crew Card, which is similar to a debit card (wire transfer fees to outside accounts may apply). Brightwell is our banking and pay card partner for Princess Cruises. After you enroll for your card on board, you are able to transfer the money from your Brightwell Card to your personal bank accounts (fee applies) Additional deposit options may be available depending on your country of residence.

U.S. Citizens will have federal taxes automatically deducted from their salary and may be required to pay state taxes, if applicable. All other nationalities are responsible for filing their own tax forms upon returning to their home countries.

UK Citizens will receive their salary directly to their British bank accounts and may be subject to tax deductions.

Is there an ATM onboard to use?

There are ATMs available in crew areas for Teammates for withdrawal of U.S. dollars (fees may apply).

How do I pay for items onboard?

Once you receive your Brightwell card **you will be able to link it to your Crew ID Card** and use this as a means of payment to purchase Wi-Fi, from the onboard shops and drinks, as the entire vessel is cashless.

Will I have access to guest areas and amenities during my time off?

While some officer-level positions allow for restricted access in guest areas, **most facilities are for guests only.** However, **there are a variety of crew-only facilities, such as a crew pool, whirlpool, bar, gym, and Crew Recreation Room,** a communal room where teammates can gather to watch movies, play games, sing karaoke, and much more.

There is a dedicated HR Department and a Crew Welfare Coordinator who **organizes activities both on board and ashore including discounted tours** for teammates to visit some of the most beautiful ports around the world.

Teammates may also receive approval to dine in our specialty restaurants per policy.



Crew Gym



Crew Recreation Room



Crew Deck

Once onboard, how do I stay in touch with my friends and family back home?

All crew areas onboard have access to Wi-Fi where you will be able to connect to the internet which allows limited access for apps like WhatsApp, available free of cost. For full internet access, a 24-hour package is available for purchase. You will also have access to computers in the crew areas for those who don't have their own device. Satellite capabilities can be limited while the ship is at sea.

How do I do laundry?

Uniforms are laundered free of charge by the main laundry. For personal items, there are smaller washers around the ship for teammate use. Teammates must provide washing powder which can be purchased onboard.



Crew Laundry

What happens if I get sick while working onboard?

While onboard, teammates can speak to one of our doctors for any health concerns. Medical consultations and treatments are covered by the Company; for more serious health issues you may need to be medically disembarked and repatriation costs will also be covered by the Company.

Can I visit the ports while working onboard?

Some ports may have local restrictions regarding crew shore leave, and there may be times where you must remain on board to carry out safety duties.

As long as you're not scheduled to work then you're free to explore and enjoy some of our amazing ports of call. Occasionally the onboard Crew Club ship will arrange organized tours for teammates in select ports of call.

Are there any activities available onboard for Teammates?

Since the ships are in operation each day, **you will be scheduled to work every day during your contract.** We understand that after working long hours, it can be challenging to unwind so we have a robust program of recreational and social activities in our Crew Welfare program to help you relax and enjoy your experience at sea!

Our team member activities include Discos, Bingo games, Port tours, Football matches, Karaoke, International parties, Holiday parties, and Deck parties.

Will I get uniforms onboard?

Yes, on your first assignment, **most teammates will receive uniform items that are specific to Princess Cruises, free of charge.** However, teammates must supply their own footwear, hosiery, and other basic items. Your uniform helps to create a good impression to our guests and your fellow teammates. The uniform, together with appropriate footwear, is to be worn at all times when on duty. Further information regarding the requirements for your position will be provided by your Global Talent Partner. **Additional uniform requirements are the responsibility of each team member to supply.**

Will I have to comply with a Code of Conduct?

Yes, since seafaring is an occupation that requires teammates to spend their working and leisure hours in the confined environment of the ship and in company with the same individuals, the need for appropriate disciplinary and behavioral policies assume particular importance. The most effective form of discipline is self-discipline, which in turn springs from a responsible attitude to the job together with a concern for the efficient operation of the ship and for the comfort and convenience of other teammates. **Failures of self-discipline are supported by appropriate disciplinary actions such as Verbal Warning, Conduct Advisory Notice, Formal Warning, Discharge from the Ship, and Dismissal from the Company.** The Company Code of Conduct is included as part of the Seafarer's Employment Agreement and provided to all teammates before joining onboard.

Does the Company have a Tattoo Policy in place?

Yes, all team members must declare all potentially visible tattoos based on the uniforms they may wear and based on their current rank for all seasons/itineraries. This may include the wearing of shorts and short-sleeve shirts. While tattoos that can be covered by applying make-up or small plaster (5 cm x 5 cm) may be allowed, larger bandages that cover sleeves or lower limbs are not in compliance with the uniform standards and are therefore not acceptable.

Tattoos like skulls, daggers, guns, general weapons, potentially offensive or obscene words, phrases or pictures, and full 'sleeve' tattoos on either the arms or legs are not permitted.

Teammates are not permitted to have tattoos applied or modified whilst on assignment and any team member found to do so will be subject to disciplinary action. **Any tattoos on the hands (except for religious observance) or above the neckline, including the face, and behind the ear, are also prohibited.**

Shipboard management has the discretion to determine whether a tattoo is allowed or not.

Am I required to *attend Safety Drills* on a regular basis?

Maintaining a safe environment onboard is every teammate's primary responsibility and requires a complete understanding of all safety requirements, rules, and regulations. Teammates and staff must also have a functional level of proficiency in English and be able to communicate in a clear and effective manner in the event of an emergency. As part of our safety training, **all shipboard personnel are required to participate in various safety drills in compliance with international laws and regulations**, to be prepared for any type of emergency.

Additional Resources:

Living & Working at sea: <https://www.princess.com/careers/shipboard-cruise-jobs/living-and-working-at-sea/>

Onboard Employment FAQ: <https://www.princess.com/careers/shipboard-cruise-jobs/faq/>

A Day in the Life of a crew Member: <https://youtu.be/CfYTyrza7oc>

For additional information please contact your Global Talent Partner or your Talent Acquisition Coordinator.