

Essential information

As the world evolves, so may our essential information. To ensure we're providing you with the most up-to-date details and developments, we are constantly reviewing and updating this information in line with the latest government guidelines and scientific advice. To find out more about how we're updating our protocols and our assurances to you, please visit [pocruises.com/cruise-with-confidence](https://www.pocruises.com/cruise-with-confidence).

Contents

Page

For your peace of mind 1

Financial protection | ABTA membership
Data protection | On-board medical centres

Planning for your holiday 2

Pricing information including:
Select Price | Choosing your Select Price benefit | Early Saver | Items not included in your holiday price | Payment | Discounts

Travel information 3

Vaccinations | Passports | Visas
Destination safety | On-board safety

Family cruising 4

What's included | Child registration | Safety
What to bring | Dining and dress codes
Restrictions | Family cabins and prices
School holiday cruises | Family fun ashore

Information required at the time of booking 5

Introduction | Ceremonies at Sea
Special diets | Insurance | Medical conditions
Mobility and disabilities | Cabin information

After you've booked 6

Manage your booking online | What to pack
Payment | Cancellation and changes

Enhancing your holiday 7

Customise your cruise online | Weddings at Sea | Oasis Spa, salon and fitness centre
Shore experiences | City Stays | Little luxuries
Drinks packages

Joining and leaving your ship 8

Online check-in | Embarkation | Flights
Upgrading your flight | Delays | Luggage
Sailing from Southampton

Life on board 10

Money matters | Dining | Going ashore
On-board booking benefits | My Holiday
Ships exclusively for adults | Single travellers
Smoking policy | Internet services on board (Stay Connected) | Tips | Laundry

Loyalty and reward 12

P&O Cruises Peninsular Club benefits

Code of conduct 12

Guest safety and muster drills | Large groups
Dress code | Alcohol policy

For your peace of mind

Financial protection

The combination of travel services offered to you by P&O Cruises is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018.



Therefore, you will benefit from all UK rights applying to packages. P&O Cruises will be fully responsible for the proper performance of the package as a whole. Additionally, as required by law, P&O Cruises has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

Please visit www.pocruises.com/legal-and-privacy/consumer-protection for more information on key rights under the Package Travel and Linked Travel Arrangements Regulations 2018. You can view a copy of the Package Travel and Linked Travel Arrangements Regulations 2018 at <https://www.legislation.gov.uk/uk/si/2018/634/body>

Our fly-cruises are financially protected by the ATOL scheme. Our ATOL number is 6294. When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. ATOL protection does not apply to all holiday and travel services. All non-fly cruises sold in the UK are protected by ABTA. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. Please see our booking conditions for further information, or for more information about financial protection and the ATOL Certificate go to: www.atol.org.uk/ATOLCertificate

ABTA membership



We are a member of ABTA (membership number V8764) which means you have the benefit of ABTA's assistance and Code of Conduct. You can use ABTA's approved Alternative Dispute Resolution (ADR) process if you have a complaint that is not resolved. For more information please see www.abta.com

Data protection

P&O Cruises will process personal information about you in accordance with our Privacy Notice which is set out in our Booking Conditions and on our website at www.pocruises.com/privacy. The withdrawal from the European Union and the COVID-19 pandemic continues to affect our processing of personal data, and any changes will be reflected in our Privacy Notice on our website.

We will use personal information about you to inform you about our products and services and deliver those products and services for you, and will obtain your consent prior to doing so where required. Where necessary, we will share personal information about you with other Carnival group companies and our suppliers, sub-contractors or other commercial partners, including those outside of the United Kingdom and the European Union, and we will use appropriate legal and technical safeguards when we do so. We retain personal information about you for no longer than necessary for the purpose of processing. Where you have provided consent, you may withdraw this at any time. You have limited rights to obtain, correct, or erase personal information about you, and to restrict or object to processing.

For more information or to complain about our processing of personal data contact us at: Data Protection Officer, P&O Cruises, Carnival House, 100 Harbour Parade, Southampton SO15 1ST or by email at privacy@carnivalukgroup.com. If you are not satisfied with our response, you have the right to submit a complaint to a relevant supervisory authority.

On-board medical centres

In the unlikely event that you or your travelling companions require emergency medical assistance, all our ships have well equipped medical centres on board, supported by qualified doctors. Our medical centres hold the distinction of being the first facilities in the industry to be accredited by the prestigious UK based healthcare accreditation programme CHKS, and certified to ISO9001:2015. Please note that these facilities are not NHS and private medical costs apply. For information on travel insurance please see page 5.

Have a question?

Our holidays include an array of new destinations and experiences so it's only natural to have a question or two.

Whether you're completely new to cruising or just to P&O Cruises (or indeed, are a familiar face on board) our frequently asked questions at www.pocruises.com/faq is a fantastic resource.

You will find answers to the most popular questions we're asked about our ships, life on board and dress codes. You'll also discover a wealth of information including details about dining, keeping in touch whilst away and entertainment on board, as well as details on reserving your place for bookable events.

Planning for your holiday

Our prices

P&O Cruises Select Price and Early Saver holiday prices are per person based on two adults sharing the lowest grade of cabin available within the applicable cabin type. Prices are subject to availability and may go up or down. There is a wide range of accommodation available and you will be able to find the current price for the cabin grade you would like online, or by calling us or your travel agent. Fly-cruise prices are inclusive of economy class flights from/to the UK on day of embarkation/disembarkation. The inclusive airport varies by cruise and date of booking, and prices may vary for other departure airports. All flights are subject to availability.

Select Price

P&O Cruises Select Price holidays come with a range of features shown below. These benefits are subject to availability, and are only applicable with P&O Cruises Select Prices.

- Select Price holidays are available on all cruises, at all times
- Choice of cabin location (subject to availability)
- First priority for dining style on ships offering both Freedom and Club Dining
- First priority for seating time and table size for Club Dining
- First priority for cabin upgrades (where and if available)
- Choice of on-board spending money or car parking in Southampton or return coach travel to Southampton. Available on cruises of 7 nights or more – see 'Choosing your Select Price benefit' for further details
- 15% deposit
- Flexibility to change your booking (subject to our booking conditions)
- Shuttle buses (where they are provided by P&O Cruises)

For more information visit www.pocruises.com, call us, or talk to your travel agent.

Choosing your Select Price benefit



On-board spending money varies by cruise duration and is based on the number of nights spent on board (excluding overnight flights) and cabin grade and applies to the first two guests sharing a cabin. You'll find the amounts for each cruise online or via your travel agent. If you have opted for on-board spending money this can be used during your cruise in most of the ships' outlets, including on-board shops, bars, photo gallery, art gallery and towards restaurants, spa services, gifts, internet packages and shore experiences booked on board. Please note on-board spending money cannot be used for the following: medical charges (including services, prescriptions and supplies), cash back, purchase of foreign currency, international visas, charity donations, on-board gaming (including the Casino) and as full or part payment against a future cruise or charter flight seat reservations and upgrades. All on-board spending money is non-refundable. If you have purchased, or have received a gift credit then please be advised that the same terms as above apply. If you are a P&O Cruises Peninsular Club member your on-board discount applies after all on-board spending money has been used.

Car parking is available on Southampton round trip cruises of 7 nights or more*. Your car will be left in a secure car park (one space per booking). Please let us know at the time of booking if you wish to use this service and then contact Cruise & Passenger Services Ltd (the operator) direct on 0345 071 3939 or via www.cruiseparking.co.uk to arrange your car parking no less than 10 days in advance of your departure.

Return coach transfers are available on Southampton round trip cruises of 7 nights or more*. Coach transfers are available to all guests on the booking. Please let us know at the time of booking if you wish to use this service and then contact our coach provider direct on 0344 338 8690 (local call charges apply) no later than 35 days prior to departure. For pick up points see www.intercruises.com/cruiseconnect.

*Subject to availability. Available for car parking bookings made at least 10 days prior to departure, and coach transfers at least 35 days. Please note that World Cruises, Classic Southern Hemisphere Journeys, Exotic fly-cruises and Grand Tours are not eligible for Southampton car parking or return coach transfers.

Early Saver

Early Saver prices are designed for those who want great value, without all of the Select Price benefits. Features of Early Saver holidays include:

- available on all cruises, at selected times
- available on selected grades of cabin (we'll assign your cabin number)
- possible upgrades (where and if available, after non-Saver bookings)
- flexibility required for your desired dining style, dining time and table size on ships with both Freedom and Club Dining
- 15% deposit
- flexibility to change your booking (subject to our booking conditions)

** If you're travelling as a group and wish to be seated together, we recommend that you book our Select Price option.

Promotional prices

Other promotional prices may be introduced closer to sailing, these prices will be subject to more restrictive terms and conditions; no choice of dining time or table size; no choice of cabin – other than telling us whether you want an Inside, Sea view or Balcony, for example.

Items not included in your holiday price

The inclusive nature of our holidays ensures you can enjoy exceptional value for money. There are still, however, a few items you will need to charge to your on-board account, as well as those little luxuries that you can purchase on board or ahead of your holiday via my.pocruises.com – from drinks packages and shore experiences to spa treatments and speciality restaurant bookings, you can start planning your holiday as soon as you've booked.

Additional items include:

- All drinks in the restaurants
- All drinks and snacks in the bars
- Drinks packages
- Ice cream
- Mini-bar and drinks in your cabin
- Shore experiences
- A range of health & beauty treatments and use of spa facilities
- Purchases in the on-board shops
- Photography
- Dry cleaning and laundry services
- Speciality restaurants

- Telephone calls, faxes, internet access (where applicable), emails and selected services through your Interactive TV
- Optional entertainment including art and craft materials, some fitness classes and souvenir programmes
- Local taxes – some destinations may impose local taxes whilst we are within their taxing jurisdiction. For example it may be necessary to charge tax within our bars and retail areas at certain times throughout a cruise. All prices on board will be displayed exclusive of this tax which will be charged separately and itemised on your receipt at the point of sale. Information about applicable taxes will be provided to you on board
- Medical care – please be aware all services are charged for so please ensure you read the travel insurance section on page 5
- Room service – please note that room service charges will apply on selected items

Payment

Paying your Deposit

To secure your booking, a per person deposit of 15% will need to be paid using a debit or credit card. We do not accept Switch or Maestro. For bookings made within 90 days of departure and for some of our fares, the full balance will be due at time of booking. In the event of cancellation, deposits are non-refundable but may be recoverable, by you, from your insurance company, subject to the terms and conditions of your policy. Once you have made your booking we will send you a Booking Confirmation showing your cruise details, cabin booked and price payable. This shows the date your final balance is due. Please check this carefully.

