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**Re: Princess Cruises - 5HHL3H - GRACE & SHARP**

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From: Alan Grace (alan88nz@yahoo.com)

To: customerliaison@princesscruises.com.au

Cc: alan88nz@yahoo.com; [REDACTED]@letscruise.co.nz; mark@letscruise.co.nz

Date: Monday, 5 February 2024 at 07:34 am NZDT

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Good morning Nicole

Thank you for your time on the phone.

It is disappointing that you made it clear later in the call that you had no intention of increasing Princess' offer when you started the call.

What then was the purpose of your call? Maybe it was just a fishing expedition?

I should have got a response to my complaint sent on 6 November (via [REDACTED] of LetsCruise) within 10 business days.

It is very disappointing and stressful to me that my concerns hit a block wall for over two months and almost all of my concerns and even now (three months later tomorrow) my concerns and requests for information have not been answered or responded to.

**It sounds like you were aware before the call that it is likely Majestic Princess has been "double-dipping" charges (charging two passengers for the same charge) for over these two months.**

Please confirm that the CEO is aware of this issue.

How long had this system error been happening? When was the system error finally resolved?

This is likely to have happened to all new passengers (circa 800?) boarding Majestic Princess in Auckland eventually on 31 October, one day late.

Please confirm the number of new passengers boarding Majestic Princess in Auckland eventually on 31 October.

Please also confirm the number of passengers disembarking (leaving the cruise) on that day.

In January Princess confirmed circa 11 January that the USD \$376 charged to us belonged to the previous occupants of our minisuite M325.

I believe these charges were probably automatically charged to them as well when the calls were made?

Please confirm.

I believe that [REDACTED] (LetsCruise) also had drinks charged to her account (not ordered by her),

likely for the same reason?

Is this issue limited to Majestic Princess or all Princess ships?  
Or maybe all P&O ships as well?

Please confirm.

Over two hours and twelve minutes for the phone call and nothing achieved. my time is certainly worth more than the extra \$50 credit offered by you (originally \$150). Less than \$25 per hour for my time on the call only available if we book another cruise. More like at least \$150 per hour is needed just for my time.

I talked to you in good faith. It is sad that you and Princess have not shown that same good faith.

It is very disappointing that I have had to spend my time writing this email to you.

Thank you for confirming that payment for credit remaining at the end of the cruise has not been paid by USD cheque for over 12 Months despite what I was told onboard immediately after we embarked.

It will be three months on 6 February (tomorrow) since I complained to Princess about the phone charges.

Tegan said in her 11 January email that

It appears that a system error occurred which resulted in the charges being delayed and incorrectly applied to your onboard account.

How long has Princess known about this system error? When was it finally fixed?

Why is Princess still investigating two months after the system error occurred. Does this mean that the system error has still existed for over two months?

**Feedback****From:** feedback@princesscruises.com.au**To:** alan88nz@yahoo.com

Thu, 11 Jan at 11:01 am

Good morning Alan,

Thank you for your patience while I waited for an update from the Majestic Princess regarding the telephone charges.

After investigating the ship have confirmed that the telephone charges were made by the guests on the previous voyage who were in your stateroom. It appears that a system error occurred which resulted in the charges being delayed and incorrectly applied to your onboard account.

The ship wishes to pass on their sincere apologies for this and wants to ensure you they are investigating what caused this error. I also wish to apologise for any stress this matter has caused you.

Does the system error still exist? When was the cause of the system error found and fixed?

It sounds like it still existed on 11 January, more than two months after my complaint.

How many new passengers boarding in Auckland were affected by this system error (computer bug). Maybe all?

Tegan says that the charges were "delayed". Please confirm whether the passengers in our cabin before us were not also charged. i.e. Did double dipping occur? Very likely I think!

Have all these passengers affected been reimbursed?

How long has this system error been occurring and has it been limited to Majestic Princess or all ships owned by Princess or indeed all P&O ships as well?

Have only passengers who complained been reimbursed.

How many passengers on Majestic Princess have been affected by this?

How many on other ships belonging to Princess Cruises ("Princess")?

How many on P&O ships?

How did this system error occur?

Why have all passengers not been notified by now to check their onboard statement?

I first complained to Princess through [REDACTED] (Letscruise) on 6 November over two months before Tegan sent her first email to me on 9 January.

Only after this did Tegan check with Majestic Princess about the charges for the phone calls. I received Tegan's second email two days later. In under two days Tegan had got confirmation that the charges belonged to the previous passengers.

With many passengers (perhaps all new passengers boarding in Auckland?) affected by this system error/bug, why did it take so long to sort out the charges on our account.

Surely Princess should have checked all onboard accounts from the passengers boarding in Auckland long before now to make sure this system error had not affected them?

