From:	Stuart Draughon
To:	Complaints
Subject:	October 25, 2021 comment deadline—input on cruise line refunds
Date:	Tuesday, October 12, 2021 11:12:35 AM

After having huge problems in getting a refund from Princess Cruise lines, I am providing some input on future refund rules:

1. Require customers/passenger payments to be held in escrow until the day after a voyage actually starts. It is not earned and no goods or services have been delivered.
2. Require a bold print refund phone, email, or physical address for refunds; the corporate headquarters for the cruise company for complaints, and the address of the Federal Agencies who can assist—on the "passenger contract", passenger invoice, and cruise company website.
3. Do not allow cruise companies to change their refund policy. I purchased my passage and fortunately made a copy of the existing policy at the time of purchase. When I filed for refunds, I was told there was a new policy, then a different timeline, and then the policy on the website was changed.
4. Refunds should be issued as quickly as payments are accepted. There is no valid reason to have ANY delay for a customer/passenger to wait to request a refund, or for a cruise line to delay issuing a refund. This is a key reason ALL payments should be in an escrow account until the day after a voyage starts—to ensure funds are available for immediate refunds.

Sent from my iPhone - please forgive spelling errors or autocorrect--Stuart