Discounts

Additional occupancy – third or fourth adult

A number of cabins contain extra beds and if three or four guests book as a party and share one of these cabins, they can save money. In twin cabins these extra beds are pull-down beds or sofa beds. You'll find further details in the deck plans. Symbols on the deck plans show the grades at which some cabins have extra beds. The first two adults in a cabin pay the adult price; the third and fourth adults pay the adult price with a percentage deducted depending on the cabin grade.

Reduction percentages can vary by cruise, so talk to your travel agent or call our Customer Contact Centre for the reduction amount of a specific cruise. Please note there is limited availability for cabins with additional occupancy.

Combination savers

Book two or more consecutive Select Price holidays to enjoy an extended break and we will give you a 10% reduction on the combined adult price. Please note combination savers do not apply to World Cruises, Classic Southern Hemisphere Journeys, Exotic fly-cruises or Grand Tours. Or if one, or both, of the cruises are of 5 nights or less or 41 nights or more in duration.

Group benefits

For details of special arrangements we can provide for groups of all types – from clubs and associations to corporate incentives and conferences – talk to your travel agent or call us for more information.

Travel information

Vaccinations

Unfortunately, due to changing national and international rules we are unable to provide confirmation of our future cruise COVID-19 vaccination requirements. Please ensure that you follow any guidance provided to you by P&O Cruises with regards to the most up-to-date vaccination requirements prior to embarking on your cruise. We would strongly suggest that you discuss whether you should have the vaccination with your medical provider or your travel health clinic.

Vaccination requirements vary by destination and change from time to time. We recommend that you seek advice from your medical practitioner or travel medicine clinic at least six weeks before your cruise. You should discuss your personal travel plans in order to obtain appropriate advice and any recommended prophylactic medication and vaccinations prior to travel.

It is your responsibility to have with you any necessary health certificates. Please check below for mandatory requirements. Seasonal influenza vaccination is recommended for all guests; you should speak to your GP about receiving the flu vaccine before you travel.

The health and well-being of all our guests is important to us. You will find further travel health advice on the UK government funded website at www.travelhealthpro.org.uk

Yellow Fever

There are currently Yellow Fever Vaccination Certification requirements for the following cruises:

2023 Aurora R301

However, this is subject to change and you are therefore advised to discuss your itinerary with your medical practitioner or travel medicine clinic and review any vaccination information provided to you from P&O Cruises before your cruise. You can also find further information on the government funded website at www.travelhealthpro.org.uk

You must provide the original certificate which must be fully completed, signed and stamped by the medical practitioner. The vaccination must be given 10 days before entering a yellow fever area for it to be effective and valid. If a yellow fever vaccination is contraindicated for a medical reason an exemption can be issued by your medical practitioner and this must be brought with you to the ship. Local port health authorities will decide if a vaccination waiver can be issued. The exemption should either be documented in the international vaccination booklet or on a headed letter. The letter should be signed by the clinician and contain the practice stamp. Your name, date of birth and dates of travel must be included in the letter. Guests without the correct documentation will be denied boarding.

The validity of the yellow fever vaccination has now been extended from 10 years to the lifetime of the traveller.

Please be aware that there has been an increase in yellow fever activity in Brazil; we therefore advise guests to discuss with their travel health practitioner whether vaccination is recommended. Vaccination is recommended for guests planning to visit Iguazu Falls.

Polio

For certain nationalities there is a requirement to provide evidence of having had a Polio vaccination in the four weeks to twelve months prior to visiting the following countries: Qatar, Oman, Jordan and Egypt. This requirement is in place for nationals of Polio exporting countries including, but not limited to, Afghanistan, Nigeria, Pakistan and Philippines. This list is subject to change so please discuss with your medical practitioner or travel medicine clinic at least 6 weeks prior to your planned cruise. Cruises affected are:

Arcadia J301 and J401

Malaria

Guests are strongly recommended to visit their medical practitioner or travel medicine clinic to discuss their personal travel plans. Please take a copy of your itinerary

including pre/post cruise travel with you so a full risk assessment can be made and the appropriate malaria prevention advice given.

United Arab Emirates / Japan drug warning

Please be aware that some prescriptions, over the counter drugs, complementary therapies and other medicines that are purchased in the UK may be illegal in the United Arab Emirates and are therefore banned in the country. Japan also has rules regarding such medication. Codeine, for example, is banned and no products containing codeine, which may include paracetamol, may be imported or sold in the United Arab Emirates. An import Certificate from the Japanese or UAE Authorities would be required in order to take such products into the countries however this does not guarantee the products will be permitted. Penalties can be severe if banned substances are found when entering these countries. If you are taking medication and are in any doubt then please contact United Arab Emirates London Embassy Medical Department on 0207 486 6281, or the Japanese Embassy on 0207 465 6500 prior to your arrival. You may also check for further information at www.fco.gov.uk. Anyone travelling with medications and/or syringes should carry a prescription with them. All medications should be kept in their labelled dispensing bottles or packages. If the medications are "controlled" or injectable drugs it is also advisable to carry a doctor's letter.

For United Arab Emirates, it is essential to carry a prescription for any medication as well as a medical report if you are travelling with syringes or other medical equipment. We strongly advise you to seek advice if any of the above affects you.

Passports

If you are a British Citizen, a full passport is required for all cruises. If you DO NOT HOLD A BRITISH CITIZEN PASSPORT, your passport/ travel documentation/visa requirements may be different. You should check with your travel agent or our preferred visa supplier, CIBT, on 0207 620 6487 to ensure you have the correct documentation. The following passport and visa information is for British Citizens only. Non British Citizen passport holder requirements may differ. Please check with the Embassies of the countries you are travelling to for the most up-to-date information. You must have 6 months validity in your passport after your date of return and we recommend that you have some blank pages in your passport for entry/exit stamps. Children need their own passports.

Visas

All information is based on British Citizen passport holders and is subject to change at any time.

Australia and India – A visa will need to be purchased prior to travel. Visas can be obtained directly through the Embassy, online or alternatively you can apply through P&O Cruises recommended agent, CIBT, for an additional charge.

Guests visiting India by ship will be required to have a valid visa.

India has recently opened up the possibility to obtain an E-visa online for entry into Chennai, Cochin, Goa (Mormugao), Mangalore and Mumbai.

For assistance in obtaining your visas, please contact our preferred visa provider CIBT on 0207 620 6487.

China – Chinese visa requirements have recently been relaxed:

1. Guests (of all nationalities) whilst in Shanghai, arriving and leaving with the same ship, may be able to make use of a visa free stay for the duration of booked shore experiences only. Visa free stay is applicable only when entering China via Shanghai (restrictions apply for consecutive Chinese ports).
2. A Chinese visa is required when the entry port into China is not Shanghai.

Guests on Overland Tours are required to obtain a Chinese visa.

New Zealand - Guests are required to obtain a New Zealand Electronic Travel Authority (NZeTA) before travelling to New Zealand, which can be obtained via www.etanewzealand.com for an additional charge. (Australian citizens are exempt).

Russia – Group visas are automatically arranged for all guests who have booked a P&O Cruises shore experience. A photocopy of the photograph/ personal details page of your passport is required in order to pass through Russian Immigration.

To go ashore independently in Russia, a visa is required which can be obtained from the Russian Embassy or CIBT. A visa support letter must accompany your application for a visa and this can be arranged along with your visa through CIBT on 0207 620 6487.

Schengen Visa requirements – Non-European passport holders may require a Schengen Visa for entry into Continental Europe. The United Kingdom is not a Schengen State member*.

British Citizen passport holders do not require a Schengen Visa. Please ensure you check your entry requirements for Europe prior to embarkation.

USA – British Citizen passport holders and other nationals of the VWP (Visa Waiver program) may enter the United States of America (USA) without a visa after completing an Electronic System for Travel Authorization (ESTA). ESTA is an automated online system used to determine the eligibility of visitors to travel to the USA under the VWP and whether such travel poses any law enforcement or security risk. Please note, you will be unable to enter the USA under the VWP unless you have obtained an ESTA prior to travel. This is required for travel to all USA ports. Important – you must be in possession of your ESTA prior to boarding the ship. Kindly present at check-in, a copy of your ESTA confirmation as evidence for Immigration purposes. Please PRINT A COPY of your ESTA despite advice on the website that this is not necessary. Please ensure the information on your ESTA confirmation matches your passport information. In addition there is a requirement to be in possession of a biometric passport (or E-Passport) when travelling to the USA under the VWP.

If you do not have a full British Citizen passport or a passport from another country eligible for the VWP please check to ensure you have the correct documentation for your holiday.

Vietnam, Jordan and Oman – A visa may be required for visits to these countries. If they are required, the ship will make the necessary arrangements and the applicable cost of the visa charged to your on-board account.

*Schengen State members are: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland. Please note it is the responsibility of the guest to ensure they have all of the correct documentation for their holiday.

Destination safety

The Foreign, Commonwealth & Development Office Travel Advice Unit may have issued information about your holiday destination, including details of local conditions in specified cities and countries according to their perception of risks to travellers. You are advised to check this information on the internet under the address www.gov.uk/foreign-travel-advice (or by telephone on 020 7008 1500). Alternatively you can contact ABTA; further information can be found at www.abta.com/help

On-board safety

Your safety is important to us. Please pack suitable shoes for outside deck areas which may be wet. Please be careful when moving around the cabin especially at night, as most cabins have raised bathroom thresholds. Further safety information can be found in your cabin literature.

Family cruising

What's included



- The Reef, our supervised children's club with Scene (Iona only) and H2O for 13-17s; Scubas for 9-12s; Surfers for 5-8s and Splashers for 2-4 year olds. To access the children's club, registration is required and bookings apply. Open every day and is open from approximately 10am through to 11pm on sea days.*
- Wide range of entertainment offered throughout the day and in the evenings, which has been specifically designed to appeal to each age group. Please note that during quieter times it may be necessary for the age groups to be merged 2-8 years and 9-17 years.
- Night nursery is available from 6pm to 2am for children aged 4 and under.*
- Use of travel cots, which need to be pre-booked before your cruise due to limited availability.

*Please note opening times may differ across the fleet depending on the time of year. Full details will be available on my.pocruses.com.

Child registration

Every child (6 months-17 year olds) must be registered before they can book any sessions in The Reef or Scene. You can register each child 14 days ahead of your holiday at my.pocruses.com. You can book a session once on board. If there is a high demand for a session then we unfortunately cannot guarantee a place for every child.