Simple computer programming should have identified this. Why was this not done?  
Have all new passengers boarding in Auckland now been reimbursed for charges incurred from previous occupants of their cabins?

All charges should have only been made by checking not only the cabin number but also the booking number to ensure no such system error occurred.

Why did the software used not do this?

You were also critical of [REDACTED] for using another email address (not the Feedback one) when she presented my complaint to Princess:

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**From:** [REDACTED] <[REDACTED]@letsruise.co.nz>  
**Sent:** Monday, 6 November 2023 10:06 AM  
**To:** CAU PCL Sales Support <[princess.salessupport@princesscruises.com.au](mailto:princess.salessupport@princesscruises.com.au)>  
**Subject:** [EXTERNAL] RE: 5HHL3H GRACE - Auckland to Sydney

I assume the 10:06 am is probably NZ time?

This email was CCed to Leanne later that same day at 4:09 pm your time:

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**From:** CAU PCL Sales Support  
**Sent:** Monday, November 6, 2023 4:09 PM  
**To:** CAU PCAU Feedback <[feedback@princesscruises.com.au](mailto:feedback@princesscruises.com.au)>  
**Cc:** [REDACTED] <[REDACTED]@letsruise.co.nz>  
**Subject:** FW: [EXTERNAL] RE: 5HHL3H GRACE - Auckland to Sydney

Hi Team,

We have received the below email from [REDACTED] from Let's Cruise in regards to the guests onboard account. Could you please assist?

Kind regards,  
Bonnie



I would think that [REDACTED] put in her complaint to the same email address about charges on her account not belonging to her.

Presumably these charges for drinks also belonged to the previous occupants of her cabin?

The previous occupants were also charged for them too?

Please confirm.

You were also critical of me for not putting my complaints through LetsCruise. Since this was post-cruise I doubt whether LetsCruise would have had the time I have had to spend trying to get my complaints sorted out.

I still have not had my concerns addressed.

Please make sure all my concerns are answered (in all my emails) and all my requests for information fulfilled.

Everything at no charge to me of course.

I also requested in our phone call for a copy of our phone call.

You refused saying that the recording was for internal use only.

I formally request a copy of the recording.

You asked if I had ever requested copies of phone calls before from any company. Had you read my emails you would have seen I had.

Princess states that complaints are processed in the order received. My complaint was sent via Leanne at 10:06 am (NZ time I assume) on Monday 6 November.

Confirmation was only given to [REDACTED] (CCed to us) on 8 November:

**Feedback**

Wed, 8 Nov 2023 at 2:14 pm

**From:** feedback@princesscruises.com.au**To:** [REDACTED]@letscruise.co.nz**Cc:** jenny999nz@gmail.com,  
alan88nz@yahoo.com

Dear [REDACTED],

Thank you for contacting Princess Cruises. We appreciate your feedback and confirm your request has been logged. Your case number is 1-9957936892.

If your case requires supporting documentation (eg: medical certificate, travel insurance declination etc.), please respond to this email with your supporting documentation attached to ensure we have all information required to action your case.

Please allow up to **10** business days for a response. Please note, response times may be longer during peak cruise season (Jan-Mar).

We respond to all feedback in the order received and appreciate your patience while we review your enquiry.

Kind regards,

Christen C.

I had removed the USD 150 cash from our onboard account on Thursday 3 November at 18:43 and so should have had no reason to check anything afterwards.

We only received our summary of "our" onboard charges on Sunday 5 November.

Our flight had only arrived back in NZ after midnight on that day.

## ● Your Majestic Princess summary of onboard charges

Yahoo/Cruise ☆

● noreply@princesscruises.com [www.prin](http://www.princesscruises.com)

Sun, 5 Nov 2023 at 4:39 am

**From:** noreply@princesscruises.com**To:** alan88nz@yahoo.com

Dear Alan,

We're so happy that you sailed with us. We hope your vacation brought you closer to the people you traveled with and the destinations you visited.

Enclosed you'll find a summary of your onboard charges. If you have any questions, feel free to contact us at <https://www.princess.com>.

Any remaining authorizations will usually be released in less than 14 days, depending upon your banks policy.

The email cannot be replied to and the website referred to is useless.

# Contact Us

Customer Support and Information

## Live Support & Info

**Bookings and general support Australia:**

132488 or 1300 551 853

**Bookings and general support New Zealand:**

0800 780 717

**Would you like a Personal Cruise Holiday Planner to contact you?**

[Click here for more information](#)

**Monday – Friday:**

8:00am – 7:00pm AET

**Sunday:**

Closed

**Saturday:**

8:00am – 4:00pm AET

**Mailing Address**

PO Box 1429, Chatswood NSW 2057

## Support Request

We respond to all correspondence from our guests as quickly as possible.

