

# Princess MedallionClass™ FAQ

## Frequently asked questions about OceanMedallion™ and OceanReady®

### The Medallion Experience

#### **Can someone access my personal information through my OceanMedallion™?**

No, your Medallion doesn't store any personal information, so no need to worry if you lose it.

#### **Can I wear my Medallion in the pool?**

Yes, the Medallion is waterproof, and heat, sand and salt resistant.

#### **Is there a way to wear my Medallion other than the lanyard?**

Absolutely. You can choose from a variety of accessories, such as sports bands, clips, pendants and bracelets. Order them for yourself and your travel party now through the OceanReady® section of the MedallionClass app, or purchase them on board at OceanFront™.

#### **How can I arrange to have my Medallion shipped to my home?**

In the OceanReady section of the MedallionClass app, tap "Medallion" and complete or confirm your shipping information at least 12 days before your Princess vacation begins.

#### **Can my Medallion be shipped to my residence if I live outside the U.S.?**

At this time home shipping is only available for U.S. residents. But all guests can enjoy the expedited arrival benefits of getting OceanReady before embarkation. Medallions will be waiting at the port for guests living outside the U.S.

#### **I need to pick up my Medallion at the port? Will that be a problem?**

Not at all, and you can still get OceanReady to make the embarkation process effortless when you arrive at the terminal. Follow the steps on the MedallionClass app to get OceanReady (without shipping to your home). And when you arrive at the terminal, just show your OceanReady Pass on your mobile device to enjoy a more expedited boarding.

#### **Is an OceanMedallion safe to use if I have a pacemaker, or other medical device?**

The OceanMedallion includes magnets and RF technology that have been designed and manufactured to meet the radio frequency (RF) requirements set by the Federal Communications Commission of the United States. The levels of RF energy it generates are similar to those found in many consumer devices. Manufacturers of Implantable Pacemaker and Implantable Cardioverter-Defibrillators (ICDs) typically recommend that you keep your medical device 9 inches (23cm) away from RF transmitters comparable to the one found inside the OceanMedallion. However, every device differs, so you should check directly with the manufacturer of your medical device and physician for guidance.

#### **Am I able to opt out or turn off this new technology?**

Guests who do not want to take advantage of the full MedallionClass experience can exchange their Medallion for an RFID-enabled Cruise Card that gives them access to their stateroom and payments.

#### **What if I don't have a smartphone or don't want to use it?**

A phone or mobile device is not necessary for MedallionClass experiences. Most digital features of the apps are also available from touchscreen portals found throughout the ship as well as on your stateroom tv.

#### **How can I get help with my Medallion onboard?**

Once onboard MedallionClass ships, guests can visit OceanFront and get assistance from one of the OceanNavigator's. They may also call the Passenger Services Deck or talk to their Stateroom Steward, as usual.

#### **What happens if I lose my Medallion?**

If a guest notifies the crew of a lost Medallion, it will be disabled and replaced at no cost. For security of purchase transactions, each Medallion is associated with a guest profile that contains their onboard security photo. If that photo does not match a guest during a purchase, the transaction will not be authorised.

### **How does the Medallion help with guest safety?**

The new xiSafety system accelerates and strengthens safety and security operations onboard a MedallionClass ship. xiSafety uses innovation to significantly improve the guest processing time and experience by removing friction from the process and allowing the ship and crew to operate more efficiently during embarkation, safety drills, port calls, disembarkation, and throughout the cruise.

### **Can someone hack the system and get personal info?**

The Medallion contains no personal information but transmits an encrypted guest i.d. to the Ocean guest experience platform. That network exceeds all cruise industry security standards and uses a combination of anonymisation and encryption to keep data stored there secure.

### **Is there anything else I need to know about my Medallion?**

Just be sure to keep it with you at all times. In addition to unlocking a world of unique experiences, it also unlocks your stateroom door, and is used to make purchases on board.

## Getting OceanReady®

### **What are the initial steps I take to get OceanReady®?**

Visit Cruise Personaliser first and provide mandatory immigration information as you would on any other cruise with Princess. Then visit the [App Store](#) or [Google Play](#) to download the MedallionClass app. Once you have downloaded the app, open and follow the instructions to create an Ocean Profile and get OceanReady.

### **Does everyone in my party need to get OceanReady separately?**

No. You can get all of your travel companions OceanReady who are in your stateroom. However, to get the most out of your MedallionClass vacation, each guest should create their own OceanProfile™.

### **Do I need required travel documents for embarkation if I'm OceanReady?**

Yes! You must have your required travel documents (e.g. passport) available when checking in at the terminal.

### **Does the MedallionClass app work before my cruise?**

There are several features that you can enjoy before your cruise such as getting OceanReady for expedited boarding, creating your own customised itinerary with JourneyView which offers a look at shipboard activities happening on your voyage, and creating your OceanTagalong™ using PlayOcean™. Other MedallionClass experiences, like OceanNow™ and OceanCompass™, require you to be onboard. Be sure to connect to the ship's free MedallionNet Wi-Fi once onboard to enable the onboard experiences such as on-demand delivery services. NOTE: MedallionNet™ internet packages which allow you to stay connected to home are available for purchase on Cruise Personaliser.

### **Do I need to pay for MedallionNet™ to download the MedallionClass apps on board?**

No, once on board you can download and use the MedallionClass app and get all digital experiences for free. But to make it easier, you may want to download the app prior to boarding.

### **What if I have trouble signing in or connecting to MedallionNet?**

Make sure Airplane Mode is on and that you've turned on Wi-Fi. Select MedallionNet as your Wi-Fi network. Then open a web browser and type "login.com". That should take you to the MedallionNet landing page where you can purchase an internet package or connect to the MedallionClass app.

### **Is the app available in multiple languages?**

At this time the app is available in English language only.

**What if I have additional questions about MedallionClass?**

Once onboard, there will be OceanNavigators in a new area onboard called OceanFront that can assist you with any questions you may have. There will also be how-to videos on the stateroom TVs. If you have any questions prior to sailing, you can call [Princess Cruises](#):

United States: 844 525 0942

United Kingdom: 0344 3388 663

Australia & New Zealand: 61 2 8424 8800