



## A few mindful changes; still your Cunard voyage.



With our enhanced wellbeing measures on board our ships you'll still be able to enjoy the holiday you dreamed of, even though some aspects of your voyage may initially feel a little different. These changes are designed to protect the health of everyone on board and in the destinations we visit. We hope as you return to sailing you will find these changes reassuring and easy to adjust to.

As the world evolves so may our policies and procedures, but rest assured we will have every aspect of your holiday experience covered.



### Our assurance to you.



#### Our new protocols.

The framework of enhanced protocols outlined here has been supported by the UK Government; Department for Transport; Cruise Lines International Association (CLIA, the world's largest cruise industry trade association); EU Healthy Gateways and public health agencies, and are designed to keep you and our crew healthy and well throughout your holiday.



#### Guest & Crew wellbeing.

We are committed to delivering the highest standards of health, safety and wellbeing for our guests, crew and the wider communities we visit. To achieve this:

- ◆ All guests and crew boarding our ships will undergo health screening and testing for Covid-19 before boarding
- ◆ Every area of the ship will be rigorously and regularly cleaned and disinfected
- ◆ We'll provide additional hand-sanitising stations
- ◆ We have enhanced our on board ventilation systems to provide improved filtration and increased fresh air on board
- ◆ We'll adhere to approved guidance for every aspect of the holiday experience
- ◆ Everyone on board will need to adhere to the most up-to-date guidance regarding the use of face-coverings and social distancing, which will be in place in all public areas
- ◆ We have plans in place, tailored for each ship, to manage medical needs, including dedicated cabin capacity for isolation should this be required.



### Booking with confidence.



#### Flexible transfer policy.

Before your balance due date you can transfer your booking as many times as you like.



#### ABTA & ATOL protected.

When you book with Cunard your money and holiday are in safe hands, with the added confidence of ABTA and ATOL protection.



#### Insurance & accredited medical professionals.

You must take out comprehensive holiday insurance when you sail with us.

We continue to operate medical centres on board each Cunard Queen, staffed around the clock by fully accredited doctors and nurses to help support your health needs.



### Your Cunard experience.



#### Before you board.

All guests will be subject to testing for Covid-19 in the period before travelling and/or at the cruise terminal. If a guest tests positive for Covid-19, or if anyone in their household has any symptoms of Covid-19 or are self-isolating in the days prior to their voyage, they will not be permitted to board the ship.



#### Boarding your ship.

We have enhanced our boarding procedures, working with our partners in the ports. In the cruise terminal you will be required to adhere to the wearing of face coverings and social distancing, in accordance with all current guidelines.

Further health screening will be conducted before you board your ship. This will include a review of your health declaration questionnaire, a temperature check and more comprehensive medical screening if required. If a guest tests positive for Covid-19, or is identified as having Covid-19-like symptoms, or if they have been exposed or potentially exposed to Covid-19 then they will not be allowed to board.



#### Cleanliness & care.

Our enhanced measures will raise our standards even higher, ensuring all areas of the ship are inspected and cleaned even more regularly, with products proven to be effective against Covid-19.

Added hand sanitiser and hand-washing stations will also be available for your comfort and wellbeing.



#### Restaurants and bars.

Dining aboard one of our Queens will always be part of what makes a voyage with Cunard so special. Going forward:

- ◆ You may be asked to pre-reserve a table at our restaurants
- ◆ You will only be permitted to dine with your travelling group or household
- ◆ Dishes in our buffets and deck grills will be served by our waiting staff
- ◆ Our restaurants and bars will allow for social distancing as required



#### Entertainment.

We'll continue to offer a comprehensive programme of music, theatre and guest speakers on each of our voyages, with measures in place to adhere to the latest wellbeing and social distancing guidance.



#### Activities & leisure pursuits.

Communal spaces will be operating but will be subject to the latest approved guidance to minimise contact, reduce the number of guests in each area, and maintain the highest levels of cleanliness.

Social distancing measures will be in place in all public areas. Pre-booking may come into effect in for certain activities on our ships.



#### Your suite or stateroom.

Your room will be maintained to our enhanced housekeeping standards throughout your stay.

To enhance our stateroom experience even further, we'll be introducing an extended complimentary room service menu for you to enjoy.



#### In port.

You can still go ashore and explore the amazing ports we visit, initially only with our organised and vetted shore experiences.

Port transfer and organised shore experience operators will be subject to new policies and procedures to reflect the latest approved guidance in line with our on board protocols, and will comply with all local guidance relating to social distancing and face coverings, which may differ from the guidance in your home country. Temperature checks and health screening may be carried out again on re-boarding the ship.



#### Post-voyage (track & trace).

All guests and crew will need to complete a passenger locator form to adhere to the UK Government's Track and Trace initiative. Local country initiatives may also apply at the time of sailing.