For immediate assistance, please call 132488 from Australia or 0800 780 717 from New Zealand.

**\* Required**

**\*What can we help you with?**

Post Cruise Questions/Comments ▼

**\*Please select a Topic**

Onboard Folio Statement ▼

The first email you appeared to have in front of you in the phone call was from 27 November.

You did not believe it took over two months for Tegan to respond to the charges.



You did not even believe contact was made on 6 November.

What is your job title?

Do you have a legal background?

You are from New Zealand.

You acknowledged that you were aware of the NZ Fair Trading Act.

I assume you are also aware of the NZ Consumer Guarantees Act.

You should be aware that Princess cannot contract out of the above acts.

The Passage Contract is null and void where anything covered by these acts is concerned if we choose.

I have already listed in other emails various misrepresentations (misleading statements) made by Princess.

This includes the 3:30 pm email on 30 October when Princess stated that we would receive one-day refund (presumably one night) of the cruise fare paid:

BOOKING 5HHL3H                      A.B.N. 23107998443                      October 29, 2023

Mr Alan Grace (102) 112-1760 116 Wood Bay Road Titirangi Auckland, ACK, 0604,	Voyage / Dest: <b>8334B / 5 Days Australia Positioning/Sampler</b> Ship / Registry: <b>Majestic Princess / Bermudan</b> Embarkation: <b>October 30, 2023 / Auckland</b> Disembarkation: <b>November 4, 2023 / Sydney</b> Stateroom / Cat: <b>M325 / MC Beds: Queen Bed</b> Deck Group: <b>Upper</b> Ship Zone: <b>Mid-Forward</b>
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#### IMPORTANT NOTICES

##### EMBARKATION DELAYED TO TUESDAY, 31 OCTOBER 2023

The Port of Auckland remains closed due to adverse weather conditions. We anticipate that by the time Majestic Princess may be able to come alongside it will be too late to receive clearance from the authorities today.

As a result, we will be moving your embarkation to Tuesday, 31 October, from 12:00 noon to 3:00 PM. Please refer to the updated embarkation times on your OceanReady Boarding Pass. We expect to depart Auckland at 8:00 PM.

Each guest will receive a one-day refund of the cruise fare paid as a refundable onboard credit. Each guest will also receive a credit of USD \$25 to help cover incidental expenses. We will no longer call to Tauranga on Tuesday, 31 October, and will sail directly to Bay of Islands where we will arrive as scheduled on Wednesday, 1 November. Please note the itinerary below does not reflect these changes.

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Thank you for your attention to this notification.

#### PASSENGERS

Name:	Mr Alan Grace	Mrs Jennifer Sharp	Totals
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This is certainly misleading if this does not mean a refund based on the retail cruise fare we paid.

Even based on the amount Princess received you day that this amounts to approximately NXD

\$30.25.

This would mean the net price paid by LetsCruise to princess was NZD \$151.25 (\$30.25 x 5) each for our minisuite.

Please confirm the actual amount received by Princess for each of us from LetsCruise for our minisuite. Was it really only about NZD \$151.25?

I am still seeking confirmation (with evidence) from Princess that the Port of Auckland was closed.

What authorities are referred to in the email and what hours do they operate?

Please supply me with the above.

Despite numerous requests I have still not got a copy or (link) sent to me of the Passage Contract relevant at the time I booked or the time weeks later that I was forced to agree to the Passage Contract since if I did not do this I would lose my money.

I got confirmation of my booking on 14 September. Please email me a copy of the Passage Contract prior to this date and any updated Passage Contract after this date before the end of our cruise.

After the cruise I could only see a Passage Contract dated 9 November, later changed to 9 November 2023.

You should be aware that under the NZ Consumer Guarantees Act (CGA) you must not delay if a customer complains. You must not fob them off or put off looking into it.

All my inquiries for over two months hit a block wall and/or fell into a black hole.

This breaches the CGA.

The response time according to princess should have been within 10 business days.

You should be aware that the Consumer Guarantees Act [CGA] says that goods and services must match the description given in advertisements or brochures or in this case - an itinerary.

Regardless for the reason of missing getting onboard on the first day, this not happening breached the CGA- we did not get what we were promised and paid for!

Once again the Passage Contract is irrelevant when it comes to breaches of the CGA or Fair Trading Act.

I think anyone apart from Princess would believe just an apology and a minuscule amount of credit if we book another cruise is sufficient recompense for us being charged for someone else's phone calls, particularly when it took over two months for Princess to discover the system error causing this.

It will be 3 months tomorrow since my complaint was put in to Princess.

How many complaints were before me in the queue on Monday 6 November?

You and Princess may regard us as dumb old kiwis. Maybe we are to you.

