

COMPLAINT ACTIVITY REPORT Case # 1063884**BBB of Los Angeles and Silicon Valley**

Consumer Info: Neeley, David
12278 Dickinson Road
White Pigeon, MI 49099
574 338-0641
mike49099@gmail.com

Business Info: Princess Cruises

661 284-4411

Location Involved: (Same as above)

Consumer's Original Complaint :

I am writing this due to a news piece this evening that indicates that this vessel is *STILL* limping along with the same problem that it had during our cruise May 7 to May 14, 2022. I would ask that this company cease these cruises until such time that they can deliver goods that were promised when we sent them our payment. Starting with their failure to get our luggage to the ship, being herded like cattle in multiple locations, this genesis would prove to be some of the better experiences. ALL of our excursions were either canceled or diminished into worthlessness due to 'time constraints'. The ship was unable to make speed, so visits were arbitrarily substituted or eliminated altogether. There were so many cancellations for so many people that excursions became impossible to acquire. We never made it off the ship. The software system that the ship relied on for *EVERYTHING* was either buggy, incomplete or completely inoperative. This was my *first vacation ever* (born in 1956) and my lady-friend's first cruise ever. It has put a fowl taste for this type of vacation ever again. Had I realized how bad it was going to be, I would have stayed home and collected a paycheck. That, at least, would have been much more satisfying. Instead, I took unpaid time off to go on this disaster. I am curious how a company can say "This is what we are going to give you for a month's pay." and end up saying "Our ship has propulsion problems, so we are unilaterally going to give you (much) less." I never want to see a Princess cruise ship, or, probably, any other cruise ship for the rest of my life. The only up side is that at my age, there is not a significant amount of that left. Note that after this abysmal service, I never heard a word from Princess.

Consumer's Desired Resolution:

Modification/discontinuance of an advertised claim

BBB Processing

06/20/2022 web BBB Case Received by BBB
06/22/2022 IPAT BBB Case Reviewed by BBB
06/22/2022 Otto EMAIL Send Acknowledgement to Consumer
06/22/2022 Otto EMAIL Notify Business of Dispute
06/27/2022 WEB BBB RECEIVE BUSINESS RESPONSE : June 27, 2022

Better Business Bureau

RE: Crown Princess - 3212N - May 7, 2022

Booking 3R8D6M David Neeley and Maribeth Post

Complaint Number 1063884

To Whom It May Concern:

Thank you for contacting our office regarding Mr. Neeley and his above noted booking, which is the subject of your complaint

#1063884.

We are truly sorry for Mr. Neeley's dissatisfaction with the circumstances of his cruise. In recognition of this issues encountered during this sailing we have extended the guests a future cruise credit valued at fifty percent of the cruise fare. It is our sincere hope that Mr. Neeley and Ms. Post will choose to sail with Princess again in the future.

We appreciate the opportunity to address this matter. Until we may be of further service, we send our kind regards.

Sincerely,

Alexiss Taylor

Princess Cruises, Onboard Experience

06/28/2022 IPAT EMAIL Forward Business response to Consumer

07/02/2022 WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

If I contract to have my roof shingled and the contractor calls well ahead of time and tells me "We can't get your choice of shingles, what do you want to do?" or "I am down three people, I need to reschedule" or "Our lift isn't working and ladders are too dangerous for your type of roof, I need to reschedule". This is adjusting the contract due to preexisting, although unforeseen, circumstances.

If the same contractor finds damage under the existing roofing and tells me "This will cost extra because we have to do additional work." This is contract adjustment for good reason due to unforeseeable circumstances during contract execution.

If the same contractor shows up short equipment, labor, or supplies *knowing* he cannot perform the job, shingles half of my roof and never returns, this is fraud. If I then accept his offer to also perform the same work on my garage, even at a discount, this is stupidity on my behalf.

Princess *knew* that this ship was not ready for this trip and undertook it anyway. This is not unforeseen circumstances; they knew that this vessel was broken. This is not contract adjustment for unforeseeable circumstances, they knew it was broken prior to execution of the cruise contract. The only thing left is fraud.

I am not (in PR speak) "dissatisfied with the circumstances" of my cruise. ('Circumstances' being "We sent a broken ship on your cruise that we knew beforehand could not reach speeds necessary to complete its route.") This, a blatant effort to minimize perceived damage, or worse, paint it as a different picture than it is, is insulting. I am angry that Princess offered a package and failed to deliver it, while trashing all my mitigation efforts at every port along the way.

I did not ask for money (which, in reality, Princess is not offering.), I asked that Princess cease and desist offering specific services for a given stipend and not delivering by no longer running this ship until it is properly repaired.

Princess stated that if I paid X amount of dollars, they would render specific services.

They didn't.

I am not inclined to trust a company who has failed me on 100% of the cruises that I have taken with them to date.

Half off another cruise does not correct the fact that they failed to deliver significant, important to us, portions of the first one.

As a coda, they are offering 50% off to the public at large. This is the same thing they are offering me as recompense.

	mike		
07/05/2022	IPAT	EMAIL	Forward Consumer Rebuttal to Business
07/08/2022	WEB	BBB	RECEIVED BUSINESS' REBUTTAL RESPONSE : Mr. Neely's additional comments have been forwarded to the appropriate senior management for planning.
07/11/2022	IPAT	EMAIL	Send Consumer Rebuttal - No New Offer - AJR
07/11/2022	Otto	EMAIL	Inform Business - Case ADMINISTRATIVELY CLOSED
07/11/2022	Otto	BBB	Case ADMINISTRATIVELY CLOSED