Safety

We know children love to be active and explore, so all of our activities and facilities have been designed to be child-friendly. Each of The Reef's rooms feature secure door entry systems and in the Balcony cabins there are protective balcony nets, available on request. There are check in and check out procedures for the 2-12 year olds. All our Reef rangers have extensive experience of planning and facilitating activities for 2-17 year olds, as well as having enhanced DBS (Disclosure and Barring Service) checks. In the unlikely event that you need them, our on-board medical centres are fully equipped and staffed by qualified doctors and nurses. For every child's enjoyment and safety we have a strict child to staff ratio within The Reef/Scene.

What to bring

Please remember children will need their own passports. If you choose a cruise that departs and returns to Southampton, there are no restrictions on the amount of luggage you can bring. So long as you can fit it comfortably into your cabin then you're welcome to bring as many essentials as you like. This means that prams are welcome, as is a favourite travel cot, as many supplies as you need and, of course, any favourite toys to make your little ones' holiday as enjoyable as yours. If your children are going to use the children's facility then it would be great to bring their own water bottle which they can use in the clubs.

Dining and dress codes

Children are of course welcome in all of our restaurants, but we also offer a special children's tea every night featuring all the food that children will enjoy (for babies we offer a selection of baby food on request). We offer a range of healthy options, including fresh fruit and vegetarian dishes. These are all served in our informal buffet restaurants so children can be casually dressed whenever they eat there. If children are going to be with you in the evening in the more formal restaurants and theatre, then our Evening Casual dress code applies, although denim isn't allowed on our Black Tie evenings. We do ensure some of the bars and public rooms on board are exclusive to adults.

Restrictions

We would ask parents and/or guardians to remember that there are other guests on board and for this reason a few of the lounges and public rooms are exclusively for adults. Please note that guests under the age of 18 must travel with a parent or companion aged 18 or over. We are unable to carry babies under the age of six months on any of our holidays, or under one year for A206/A/B/C/D/E, B124/A, B207/A, B225/A, B306/A, B326/A, B406/A, K301/A/B, K305D, K306/A, K321/A/B, K405D, K406/A, N201, N203, N233, N302, N306, N401, N403. This is due to the remote itineraries and number of consecutive days at sea. Children under the age of 16 are not permitted to travel in a cabin without a guest who is 16 or over. Children using the designated pools must be under the supervision of their parent/ guardian. All parents/guardians are responsible for the behaviour of their children. We also ask parents and guardians to note that children under 16 must not be left unaccompanied on the ship whilst at a port of call.

Family cabins and prices

If you're travelling with children or teenagers our family prices on Arvia, Azura, Britannia, Iona and Ventura offer generous reductions, utilising the extra beds that are contained in a number of cabins. In twin cabins these extra beds are pull-down beds which your cabin steward will stow away by day (please note in selected Arvia, Azura, Britannia, Iona and Ventura cabins there are sofas/beds instead; see deck plans for details). To calculate the family price, the first two occupants pay the adult price for the grade concerned minus any applicable savings, then add the reduced price for a child/teenager aged 2-17. Family reductions can vary by cruise, so talk to your travel agent or call our Customer Contact Centre for the reduction amount of a specific cruise. Azura, Britannia and Ventura have a number of cabins that can accommodate a travel cot for an infant aged over 6 months and under 2 years. In these cases you pay the rates available from our Customer Contact Centre. There are limited infant, child and teen places available on all cruises. It is advisable to book as soon as possible if intending to take advantage of the family prices offer. Please note family prices are not available on the first two occupants or on single occupancy, and family prices do not apply on Arcadia or Aurora - these ships are exclusively for adults. Please note there is limited availability for cabins with additional occupancy. For more information call our Customer Contact Centre on 03453 555 111 (local call charges apply).

School holiday cruises

For your convenience we have highlighted any holidays which fall in the school holiday season on our itinerary pages. These are labelled within our brochure or can be selected as a filter when searching for holidays online. Please bear in mind that school holidays can vary by school and region, so you should check the specific dates for your child's school before you book.

Family fun ashore

There's plenty of fun to be had with the help of your Shore Experiences team. From beach breaks and water parks to pizza making and chocolate tasting, your destination experts have it covered.



Information required at the time of booking

When booking your holiday please ensure you have the following information to hand:

1. Your cruise details
2. Your cabin preference
3. Personal details (including your My Account Number if applicable) for everyone on the booking
4. Your contact details
5. Your dining preference (Freedom or Club Dining, see page 10 for a description of each style), preferred table size and dining time. *Please note you do not need to register a dining preference for Arvia or Iona as they offer exclusively Freedom Dining. For Saver prices it is not possible to register a dining preference. Your dining will be allocated once on board.
6. Any special requirements – including information on dietary requirements
7. Whether you wish to be considered for an automatic upgrade (see page 6 for details)
8. Insurance details
9. Any mobility requirements or medical conditions
10. Any flight and hotel requirements

Ceremonies at Sea

We offer both Weddings at Sea and the chance to renew your vows on board. If you wish to get married or renew your wedding vows during your holiday, we'd love to help you make the occasion special - see 'Enhancing your holiday' for more information. Please note that Weddings at Sea are available on all ships except Arvia, Britannia and Iona, although they do offer Renewal of Vows and Commitment Ceremonies. Weddings at Sea are available on cruises of 7 nights or above and we require at least 3 months' notice when booking.

Special diets

Should you have any specific dietary requirements then we can provide a full and varied menu that caters to your needs, as long as we are informed in advance of your cruise. If you are diabetic, vegetarian, vegan or need a fat-free or gluten-free diet, all you need do is contact us to register your requirements. We are also able to offer a limited unsupervised kosher food option. If you have a food allergy or intolerance, you will need to call our Customer Contact Centre on 03453 555 111 (local call charges apply) to inform us before you embark. We will endeavour to meet your requirements but are unable to guarantee specific branded items. Please contact the Shore Experience Desk on board if you require a special diet for any booked experiences that include lunch or snacks.

Please note that we cannot guarantee that all of your dietary needs can be met when on flights or City Stays, but we will pass on your requirements.

Insurance

It is a condition of the contract that you obtain travel insurance to cover the risk of needing medical care on board or in a foreign country. We have a relationship with Holiday Extras who can offer comprehensive single trip and annual travel insurance covering our requirements. You can obtain a quote and full terms and conditions from www.holidayextras.com/pocruses or by calling 0800 316 3061. Although we hope none of our guests become ill, medical and repatriation expenses can be substantial and this is why we insist upon all guests having valid insurance to cover them for such costs. Please note that you will be responsible for such costs if you are not covered by valid insurance. Your insurance must include cover for all pre-existing medical conditions and must cover emergency evacuations from the ship, shore hospital medical costs, and repatriation costs. It should have a limit of not less than £2 million. If you choose a different insurer you will need to ensure the policy covers you on a worldwide basis, or at least in all of the countries that you will be visiting, for all medical costs you may incur due to pre-existing conditions or otherwise, as set out above.

Since cancellation charges apply, it is sensible to ensure your insurance covers you from the time of booking.

Notifying us of any medical conditions

It is important that you tell us at the time of booking if you or your travelling companions have a disability (including visual and hearing impairments) and/or any medical conditions so that we can ensure you have a fantastic holiday. After notifying us we will send you a questionnaire so that we can ensure we meet any requirements you might have. It is understood that those with certain pre-existing medical conditions or of a certain age may experience more severe symptoms should they contract COVID-19 (coronavirus). We strongly recommend that you review the UK Government guidance prior to making travel arrangements; this can be found at: <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/>

If you have any existing medical conditions, we advise you to discuss your travel plans with your doctor. The information below may help guide the discussion between yourself and your health care professional and we suggest you have this information available to discuss with them at your appointment. We strongly advise you follow their expert advice regarding your fitness to travel on board a cruise, particularly during this uncertain time. You should also be aware that if you do not follow your doctor's advice your medical insurance may be deemed invalid.

During the current pandemic we will not accept guests:

- Who require supplementary oxygen (including via oxygen concentrator)
- Who require mechanical ventilatory support (excepting overnight CPAP for sleep apnoea)
- Who are on dialysis (including peritoneal dialysis)
- Who, within the 14 days prior to the cruise:
 - Have been unwell with confirmed or suspected COVID-19
 - Have been in close contact with someone with confirmed or suspected COVID-19
 - Have been advised to self-isolate under a government track and trace system.

For the safety of all guests we are unable to carry any guests suffering from a contagious disease (for example measles, chickenpox etc.). In order to ensure the safety of the guest, the ship and all others on board, guests who normally require assistance in the activities of daily living must be accompanied by a fit and able-bodied travelling companion. For your own safety and well-being, you must be fit and healthy to travel with us and to undertake all associated flights and tours. If your health condition as declared at the time of booking changes, you must inform P&O Cruises immediately. If, in our opinion, you have failed to inform us of any condition which we consider may be harmful either to yourself or any other guest during the course of your holiday we may refuse boarding. In addition, failure to disclose any medical conditions to your insurer may result in your insurance being invalidated and you will be liable to cover any medical and repatriation expenses incurred.

Travelling while pregnant

We regret that we cannot carry guests who have entered their 24th week of pregnancy, or beyond, at any point in their cruise including disembarkation day. All pregnant women are required to produce a doctor's or midwife's letter stating that mother and baby are in good health, fit to travel and the pregnancy is not high-risk. The letter must also include the estimated date of delivery (EDD) calculated from both Last Menstrual Period (LMP) and ultrasound (if performed).

Mobility and disabilities

Travelling on board

This section relates to all matters involving mobility, disabilities and wheelchair and mobility scooter use; sensory and auditory disabilities including blind and partially sighted people, and/or those who are deaf or

hard of hearing; and any other disability which may affect your enjoyment of a holiday with us. Before making a booking, please familiarise yourself with clauses 18–24 of our Booking Conditions which can be found on our website at <https://www.pocruses.com/legal-and-privacy>. All guests requiring specific assistance, such as requiring extra assistance in the event of an emergency or help with the use of facilities or equipment on board or wishing to bring their own such equipment, must advise P&O Cruises at the time of booking, or as soon as the need is known. You will be required to complete a questionnaire after booking, to ensure we have all the information we need to cater adequately for your requirements. If you need to bring a wheelchair or mobility scooter on board with you, it is essential that you let us know at the time of booking or as soon as the need is known. Any guests requiring the use of a wheelchair, mobility scooter, or other aids to mobility must provide their own. We do not accept Segways, trikes or any similar non standard aids to mobility on board. For the safety of the ship and everyone on board, all wheelchairs, scooters and other aids to mobility must be stored inside your cabin when not in use. Failure to comply with this important safety rule may mean you are disembarked and refused future travel. If you are bringing a collapsible wheelchair and are booked into a standard cabin, please ensure the wheelchair does not exceed 51cm when collapsed.