I am sure you should have been aware of our ages before you phoned me.

Maybe our age meant that Princess thought they could ignore our concerns.

It sounds like princess fobs off everyone's concerns.

I certainly hope that Princess does not treat any other passengers as we have been treated and fobbed them off too.

Sadly I believe Princess will have.

My personal belief is that compensation should increase the longer a situation remains unresolved and concerns not responded to.

I think a Fibonacci sequence would be useful in assessing compensation. You may need to look this up.

The clock is still ticking.

My maths is not too bad even now I think. I have a masters degree in mathematics from Auckland University. I taught there full-time for two years and at another University in Auckland for a much longer time. I also taught mathematics IT/Computer classes at other tertiary institutions and secondary schools full-time.

In particular my qualifications are in numerical analysis and computer programming.

All my requests still need to be responded to individually.

Even with the charges finally removed the delay needs to be explained.

I have already said that credit for a future cruise is of no use to us presently certainly within the timeframe Princess has demanded.

Certainly the amount offered is insufficient.

Considering the number of new passengers boarding the ship in Auckland each with possible breaches of the NZ acts mentioned, Princess as hundreds of breaches of the NZ Acts, if not thousands.

I am sure you are aware of the penalties for breaching the Fair Trading Act in particular.

As I said the clock is still ticking.

If necessary I will use the NZ Courts. Once my case(s) are done, I will seek compensation for Jenny.

If I do not get adequate compensation in the NZ Courts I can also seek redress under Australian Consumer laws which may have even higher penalties.

Princess has already fobbed us off for far too long and ignored our concerns.

Our case has still not been "reviewed" fully.

We still have almost all of our concerns unanswered in all my emails.

On 9 November alone I sent a numbered list containing 21 items in an email to Princess.

Time Princess stopped fobbing me off. The block wall I have encountered must not continue.

Delaying/fobbing us off breaches the NZ CGA.

It is time Princess staff stopped sitting on their hands.

Please go through all my emails and respond to everything: all queries, concerns, and requests.

All of the above including what is in this email of course need to be considered part of my original case number 1-9957936892 dating from 6 November last year.

Please confirm how much Princess actually received from LetsCruise from each of us.

According to your email it is about  $\$75 \times 5 = \$375$  (NZD).

So why was only USD \$18.96 (according to you NZD \$30.25) given to us as onboard credit for the day missed?

Another misrepresentation?

Regards  
Alan Grace  
027 3161614  
Please no txts

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On Friday, 2 February 2024 at 05:38:11 pm NZDT, CAU PCL Customer Liaison <customerliaison@princesscruises.com.au> wrote:

Good afternoon Mr Grace

Thank you for your time on the phone this afternoon. I appreciate you taking the time to discuss your concerns in depth with me.

We are very sorry that you did experience a delay in having your case reviewed. I do also apologise again that you had telephone charges incorrectly applied to your folio account and the stress that this caused you. We have refunded this money to you and have provided you with a Future Cruise Credit that you can use towards the cost of a future cruise.

I would also like to acknowledge your concern regarding the per diem rate for which you were refunded for the missed day of your cruise. Whilst the adverse weather that caused the delay, was out of Princess Cruises' control, we provided you each with \$25.00 Onboard Credit as goodwill and refunded you the equivalent of one day of your cruise fare. You initially had \$18.96 USD each applied to your onboard account. This equated to approximately \$30.25 NZD. We then refunded you each a further amount of \$44.66 NZD. This is a total of \$74.91 NZD. This is a true reflection of the per diem rate for the cruise fare paid to Princess Cruises. I understand that you are disputing this and have claimed that your cruise fare was much higher. As your booking is owned by a travel agent and we are unaware of any other incidents or extras that your travel agent charged you for, we can only calculate the per diem refund by what is in our system. If you have any further depute regarding this, please contact your travel agent to discuss your cruise fare.

In light of your frustration regarding your concerns, as discussed I am happy to provide you with an additional future cruise credit of \$50.00 NZD each (\$100 NZD total). This future cruise credit can be used towards the cruise fare on a booking made on or before 1<sup>st</sup> February 2025. You do not need to have sailed by this time, only to have a booking in place. Please note, this is our final offer and Princess Cruises does not intend to increase this offer any further nor provide any additional compensation. If you would like to accept this offer, please advise me no later than close of business Friday 9<sup>th</sup> February 2024.

We do hope that we can have the opportunity to welcome you onboard again in the future so that you can enjoy the positive cruise holiday experience that the majority of our guests have.

Kindest Regards



**Nicole**

Customer Liaison Officer

Princess Cruises

+61 2 83264000

customerliaison@princesscruises.com.au

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[www.princess.com](http://www.princess.com)