

# Still your incredible P&O Cruises holiday; a few reassuring changes

With our enhanced well-being measures on board our ships you'll still be able to enjoy the holiday you dreamed of, even though some aspects of your cruise may initially feel a little different. These changes are designed to protect the health of everyone on board as well as the destinations we visit, and we hope as you return to sailing you will find these both comforting 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, ensuring you and our crew keep healthy and well throughout your holiday.



### Guest and crew well-being

We will continue to have in place the highest standards to ensure the health, safety and well-being of our guests, crew and communities we visit. To help us achieve this:

- Everyone 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 increased filtration and fresh air.
- 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 transfers

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



### ABTA and ATOL protected

- P&O Cruises is fully bonded with ABTA and your fly-cruise holidays are ATOL protected.



### Insurance and accredited medical professionals

- You must take out comprehensive holiday insurance when you sail with us.
- Each ship has a medical centre on board, staffed around the clock by fully accredited doctors and nurses.



## Your holiday 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 you test positive for COVID-19, or if you or anyone in your household has any symptoms of COVID-19 or are self-isolating in the days prior to your cruise, you will not be permitted to board the ship.



### Getting on your ship

- 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 questionnaire, a temperature check and more comprehensive medical screening if required, which may include testing for COVID-19. If you are identified as having COVID-19-like symptoms or test positive, or if you have been exposed or potentially exposed to COVID-19 then you will not be allowed to board.



### Cleanliness and care

- Our enhanced cleaning regime will ensure all areas of the ship are thoroughly and regularly cleaned, with products which have proven effectiveness against COVID-19.



### Eating and drinking

There'll of course still be plenty of variety on board, but there'll be minor adaptations to our service:

- You may be asked to pre-book a table in the restaurants.
- The buffets and deck grills will now be served.
- You can only dine with your travelling group or household.
- We will be adapting our restaurants and bars to ensure you can enjoy your experience while social distancing.



### Entertainment

- The show will go on – but our performances will be adapted so that artistes and audience can adhere to the latest guidance and social distancing.



### Activities and leisure

- Shared leisure and activity spaces such as shops, spas, gyms, pools and children's clubs will all be subject to the latest social distancing guidance to reduce the number of guests in each area and maintain the highest levels of cleanliness. You may see changes which will include pre-booked appointment slots only.
- Social distancing will also be in place in all public areas and lifts will have limited capacity. (Rest assured, if you need to use the lift you will be able to do so.)



### Your accommodation

- Your cabin steward will maintain the cleanliness and tidiness of your accommodation to our enhanced standards.
- We will also be introducing an improved in-cabin television service providing essential updates, and an extended room service menu for you to enjoy as you relax in your cabin.



### Seeing the sights on shore

- 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. Temperature checks may be carried out prior to re-boarding when returning to the ship.



### Time to go home – Track and Trace

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

Find out more at [pocruises.com/sailing-with-confidence](https://pocruises.com/sailing-with-confidence)

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