Mobility scooters will only be permitted on board if guests have booked into a wheelchair accessible cabin, or selected Suites or Mini-suites, as these are the only types of accommodation where mobility scooters can safely be stored. On selected ships, the maximum door width of Suites and Mini-suites is 53cm. At the time of booking, please let us know if you intend bringing a mobility scooter with you, and we will in turn ensure that the appropriate accommodation can be booked. We are unable to accommodate mobility scooters in any other cabin due to the safety risks posed by storing these items in a small space, which may hinder easy access in to and out of the cabin. In the event of an emergency, additional assistance will be provided to guests if required to get to their muster station / place of safety and to evacuate the vessel.

P&O Cruises reserves the right to refuse passage to any guest who has failed to notify P&O Cruises of their requirement for special treatment or assistance or of reduced mobility or disabilities (including the requirement to use a wheelchair or mobility scooter). For further information about travelling with disabilities, please call our Customer Contact Centre on 03453 555 111 (local call charges apply) or email us at accessibility@carnivalukgroup.com.

Accessibility in theatres

We want all of our guests to enjoy theatre performances in comfort. Each theatre has bays or dedicated areas for users of wheelchairs and mobility scooters. There are seats nearby for travelling companions and guests with limited mobility who would prefer a seat that's easier to access. Each ship has different arrangements for the safe storage of folding wheelchairs, walking frames and mobility scooters during performances. Please talk to the Entertainment team on board for guidance.

Mobility ashore

We always do our very best to make sure that all of our guests can comfortably get ashore at as many ports as possible. However, there may be times when accessibility for wheelchair users simply isn't possible. At the majority of our port stops, we deploy a short ramped low-level gangway, better known as the ship's brow, to allow wheelchair users easy access getting ashore. You should bear in mind that where ports have a large tidal range, it will be unsafe for us to deploy our ship's brow if there are tidal movements during the course of the day. As disappointing as this is, this is purely in the interest of your safety. Some examples of ports with a large tidal range include Bilbao, La Coruña, Le Havre, La Rochelle, Lisbon, Zeebrugge, Canary Island ports, Hamburg, Boston, Halifax, Portland and Quebec.

You can book accessible shore experiences at my.pocruises.com up to 365 days before your holiday. Experiences that offer wheelchair-friendly activities will begin with the word 'accessible'. If you have reduced mobility or use a walking aid but are not a wheelchair user, please note that a range of suitable shore experiences are also available. To find them, simply use the 'low activity' search filter when browsing shore experiences at my.pocruises.com. You can find out more about the various activity levels for every individual experience in the 'important information' section. In the event that your pre-booked accessible shore experience has to be cancelled due to a port's tidal range, your purchase will be automatically refunded.

Transportation standards

All adapted transportation vehicles and tours that are locally arranged are sourced from reputable and competent operators. They are fully insured, have safety management systems in place and comply with all prevailing local rules, regulations and standards. Unfortunately, in some destinations only minibuses are available and do not have the storage space to accommodate a wheelchair. The health, safety and comfort of our guests is paramount, however please be mindful that local country standards may not reflect those at home.

Please call our Customer Contact Centre on 03453 555 111 (local call charges apply) to discuss mobility during City Stays as not all our hotels may be suitable for guests with reduced mobility. For further information on accessibility please visit our website www.pocruises.com/accessibility-information

After you've booked

Manage your booking online

After you've booked, we'll send you a confirmation email with your booking details for you to log in to my.pocruises.com. To log in you will need your six digit cruise booking reference, first name, last name and date of birth as on your booking. We'll also send you a small number of emails with ideas to help you enhance your trip, from adventures ashore to dining experiences and spa treatments.

Log in to view essential information for your cruise, including:

- Visa and vaccination information
- Embarkation and disembarkation information
- Dress code details for your cruise
- Flight and transfer information (if applicable).

Make sure to do the following before you join us:

- Register your child(ren) for the children's clubs 14 days before sailing
- Print your e-tickets and luggage labels which will be available 21 days before you embark
- Provide essential immigration information including passport, next of kin and travel insurance details for each person on your booking using the Personal Details section.

If you have booked a fly-cruise you may also be able to pre-purchase the seat of your choice on your charter flight (selected cruises/flights only).

Plan your holiday online from the comfort of home, see the 'Enhancing your holiday' section on page 7.

Cabin information

Automatic cabin upgrades

Occasionally, we are able to offer a complimentary Automatic Upgrade. These could be within the cabin type you have booked or higher. If you receive a complimentary cabin upgrade please note this is irreversible. If you wish to be considered for an Automatic Upgrade simply let us or your booking representative know at time of booking. If you have chosen your booked cabin for a particular reason (for example to be in a specific position on the ship or to be located close to friends or relatives in your party) and do not wish to be considered for an Automatic Upgrade, simply let us or your booking representative know at time of booking. Please note, the opportunity of an Automatic Upgrade is never guaranteed and any cabin changes are made at the discretion of P&O Cruises. If you wish to pay to upgrade your cabin (from Sea view to a Balcony cabin for example), please call your booking representative.

There may be occasions where, for operational reasons, it may be necessary for us to change the cabin number you have booked. Should this occur, rest assured we will move you to an alternative cabin within the cabin type you have booked ie. If you booked an Inside cabin you will remain in an Inside cabin.

Guaranteed cabins

When you or your travel agent come to make a booking you may be offered the guarantee of a cabin type, rather than a specific cabin number. Accepting a guarantee means that you have a firm booking and

can go ahead with your holiday plans in the same way as if you had accepted a specific cabin number from the outset. When we allocate a cabin number you can rest assured you will be given a cabin in the grade you have booked, or, in some instances, a higher grade. Please note that the cabin allocated can be on any deck and in any location. The price you have been quoted will remain unchanged. If you are booking as a group, you may not be allocated cabins that are adjacent to one another.

Single occupancy in twin cabins

We offer a limited number of twin cabins for single occupancy at an additional supplement to the cabin rates. The supplement should be added after all deductions. The single occupancy supplement does not apply to flight and transfer options. For more information and to book, visit our website, contact our Customer Contact Centre or your travel agent.

What to pack

During the day

The dress code during the day is just your typical holiday wardrobe. Think t-shirts, shorts and sundresses (unless you're heading to the Baltic in winter!). It may be chilly on deck and breezy in the evening (even in the tropics), so be sure to pack light layers. We'd also recommend flat shoes for strolling the decks and sunglasses and sun cream are essential. Also, don't forget any necessities like your spectacles or medicines. Please note, some medicines are illegal in UAE and Japan - see page 3 for more information.

Swimwear

Away from the pool, we ask for shoes to be worn and no pool wear in the ship's lounges, inside bars, restaurants or reception.

Evening wear

For evening dress codes see page 12.

Payment

Paying your Final Balance

P&O Cruises must receive the balance of your fare no later than 90 days before departure. If you are booking through a travel agent they may request payment of the balance in advance of this date in order to ensure that your monies reach us by the balance due date. If P&O Cruises do not receive the balance by the due date, we reserve the right to end the contract between us and re-sell the accommodation held for you, which will also result in the forfeiture of your deposit. We do offer an auto charge payment option, where your final balance can be taken from the credit or debit card you used to pay your deposit. This option can be set up for you during the booking process. Alternatively you can visit our website, www.pocruises.com/balance, where you can log in and pay your balance via our secure, online, payment facility. This facility is available

24/7, offering a quick and convenient way to pay your balance.

Avoiding issues with your credit or debit card/holding charges

Your daily spend whilst on board (including registering your payment card as part of the online check-in process) will be authorised with your card provider at the end of each day to cover your spend for the previous day. Your card provider, as part of their standard procedures, may retain these authorisations for up to 28 days and this is outside the control of P&O Cruises. Until these authorisations are released, the available funds in the account could be affected. Payment is not taken from your account until it is finally settled on the day of disembarkation. You may therefore wish to contact your card provider on your return to release these authorisations. Prior to leaving for your cruise it is recommended that you advise your credit or debit card provider of your trip away and that you will be on board a ship and visiting different countries. This will help avoid raising a security alert and your card being declined.

Cancellations and changes

If you have to cancel your cruise for any reason and have made your cruise booking via a travel agent, then you must ask your agent to call or write to us immediately to confirm cancellation. If you have booked your holiday direct with us then you will need to contact us directly by calling our Customer Contact Centre on 03453 555 111 (local call charges apply). The cancellation charges which will then apply are shown in clause 38 of our Booking Conditions. Depending on the reason for cancellation, you may be able to recover the cancellation charges from your travel insurer.

Please note that any pre-purchased shore experiences, speciality dining or spa treatments, purchased online, will automatically be cancelled

and refunded to the card you originally made your payment with. The refund will take between 7-10 working days to appear on your statement.

If you book a P&O Cruises Select Price holiday we may, at our discretion, allow you to transfer to another cruise without treating it as a cancellation if the P&O Cruises holiday to which you're transferring departs within 12 months (within 6 months in the case of transfer from a World Cruise, Classic Southern Hemisphere Journey,

Grand Tour or Exotic fly-cruise) of the original cruise and is for a higher price. Agreement to transfer a cruise would also be conditional upon such a request being made more than 90 days before the original scheduled departure date; there being availability; and the payment of any expenses (such as airline and/or hotel charges) incurred by P&O Cruises as a result. Such a transfer would only be allowed on one occasion. We reserve the right to change the criteria for allowing transfers at any time without notice.

You may cancel your City Stay at any time prior to commencement of your holiday package with us but in that event cancellation charges may apply. The amount of the cancellation charges will vary depending on when you cancel. We will notify you at the time of any applicable cancellation charges. The cancellation charges that apply to City Stays are in addition to any cancellation charges that may be applied pursuant to our booking conditions in the event that you cancel your whole holiday package.

Enhancing your holiday

Enhance your cruise at my.pocruises.com

In addition to registering your essential holiday information and generating your e-tickets, why not line up some special moments for your holiday.

You can pre-purchase online:

- Shore experiences
- Speciality restaurants
- Drinks packages (on cruises over 5 nights)
- Treatments and services in Oasis Spa
- Seats on selected fly-cruise charter flights

You can also find out more about wine and gifts packages, as well as our best recommendations for insurance, transport, hotels and parking. Wine and gift packages can be booked by calling our Customer Contact Centre on 03453 555 111 (local call charges apply).

Weddings at Sea

Our weddings at sea can be curated for your own unique experience in collaboration with our wedding coordinators based in the UK.

Visit www.pocruises.com/ceremonies-at-sea for more information. Weddings at Sea are available on all ships except Arvia, Britannia and Iona. They are available on cruises of 7 nights or above and we require at least 3 months' notice when booking.

We also offer the chance to renew your vows on board.

Oasis Spa, salon and fitness centre

With a luxurious spa that would rival any land-based experience, you can choose to treat yourself to a bespoke spa treatment or a day relaxing in The Retreat. If you're looking for something more active, why not try our fully fitted gym or one of our curated fitness classes to support your well-being whilst on board?

A number of packages, products and services are available to book ahead of your holiday; perfect if you'd like to secure a coveted sea day slot. Visit my.pocruises.com or call the Customer Contact Centre to find out more.

Shore experiences

You can choose and book shore experiences online at my.pocruises.com up to 365 days before your holiday. Once on board, our knowledgeable Shore Experiences team can help you make the most of each destination too.

City Stays

To help you experience a destination even more deeply, we offer City Stays at your start/end destination on some of our fly-cruise holidays. City Stays can be booked with P&O Cruises online or through our Customer Contact Centre.

Terms and conditions apply. We reserve the right to change accommodation without prior notification. If you have any special requirements or mobility restrictions, please contact us in advance. Please visit your hotel's website for their most up-to-date policies and protocols.

Little luxuries

To make your holiday all the more memorable, we've crafted a handful of luxurious packages to add a celebratory flourish to your holiday.

If you like to enjoy wine with dinner, why not take advantage of one of our wine packages? They offer great value. We also offer celebration packages for birthdays, anniversaries or just simply because. These could include dinner for two in a speciality restaurant, Champagne and flowers delivered to your cabin, or professional photos to capture the moment.

Log in to my.pocruises.com and visit the Gifts section. There you can choose from a tempting range of packages, perfect for any occasion. Once you've decided you can book a gift package by calling 03453 555 111 (local call charges apply).

Drinks packages

Our restaurants, bars and cafés serve a wide range of alcoholic and soft drinks at modest prices. For even better value, there are a range of drinks packages available on any holiday of five nights or more, which you can use in all the venues on board. Choose from the Children's drinks package, Non-alcoholic drinks package and Ultimate drinks package. Head to my.pocruises.com to find out more and purchase your drinks packages, or speak to your waiter to order drinks packages once on board.



Joining and leaving your ship

Online check-in

You can check-in online ahead of your holiday via my.pocruises.com or by clicking the link in the email that you'll receive. By checking in before departure day, you'll spend less time in the terminal and start your holiday sooner. Online check-in opens 30 days before your holiday begins and closes 10pm GMT the day before your holiday. Here's how to check-in online:

- Log in to my.pocruises.com using your name, date of birth and booking reference.
- Once logged in, you will need passport information, payment card details and passport-style photos for each person travelling to complete online check-in.
- If you have trouble uploading photos, your photo can be taken at the terminal. However, by uploading yours online, it will speed up your check-in process and avoid any delays at the terminal.
- Once you have completed online check-in and printed your boarding pass(es), you will need to print your luggage label(s) and e-ticket(s). Printing your luggage label(s) and e-ticket(s) in advance will make embarkation for your holiday even quicker and easier.

If you have flights booked for your holiday, you are still advised to follow the check-in process as detailed by your air carrier. Your e-ticket will show your embarkation time, so you know when to arrive at the terminal. To find out more about the online check-in process, visit my.pocruises.com

Embarkation

You will be allocated an arrival time for embarkation on your boarding pass or e-ticket. To ensure we keep congestion and queues in the terminal to a minimum and get you on board as soon as possible, we kindly ask that you adhere as closely as possible to your allocated arrival time. If you are unsure of your arrival time, please go to my.pocruises.com to print out your e-ticket, or ask your travel agent for assistance. In the spirit of fairness, we will be giving priority to those who arrive at their allocated arrival time.

As part of our Peninsular Club benefits, Suite and Ligurian tier guests will be automatically allocated the earliest possible arrival time. Baltic and Caribbean tier guests will be allocated the next early arrival time. If you are travelling on our official partner's coach service, you may notice that your e-ticket arrival time doesn't match your coach's arrival time. Don't worry; in this case your coach's arrival time will override the time on your e-ticket.

Flights

Flight prices

Flights from London are available on all our fly-cruise holidays. In addition, flights from a range of regional airports are available on selected cruises. The prices of our fly-cruise holidays include economy class flights for the day of embarkation/disembarkation as well as transfers between the overseas airport and the ship. The inclusive airport varies by cruise and departure date and prices may vary for other departure airports. For the latest airport availability and prices please call our Customer Contact Centre, consult our website or contact your travel agent.

All flights are subject to availability.

Your flight details

We'll advise provisional flight times as soon as possible after you've booked your fly-cruise holiday. Flight times are always subject to change. P&O Cruises has no control over changes airlines may make, but will inform you should these occur.

Pre-book your seat

Choose your preferred seat on selected Caribbean and Mediterranean charter flights. Seats on scheduled flights can usually be purchased through the airline's own website. Some airlines require tickets to be issued before they allow you to pre-book

seats, in which case payment for your flight may be required in advance and will be non-refundable. Call our Customer Contact Centre or your travel agent for more information. Alternatively most airlines allow you to check-in online 24 hours prior to departure, at which time seat reservations are usually free of charge, though this does vary by airline.

Caribbean fly-cruises

Flights are available from a range of UK airports, which vary by ship and cruise itinerary. Available airports may include: Belfast, Birmingham, Bournemouth, Cardiff, Glasgow, London, Manchester and Newcastle.

Caribbean flight upgrades

On our charter flights we are pleased to be able to offer flight upgrades for an additional supplement. The benefits of upgrading vary by airline, but include the following:

- Increased baggage allowance~
- Increased seat pitch
- Priority check-in and fast-track through security at the UK airport
- Complimentary drinks (excluding Champagne and sparkling wine)
- Amenity kit on the outbound flight

Upgrades can be purchased at the time the cruise is booked, but are subject to availability and must be bought on a return basis (with the exception of transatlantic crossings). To book your premium economy seats, contact your travel agent, or call our Customer Contact Centre on 03453 555 111 (local call charges apply).

If, for any reason, the upgraded cabin is withdrawn from a particular flight, the upgrade supplement for that flight sector will be refunded in full. Supplements for seats in upgraded cabins are payable in addition to any applicable regional supplements.

~Please note that where the upgraded baggage allowance is greater than 23kg, the weight of each individual bag must not exceed 23kg for safe handling by our ships' crew and airline baggage handlers, but your overall allowance can be spread over more than one bag.

Flights to/from Antigua and Barbados include complimentary in-flight meals.

Guests travelling in either economy or premium economy class can purchase airport lounge access with Holiday Extras via my.pocruises.com.

Mediterranean fly-cruises

We are pleased to be able to offer return flights from several UK air cities on all holidays which start and end in Valletta: Birmingham, Bristol, Glasgow, London, Manchester and Newcastle.

For cruises between Barbados and Valletta, flights are available from Birmingham, London and Manchester. For cruises between Valletta and Tenerife, flights are available from Birmingham, Bristol, Glasgow, London, Manchester and Newcastle. We use a range of charter and scheduled carriers. If you want to extend your holiday to make the most of Malta, we can tailor your flights. Either book one of our City Stay hotels or you can make your own arrangements. All flights are subject to availability.

Most airlines do not include complimentary catering on their short-haul flights. You will be able to purchase snacks and refreshments on board the aircraft.

Canary Islands fly-cruises

We are pleased to be able to offer return flights from the following UK air cities on our Canary Island fly-cruise holidays: Birmingham, Bristol, Glasgow, London, Manchester and Newcastle.

Most airlines do not include complimentary catering on their short-haul flights. You will be able to purchase snacks and refreshments on board the aircraft.

Classic Southern Hemisphere Journeys and Exotic fly-cruises

As you are travelling further afield, we want to be as flexible as possible so you can make the most of your holiday. Our prices include flights from/to London for day of embarkation/disembarkation, but we also offer a Cruise Only option so that you're able to make your own travel arrangements.

Should you wish to extend your holiday and explore independently, we can book flights so you arrive early (or fly home later). You can book a stopover on selected routes, or if it better suits your travel plans, you can fly to/from an alternative air city. A supplement may apply.

Where flight schedules permit, we can offer flights from alternative UK airports – a supplement may apply.

Scheduled flight details and upgrades are available approximately 11 months prior to departure.

We'd recommend that you take our Flights and Transfers option to ensure that you arrive at the ship on time.

Tailored flight quotations

Please either contact your travel agent or call our Customer Contact Centre on 03453 555 111 (local call charges apply).

All flights

a) All flight times, air carriers and flight routings are subject to change. Flights will not necessarily be direct or non-stop. P&O Cruises has no control over changes airlines may make, but will inform you should these occur.

b) Full details of air travel arrangements will be available via my.pocruises.com as soon as they have been finalised.

c) When we charter aircraft from an airline we tailor the services offered for our guests, so these may differ from the airline's advertised services.

d) P&O Cruises will determine the city airport e.g. for London: Heathrow, Gatwick, Stansted, Luton or London City airports may be used. All services are sold subject to availability.

e) You may have to transfer, under your own arrangements, between London airports depending on flight allocations obtained by P&O Cruises.

f) Occasionally international flight timings necessitate a pre-/post-cruise overnight stay and included in your cruise fare is a hotel room in the international port of embarkation and disembarkation for the night before or after your cruise. This accommodation will not be assigned until 30 days prior to your sailing and for operational reasons will be subject to change right up until the date of your stay. Airport hotels may be used, avoiding long transfer times and allowing you the chance to rest before or after a long flight. You will not be eligible for compensation in the event of a change in hotel and our cancellation terms will apply as per the cruise Booking Conditions.

g) Airlines reserve the right to refuse travel on medical grounds. You must notify us of any medical or mobility requirements such as airport assistance (only available after check-in) or taking your own mobility aid. In addition to completing our medical and mobility questionnaire, you may be required to provide additional information directly to the airline in order that they can assess your fitness to fly. Several airlines are unable to carry passengers who require additional oxygen for medical reasons during part or all of the flight. Those airlines that can offer this service need to have advance notification to make the appropriate arrangements and you may need to pay for any additional costs.

h) In order to comply with Civil Aviation Authority regulations, you must advise us at the time of booking if you plan to carry an electrical mobility aid on board your flight(s). These include, but may not be limited to, electric wheelchairs, electric scooters and CPAP

machines. Information you provide will be passed to the airline so that assessments can be made as to the safety of carrying the equipment on board the aircraft. The airline may require additional information directly from you in order to complete their assessment. Failure to follow this procedure may result in the electric mobility aid not being allowed on the aircraft.

i) On selected charter flights, specific seats can be purchased approximately 14 weeks prior to departure. You will be sent an email with details of how to book. Seat bookings close approximately 7 days prior to departure. All other seats will be allocated by the airline at check-in. When travelling on scheduled flights, it may be possible to pre-book seats subject to each airline's policies, over which P&O Cruises has no control. Due to the configuration of the aircraft, it may not always be possible to obtain seats together.

j) Airlines have entered into codeshare agreements, so you may find that one or more of your flights is operated by one of their partner airlines. We will advise you if this is the case.

k) For long haul flights, if you have any special dietary requirements, including child meal requests, please advise us at the time of booking or at least 7 days prior to travel. We are unable to guarantee that all requests can be met.

l) Any amendment or cancellation made prior to departure will incur an administration fee of £20 per person plus any costs charged by the airline. Costs vary depending on the airline and the change(s) you want to make.

m) When you or your travel agent make a booking on one of our fly-cruise holidays, you may be offered the 'Guaranteed Flight' option, which means that you will have a confirmed booking, including flights, but the specific UK airport will be allocated at a later date. All people booked under the same booking reference in a single cabin will be allocated the same flights; however we may not be able to allocate the same flights to groups who have booked multiple cabins.

Flights will be allocated to your booking at least 7 days prior to departure and the price you have been quoted will not change. We will do our best to allocate flights from your preferred UK airport, but we cannot guarantee this.

n) If for any reason, upgraded seats are withdrawn from a particular flight, any upgrade supplement paid for that flight sector will be refunded in full and no compensation will be offered.

o) Baggage allowances vary by airline, route and class. Details will be available to view via my.pocruises.com once all flights in your itinerary have been finalised. Excess baggage can be pre-purchased on some airlines. Please note that the weight of each bag must not exceed 23kg for safety and handling purposes.

p) To comply with immigration rules, you must ensure that the name on your booking matches the name in your passport. You will be responsible for all costs associated with failing to comply with this requirement, such as amendment charges.

q) If you choose to make your own travel arrangements to join your ship, any flights you take will not form part of the package provided by us and will not be covered by our ATOL protection. You will also need to ensure that you leave sufficient time in your itinerary to reach the cruise terminal by the check-in time stated on your e-ticket as our transfers will not be included.

r) Please visit your airline's website for their most up-to-date travel policies and protocols.

Regional departures – please note

a) International flights from regional airports may be indirect. If a same day connection is not possible, the cost of overnight accommodation will be at your own expense.

b) Flights are offered subject to airline schedules available at the time of booking. Should subsequent schedule changes result in no regional service being available from a particular airport, no alternative transport will be provided.

c) If you book regional flights to/from Southampton Airport for day of embarkation/disembarkation through us, the fare includes transfers to/from the cruise terminal. If you are disembarking in Southampton, you will be transferred to the airport in the morning, even if your flight departs later in the day. If you would rather make your own way between the airport and the port (or vice versa), please let us know.

d) Where domestic flights to/from Southampton do not connect with our sailing times, we can book flights on an alternative date. In this case, accommodation in Southampton is available to purchase through Holiday Extras via my.pocruises.com.

Parking at the airport

Details of airport parking facilities can be found and booked through Holiday Extras via my.pocruises.com. For more information about parking and coach arrangements for one-way fly-cruise holidays, please see below.

One way fly-cruises

We offer a complimentary coach service between the airport and the port of Southampton on selected cruises; please see cruises listed below. Please inform us or your travel agent at the time of booking if you wish to book this service – places are limited and must be booked in advance.

Whether you are sailing from Southampton or flying from the airport, you can park your car at the airport at the start of your holiday. On one-way fly-cruises sailing from Southampton, a coach will then take you directly from the airport to board your ship in Southampton and you'll fly home following your cruise to find your car waiting. On one-way fly-cruises starting in the Caribbean, you'll fly from the airport to board your ship and sail back to Southampton at the end of your holiday, transferring to a coach that takes you to the airport to collect your car.

2021/22 Caribbean fly-cruises

B124, B207, B207A - Birmingham, London and Manchester
B124A London and Manchester

2022/23 Caribbean fly-cruises

B225, B225A, B306, B306A, K301, K301A, K306, K306A - Birmingham, London and Manchester.
K301B, K305D - London and Manchester.

2023/24 Caribbean fly-cruises

B326, B326A, B406, B406A, K321, K321A, K406, K406A - Birmingham, London and Manchester.
K321B, K405D - London and Manchester.

Delays

Delays to ships and flights, whilst rare, do occasionally occur. In such situations we liaise with the supplier of our services where appropriate, and will ensure your comfort during the course of any such delay. Depending on the particular circumstances, refreshments, meals and accommodation may be provided as appropriate, subject always to the facilities and services locally available. Our aim will always be to minimise the inconvenience of any delays.

Luggage

Sailings from/to Southampton

You can bring as many bags as you can comfortably fit into your cabin, but each item of luggage should weigh no more than 23kg for safety and handling purposes. If an item exceeds 23kg at embarkation you will be recalled to the terminal and asked to remove items or repack your bags. Your baggage may also be delayed at disembarkation if you exceed this limit. You may also wish to use our luggage courier service – see below for details.

Suit carriers

We would suggest you carry on your suit carrier to avoid any accidental damage during the loading process along conveyor belts where straps, handles or the bag itself may get caught and tear. Suit/dress carriers form part of your flight luggage allowance where applicable.

Coach transfers

Cruise Connect restrict passengers to a luggage allowance of two 'medium' cases weighing no more than 23kg per

piece plus one item of hand luggage per person. For further details, visit my.pocruises.com, contact Cruise Connect directly on 0344 338 8690 (local call charges apply) or visit www.intercruises.com/cruiseconnect

Fly-cruises

On fly-cruises, both the charter and scheduled flight luggage restrictions vary, but are usually between 20kg and 23kg per person. Log into my.pocruises.com and visit the Flights page to view your air carrier baggage allowances. Please note that if your airline allowance is greater than 23kg, we ask that no individual item of luggage weighs more than 23kg, in order to be safely handled by the ship's crew and airline baggage handlers.

Caribbean and Tenerife to/from Valletta

Whether you fly to the Caribbean or Tenerife and fly home from Valletta, or vice versa, you must adhere to the luggage allowance on your Valletta flight, as the smaller aircraft is unable to carry more than the specified allowance. Once your flights have been confirmed, visit my.pocruises.com to view your airline baggage allowances.

Luggage courier service

For convenience, you may wish to arrange to have your luggage sent to the ship if you are departing from Southampton. The Baggage Handling Company offers a convenient service collecting your luggage from your home and transporting it to the port up to 96 hours before your cruise departs, so you don't have to worry about your luggage until you reach your cabin. Safely sealed and stored in a secure facility before departure, the service guarantees complete peace of mind over the security of your luggage once in the possession of The Baggage Handling Company. On return from your holiday, you will be met by a representative in the terminal, who will re-seal your luggage and return it to you on the date agreed. The service is available from £36 per bag each way, dependent on location.

To find out more or to book this service visit www.thebaggagehandlingcompany.com or call the P&O Cruises customer line on 0844 8094661. Calls cost 5p per minute plus your telephone company's network access charge.

Sailing from Southampton

Coach travel

For sailings from Southampton, Cruise Connect offers coach transfers to and from your ship from 50 collection and drop-off points throughout the UK*. You can book a comfortable and spacious coach or privately hire from a range of different sized vehicles. The prices shown below apply to the lowest available price in each region. For applicable prices and to book, please contact the coach operator on 0344 338 8690 (local call charges apply) or visit www.intercruises.com/cruiseconnect[†]

Wales from £84 per person

Midlands from £80 per person

South East from £79 per person

North from £94 per person

Scotland from £145 per person

*Coach collection/drop-off point may not be central to town or city indicated. Service is subject to minimum numbers and Cruise Connect reserves the right to cancel the service 28 days prior to embarkation if deemed necessary. Cruise Connect is operated by Intercruises.

[†]Your contract will be with the coach service provider. Price shown applies to one departure point in each region.

Valet car parking

If you're driving to your ship in Southampton, a full valet parking service is available at our home port. When you arrive, porters will be on hand to take care of your luggage while you check your car in with representatives from Cruise and Passenger Services Ltd. From that point on, their careful drivers will park your car for you, and it will be kept in a safe and secure car park until your return. Prices range from £9.50-£20* per day depending on the duration of your cruise. For full prices and to book, call 0345 071 3939 or visit www.cruisebooking.co.uk

*Prices as at January 2020 and are subject to change.

Life on board

Money matters

Keep your holiday spend in £s with P&O Cruises

Because everything on a P&O Cruises holiday is in £ sterling, from the initial price to any on-board extras, you need never worry about fluctuating exchange rates and can enjoy your holiday with total peace of mind.

On-board account

For your convenience all of our ships operate a 'cash free' environment with prices in £ sterling. To make any purchases on board you just need to present your cruise card. Our ships do not accept cash, except at the Reception desk for purchase of foreign currency and the settlement of your account. In order for charges to be posted on to your account you will need to register your credit card or Visa/MasterCard Debit card at check-in. All transactions will be charged to your account in £ sterling.

Registering a payment card

As part of the online check-in process, you will need to register a payment card for use on board. This will allow for a speedier embarkation process when you arrive at the terminal on the day of your holiday.

If you do not register a payment card during online check-in, you will not be able to complete the online check-in process. Instead, you will need to check-in and register a payment card when you arrive at the terminal. The check-in team at the terminal will ask you for your credit or debit payment card. We accept the following major cards: Visa and Discover cards, MasterCard, and American Express & Diners Club. You will need your four digit pin number in order to register your card. We are unable to accept Solo, Maestro, Switch or any pre paid credit cards. £50 will be required for pre-authorisation and you will be asked to enter your four digit pin number for verification.

Even if you wish to settle your on-board account with cash at the end of your cruise, a payment card must still be registered when you check-in online or at embarkation.

Your daily spend whilst on board will be authorised with your card provider at the end of each day to cover your spend for the previous day. Your card provider, as part of their standard procedures, may retain these authorisations for up to 28 days and this is outside the control of P&O Cruises. Until these authorisations are released, the available funds in the account could be affected. Payment is not taken from your account until it is finally settled on the day of disembarkation. You may wish to therefore contact your card provider on your return to release these authorisations.

Settling your on-board account with cash

You may choose to settle your account with cash; however a payment card must still be registered. If using cash, your account must be kept in credit at all times. If you wish to settle your account using cash then please note that there are limits on the amount of cash that can be deposited on your account, which vary by cruise length. Please note that you will not be permitted to deposit cash as payment for any goods totalling €9,000 or more (equivalent in the ship's currency) and these transactions must be settled using your registered card. You may credit your account with any major currency; this will then be credited to your account in pound sterling at the current exchange rate. We are unable to accept either personal cheques or traveller's cheques. We are also unable to accept €100, €200 and €500 notes at any time, this includes at the casino.

Settling your on-board account by card

If you have a credit card or Visa/MasterCard debit card registered all you need to do is to check your final statement on the morning of disembarkation. If you are happy with your account you need take no further action. The final amount will be settled to your registered credit or debit card. If you do have

any queries you should raise these with the Reception desk prior to your departure from the ship. You have the ability to charge items to your account on the day of disembarkation until you leave the ship – these charges will show as a second settlement on your credit or debit card statement.

Please note that if your cruise is longer than 28 days, your on-board account will be settled in the middle of your cruise as well as at the end. The exact date of the first settlement will be advised once on board. During the World Cruise, your account will be settled at regular intervals. These dates will also be advised on board. Please ensure you have sufficient funds to settle your account.

Foreign currency

You can exchange your money on board into local currency for most ports of call. There are however certain ports when the ship is unable to carry local currency. In such cases, the ship will advise which currency is best to take ashore. We can only accept back the currencies that we sell on board and only in the denominations that we sell. Foreign currency can be charged to your account if you have a credit or debit card registered or if your account has sufficient cash credit to cover the transaction. The following limits apply to all currency transactions – £250 per day, £1,250 per 7 consecutive days and £5,000 per 30 consecutive days. We are unable to accept either personal cheques or traveller's cheques. We are unable to accept €100, €200 and €500 notes at any time for currency exchange transactions. Please note that, as part of the fight against terrorism, international crime and money laundering, regulations in the UK and regulations in the EU require all guests entering or leaving the UK or the European Union with £10,000 or €10,000 or more respectively in cash (or its equivalent in other currencies or easily convertible assets - e.g. bonds, shares, traveller's cheques etc.) to declare it to the relevant customs authorities of the country which he/she is entering or leaving. If you are likely to need to make a declaration under this regulation please contact the HM Revenue & Customs National Advice Service on 0845 010 9000 or visit www.hmrc.gov.uk for further information on how to comply.

Cash on board

If you require cash whilst you are on board, you can charge this to your on-board account. The following limits apply to all cash transactions – £250 per day, £1,250 per 7 consecutive days and £5,000 per 30 consecutive days against a registered card.

Dining

With options available around the clock, you can enjoy delicious dishes whenever you feel peckish on board our ships. Choose from modern British classics as well as flavours inspired by the destinations on your itinerary – plus, so much is included in the price of your holiday.

Fresh and informal

From poolside snack bars to cafés, these casual spots are the perfect places to stop by and tuck into a tasty bite. With options available all day and even late at night, you can enjoy delicious dishes whenever the mood strikes.

For fresh and informal food, head to venues such as The Beach House (for a little extra) and The Quays (included in the price).

Contemporary flavours

From light bites to decadent dinners, there's a menu for every appetite, including some created by our Food Heroes. You'll find traditional British favourites and exotic world flavours available throughout the day.

For contemporary flavours, head to venues such as your ship's Freedom and Club restaurants (included in the price – see more information on these restaurants below), The Glass House (for a little extra) and Sindhu (for a little extra).

Served with entertainment

Visit one of these unique venues and you might be treated to the sounds of a live band or solo singer during a sumptuous three-course dinner. Or you could hear secrets from the career of a famous chef while watching them create a mouth-watering meal.

For sumptuous food served with entertainment, head to venues such as The Limelight Club (for a little extra).

Chic and special

Whether you're celebrating a certain occasion or simply keen to indulge in an extra-special foodie experience, these restaurants have the wow factor. Settle into chic surroundings, enjoy flawless service and take your pick from delicately crafted, delectable dishes.

For chic and special dining, head to venues such as The Chef's Table (included in the price), The Epicurean (for a little extra) and Ocean Grill (for a little extra).

Family favourites

Bring your whole clan for great food and good times. Munch on burgers and hot dogs by the pool, sit down for a family meal to mark a special occasion, or head to the early children's tea to enjoy healthy options and treats for all tastes.

Our family favourites include the children's tea in the buffet restaurant (included in the price), Sundaes (for a little extra) and the Poolside Grill (included in the price).

Freedom and Club restaurants

When you book your holiday, you will need to choose between two styles of inclusive evening dining – Freedom or Club – for if/when you decide to eat in your ship's Freedom and Club restaurants. Please note, Arvia and Iona offer exclusively Freedom Dining.

For Club Dining, you'll share a table in the Club restaurant with the same guests at a set time. Choose from 6.30pm or 8.30pm and a variety of table sizes (subject to availability).

For Freedom Dining, you can dine any time from 6pm to 9.30pm in your ship's Freedom restaurants; simply go along and you'll be seated at an available table.

At peak times, we'll give you a pager to let you know when your table is ready, so you can sit back and relax with a drink in the bar.

Room Service

You'll find a fantastic hot and cold room service menu, available 24 hours a day. Breakfast is included; otherwise charges apply. Please see the room service menu on board for details. A tray charge applies on board Arvia and Iona.

Plan ahead

You can reserve your table at a number of restaurants and venues on board our ships in advance of your holiday via My P&O Cruises. Simply visit my.pocruises.com to explore the options available and to book.

To find out more about dining experiences on board our ships, visit pocruises.com/dining

Going ashore

Tender operations

Wherever possible, your ship will dock at a quayside allowing you to come and go as you please via the ship's gangway. Sometimes the ship will anchor at sea and tenders will offer a free and frequent service ashore, such ports are represented by ⚓ symbol in our brochure. Depending on the number of people wishing to go ashore, you can normally expect to be ashore about an hour after the time of arrival. The Ⓞ symbol in our brochure indicates ports that we usually berth alongside but at which, in exceptional circumstances, we may need to anchor the ship at sea. While the ship is in port, naturally the restaurants, bars and other facilities (except the shops) are available.

A tender is a small vessel that carries around 100 passengers. In order to board the tender, please note that you will be required to use steps (up to 20cm/8 inches high) and navigate the gap between the platform and the tender (of up to 45cm/18 inches).

In the interests of safety, we require all guests wishing to use the tenders to have sufficient independent mobility to negotiate steps and traverse a gap of up to 45 cm/18 inches. Anyone wishing to board the tender will need to demonstrate this ability via a mobility test prior to tender embarkation by stepping unaided over a distance of 45 cm/18 inches. Children who are unable to step across a gap of this size will be permitted to use the tender service provided their parent/guardian is able to demonstrate that they can carry or pass them safely across the mobility test gap.

There will be crew members there to guide and steady you as you embark, but they cannot support, carry or lift guests on board the tender for safety reasons. Please wear appropriate, flat, and securely attached footwear, when embarking and disembarking the tender.

If you use a wheelchair or mobility scooter, please note that you or your travelling companion are responsible for assembling and disassembling your wheelchair/mobility scooter. The crew will endeavour to assist where practical and safe to do so, providing that no individual part weighs more than 20kg/40lb.

If you have notified us that you have reduced mobility you will be invited to a tender briefing on board and given the opportunity to take part in the mobility assessment (described above) in advance. This must be completed independently, without any assistance.

If an officer decides it is not safe for you to board a tender, please respect their decision as this decision is taken to ensure your safety, in accordance with health and safety law.

Shuttle buses

With our Select Prices, shuttle buses will be offered free of charge in ports where they are provided by P&O Cruises. If you have opted for an Early Saver or Saver price, you will need to pay a supplement for any shuttle buses in port. The prices for the shuttle bus vary by port and will be advised once on board. As a guide, they are usually £4 to £5 per person each way.

Please be aware that in consideration of health and safety, tour providers/coach operators reserve the right to refuse carriage to any guest who is unable to negotiate the steps of the coach independently.

Please note that water taxis in Venice will be available at a supplement and are not included in the shuttle bus provision for Select Price.

Port information

In some countries we've listed the main destination in the itinerary and shown the port in brackets e.g. Rome (from Civitavecchia). In these circumstances we take you to the port advertised and then offer shore experiences to reach the main destination. Where the ship berths some distance from the port centre, guests who wish to go ashore independently will usually find local public transport connections and private taxis close to the ship. We also offer shuttle buses in some ports. These are free of charge if you book a Select Price holiday (See 'Shuttle bus' section above.)

There are certain ports (where alternative local transport options are limited or where there are health & safety reasons), where we will offer free shuttle buses to all guests regardless of whether you have booked under Select Price or other promotional prices. For full details on our fare types please see our 'Pricing' section on page 2.

Time in port

For Grand Tours and World Cruise the time the ship will be in port is displayed as Half day, Full day, Evening and Two full days – see below for a description of each:

Half day – A half day call will usually be a minimum of 5 hours and a maximum of 7 hours.

Full day – Normally a full day call will be a minimum of 7½ hours and a maximum of 11 hours.

Evening – Will usually follow a full day in port and the ship will depart at or after 9pm.

Two full days – Normally will be a minimum call of 32 hours and a maximum call of 40 hours.

Please note that the timings given above are based on the ship's arrival and departure times, not the length of time you will have ashore.

These are intended as guidelines only as the actual times may vary. We will keep you regularly updated of arrival and departure times while you are on board.

On all fly-cruises, the amount of time you can spend in your embarkation and disembarkation ports may be limited and depends on your flight times. Shore experiences will be available for purchase where time and other factors permit.

For all other cruises featured in the brochure, we have used a **C** symbol to denote evenings in port and a **★** to denote an overnight in port within the itinerary. Any consecutive (or multiple) days in port are summarised beneath each itinerary.

All ships entering the United States are required to go through the US Immigration Services immigration procedures. This process can take up to half a day, and whilst we endeavour to minimise the impact this may have on your holiday, it may impact your first day in a US port. Guests booked on a P&O Cruises shore experience are not affected by this process.

The impact on immigration requirements resulting from the UK exit from the EU is currently unknown.

Book on board for extra benefits

When it comes to P&O Cruises holidays, it seems you agree that you simply cannot have too much of a good thing! We have a Loyalty and Cruise Sales team on board every ship who, with their expert ship and destination knowledge, can assist with booking your next cruise whilst you are on board, rewarding you with up to £100pp[^] additional on-board spending money for your future cruise. If you booked your current cruise via a travel agent we will pass your future booking to your travel agent when you arrive back home.

[^] On-board spending money is available on Select Price holidays of 4 nights or more. On-board spending money amount of £100pp is based on cruises of 22 nights or more. Amount varies by cruise duration and is based on holiday nights spent on board, and does not include travel to and from the ship.

My Holiday

Our brand-new on-board app, My Holiday, is your very own pocket planner. You can access it once on board using your mobile phone or tablet and our free guest Wi-Fi*, and you'll have the power to personalise your experience from the comfort of your cabin, sun lounger, wherever! Before you sail, you can pre-book experiences with My P&O Cruises but once on board, My Holiday allows you to customise your holiday in real-time.

Want to book a seat for a show? View your on-board account summary? Make a dining reservation? You can browse the restaurants and make bookings for your entire holiday. You can also queue virtually... For restaurants that allow walk-ins or offer Freedom Dining, you typically go to the restaurant and stand in line for a table but with My Holiday, you can join the queue from anywhere on the ship and only head to the restaurant when your table is ready. It's never been easier to holiday your way...

*Free guest Wi-Fi is limited to using My Holiday. For general Wi-Fi usage and packages, please see www.pocruises.com/moments/staying-connected-at-sea

Ships exclusively for adults

Please note that there may be a small number of children on ships classified as exclusively for adults as families of our officers and captains travel on occasion.

Single travellers

On cruises when there are significant numbers of single travellers and dependent on cruise duration, the on-board Entertainment team may arrange dedicated events for single travellers, such as get-togethers or informal coffee mornings.

Smoking policy

For the safety, comfort and enjoyment of all of our guests, and in view of the UK legislation banning smoking in interior public areas, smoking is not permitted in cabins, on cabin balconies or in public rooms. It is permitted in designated areas of the open deck. E-cigarettes, including those which do not emit smoke, are permitted in designated smoking areas only. E-cigarettes are illegal or banned in some countries and governments are changing their laws as new research is revealed so always check where you can use them before you sail.

Stay Connected

Your mobile phone should be able to work as it does ashore, but please ensure you check with your service provider regarding the necessary roaming agreements before you board. There's also a phone in your cabin. All our ships have extensive Wi-Fi capability and you can access the internet (satellite reception permitting) via one of our tailored internet packages, each designed to suit your online preferences. You can purchase internet access before you sail, or log on to the Wi-Fi when you board your ship to see the full range of packages available. To find out more, visit www.pocruises.com/moments/staying-connected-at-sea

No tips required

No tipping is needed on our ships, so you can relax knowing good service and good times are all part and parcel of your P&O Cruises holiday.

Laundry

Self-service launderettes with washers, dryers and ironing stations are available on all our ships for guests to use, but you will need to supply your own detergent (available to purchase on board).

Launderettes will be closed on cruises less than 5 nights. Opening is dependent on relevant public health information and guidelines at the time of the cruise.

Loyalty and reward

P&O Cruises Peninsular Club

Every night you spend on board with us you are earning points to increase the rewards you enjoy next time you holiday with us. Our club has six tiers, named after the oceans and seas cruised by our ships. The tiers are arranged in order of size, with the smallest sea, the Ligurian, being the name of our most exclusive tier.

Here's how it works...

To find out just how many points you have, which loyalty tier you might be eligible for and what that means for your next cruise – My Account is your go-to. As soon as you've registered at www.pocruises.com/myaccount, you can start enjoying all of the online features.

Online features include:

- Manage your Peninsular Club membership
- Manage your details and contact preferences
- View your cruise history
- View your loyalty club points and benefits.

To register, you'll need an email address that is unique to you and your My Account Number.

Loyalty benefits

If you become a member of the P&O Cruises Peninsular Club you can enjoy a range of club benefits as you progress through the tiers, such as:

- On-board spend discount in shops, bars, shore experiences and more!
- Exclusive events on board
- Priority booking
- Travel insurance discount.

Benefits received are dependent on tier and duration.

For full details on all of the Peninsular Club benefits, please visit

www.pocruises.com/peninsular-club

Peninsular Club discount

We are delighted to offer members of our loyalty club, The Peninsular Club, an additional 5% discount on selected cruises. The 5% discount is only combinable with Select Prices and is applicable to the first two guests in a cabin.

If you're a member of the P&O Cruises Peninsular Club you can also benefit from discounts on selected purchases at my.pocruises.com (the saving will be shown in your shopping basket), as well as on purchases made on board.

Code of conduct – ensuring your time on board feels special

Our policies explained

We have a few policies in place to ensure your time on board feels special. All guests are required to adhere to them and this will guarantee plain sailing, allowing you to simply get on with enjoying your holiday.

At all times while on board and during shore experiences, guests are expected to conduct themselves in an appropriate manner and with due regard to the health, safety and enjoyment of all other guests, crew and shore experience guides. Failure to comply with the code of conduct, disrespectful or offensive behaviour may result in individual guests or whole parties having their holiday terminated and having to make their way home at their own cost.

Guest safety and muster drills

It is mandatory for all guests to attend the guest safety and muster drill before sailing on embarkation day. Guests will need to bring along their cruise card to the guest safety and muster drill as the card will be scanned to confirm attendance. Due to the critical importance of your own safety, drills must be attended in a timely manner. Due attention must be given throughout and the use of mobile phones and consumption of alcohol is not permitted during the guest safety and muster drill.

Large groups

We understand that some guests are looking for a break that lets them mark a special occasion and whilst large groups are welcome, noise must be kept to a reasonable level in all venues and behaviour must not adversely affect other guests' cruise experience. Inappropriate behaviour of any sort – including gestures, dress, stunts, practical jokes or language used – is not acceptable in the cruise terminal, during shore experiences or while on board the ship.

As previously mentioned, disrespectful or offensive behaviour may result in the termination of your holiday with any onward travel to be arranged at your own cost.

Dress code

Dressing up at night is one of the many highlights of your P&O Cruises holiday. We have two evening dress codes for guests aged 18 years and over from 6pm: 'Evening Casual' and 'Black Tie'. The only exception to these are tropical nights on our Caribbean holidays and seasonal events such as Halloween and Christmas. And if you feel like keeping things casual, you're free to wear more relaxed clothing in the buffet.

Evening Casual

After a busy day of exploring (or lazing by the pool), there's plenty to look forward to on board. For Evening Casual nights, dress as you would for dinner in a nice restaurant; smart dark denim or trousers and a nice top, open-neck shirts, skirts and dresses (but no tracksuits, football shirts, shorts or trainers please).

Black Tie

Our Celebration Nights, or Black Tie nights, offer a chance to get dressed to the nines in glamorous evening wear. Don your favourite cocktail dress, tuxedo, ballgown or dinner jacket, or alternatively a dark business suit and tie. You may also wear formal national dress or military uniform.

Theme nights

Theme nights are great fun, though it's up to you whether you'd like to dress up. From tropical nights to black and white nights, you can have a ball crafting your perfect outfit. If you decide not to dress in line with the theme, please follow the ship's general dress code for that evening.

Children

For children aged 17 years and under, the dress code in the evening is Evening Casual, regardless of the adult dress code. We do ask for no denim on Black Tie nights please.

Fancy dress

We don't want to dampen anyone's fun, but fancy dress and novelty items or clothing are not permitted on our ships; the only exceptions to this are clothing for official P&O Cruises theme nights and seasonal events. Any clothing that features inappropriate or offensive language, including novelty clothing with printed images or slogans, will not be allowed on board. We reserve the right to deny embarkation to guests who are inappropriately dressed. This policy does not apply to children aged 17 or under.

Alcohol policy

We believe that responsible drinking is a valued and enjoyable part of a holiday. However, we ask that our policy for the responsible consumption of alcohol is adhered to at all times. We reserve the right to deny access to the ship to anyone who appears to be heavily under the influence of alcohol. We may also confiscate alcohol in the terminal and at the gangway. The age required to purchase or consume alcohol and tobacco on board is 18 years (21 years in the United States of America and UAE).

Each guest aged 18 years (21 years in United States of America and United Arab Emirates ports) and older may

bring up to 1 litre of wine, Champagne, beer, spirit or liqueur on board as they embark the ship for the first time only. Alcohol over the 1 litre limit will be stored and returned to the guest prior to the end of the cruise.

Wine brought on board may be consumed in the bars or restaurants, but will be subject to a corkage fee of £25 per bottle*, per occasion which will be charged to the guest's on-board account. Spirits, beer or liqueur brought on board can only be consumed in guests' cabins.

All alcoholic beverages purchased mid-cruise in ports of call cannot be consumed on board. Guests will need to declare and hand over any alcohol bought in port at the gangway. It will be stored and returned to the guest prior to the end of the cruise, at no charge.

If a bottle of wine/Champagne has been bought for a guest through P&O Cruises gifts, guests will need to ensure they carry the gift card with them to avoid having the corkage charge applied to their on-board account.

On eligible cruises, guests are welcome to buy duty free alcohol to take home via the on-board shops. It will be stored until the end of their cruise.

Should guests wish to enjoy a drink in their cabin, they will be able to refer to the in-cabin directory which has a selection of spirits and wines which can be purchased by the bottle, as well as our extensively-stocked mini-bars in all cabins*.

The consumption and enjoyment of alcohol in a public area will always be subject to our responsible drinking policy. Bar staff may refuse service if a guest appears to be inebriated. Any offensive or unruly behaviour may result in individuals or the whole group being asked to leave the venue. Dangerous or violent behaviour is not acceptable and may result in individual guests or whole parties having their holiday terminated and having to make their way home at their own cost. Anyone under the age of 18 will not be served alcoholic beverages on board and must not be in possession of alcohol. Please don't be offended if we ask you to verify your age.

It is prohibited to attempt to purchase alcohol for those under 18 in the bars and shops on board, although 16 and 17 year olds may be bought modest amounts of beer, cider or wine to drink with a meal in the restaurants when accompanied by a parent or legal guardian.

*Price subject to change

** The contents of your cabin may vary in accordance with enhanced health and well-being measures. For our latest information, please visit pocruises.com/cruise-with-confidence.