



HEALTH ADVISORY INFORMATION FOR GUESTS PUBLISHED SEPTEMBER 2021

Our assurance to you

P&O Cruises is committed to delivering the highest standards of health, safety and well-being for our guests, crew and the wider communities we visit.

We have introduced enhanced and approved well-being measures across every aspect of your holiday experience with us. The framework of enhanced protocols has been developed with guidance from our global medical and public health experts and scientists and in close coordination with UK government agencies, to keep you and our crew healthy and well throughout your holiday. These protocols include enhanced sanitation measures, appropriate social distancing and the mandatory wearing of face masks in certain areas of the ship. Crew also undergo a strict testing and quarantine regime as well as regular testing during their time on board. Our protocols are subject to change as we will continue to work with our experts and with government bodies to ensure all of our practices evolve in line with the latest advice. For the latest update, please visit www.pocruises.com/cruise-with-confidence

Vaccine and testing policy

For holidays to the Caribbean from 22 October 2021 - 27 March 2022

Given the long-haul destinations and the number of different countries visited combined with the current health protocols and entry requirements in the Caribbean, all guests (irrespective of age) must have completed their vaccination course at least 14 days prior to travel. This can either be two doses of the currently approved COVID-19 vaccines or the approved single-dose Janssen COVID-19 vaccine (approved by the MHRA). A single dose of any other vaccine will not be accepted. All guests of all ages must meet the requirements of the COVID-19 vaccination policy.

All guests on a Caribbean fly-cruise will also need to organise and pay for a private PCR test within 72 hours prior to travel. The test must be administered at an accredited or recognised laboratory by a healthcare professional. You'll present your negative PCR result at the airport as well as complete a complimentary antigen test organised by P&O Cruises.

For guests setting sail in Southampton, you will complete a complimentary antigen test at the terminal and must pay for a PCR test on board within 72 hours of arriving in the Caribbean.

For all other holidays from 25 September 2021 - 27 March 2022

All guests aged 18 years and over must have completed their vaccination course at least 14 days prior to travel. This can either be two doses of the currently approved COVID-19 vaccines or the approved single-dose Janssen COVID-19 vaccine (approved by the MHRA). A single dose of any other vaccine will not be accepted. All guests aged between five and 17 years old will need to have completed their vaccination course a minimum of 14 days prior to sailing or will require a negative PCR test within 120

hours prior to travel. Guests four years old and younger will be permitted to travel providing their travelling parents/guardians meet the above requirements.

All guests will also require a negative COVID-19 test at the terminal (the cost of which will be complimentary). As mentioned above, if you are travelling with children aged between five and 17 years old who are not vaccinated, they will need to take a PCR test within 120 hours prior to travelling to the terminal (again, this will be complimentary). Please [register](#) with our service provider, Prenetics, and order a PCR pre-cruise testing kit for every unvaccinated guest aged between five and 17 years on your booking. Registration opens five weeks before sailing and closes six days before your embarkation date.

We also organise testing that may be required to go ashore in various destinations on your itinerary. These tests will be available to purchase on board at a cost of £18 per antigen test per person and £25 per PCR test per person. Currently, the majority of ports we visit this year do not require entry testing. All requirements are subject to change. During your holiday, destinations on your itinerary may have various documentation requirements. You are responsible for meeting the entry requirements of each destination you plan to visit, regardless of whether you have booked a P&O Cruises shore experience or are exploring independently; however, we will be happy to guide you through all testing and documentation needs on board. P&O Cruises cannot accept responsibility if you are denied entry to a country because you do not meet its entry requirements.

You must also organise a private COVID-19 test to take within 48 hours after returning home. This is a requirement of the UK government and applies to all guests aged five years and over who are staying in the UK after their holiday. You can order your test through our service provider, [Prenetics](#), at a discounted rate. It is essential that you book your day two test in advance of your holiday as you need to provide the booking reference on the Passenger Locator Form (PLF). You must complete a PLF prior to arriving in the UK. TOP TIP – you can complete and submit the form 21 days prior to your planned arrival date back into the UK. If you're travelling on a fly-cruise holiday, you must complete the PLF within 48 hours prior to arriving in the UK. You can set up an account before your holiday and enter some of your details giving you a head start. You'll need a data-enabled device (e.g. smartphone or tablet) to complete the form. We do have some facilities for those that don't own a suitable device.

This vaccination and testing policy is reviewed on a regular basis as the global situation continues to evolve. At the time of travel, some ports of call may stipulate specific vaccine or testing policies for guests going ashore that differ from this policy.

All other P&O Cruises sailings on sale do not currently require guests to be vaccinated.

In line with the vaccination and testing policy, all guests will be required to show proof of vaccination status at the terminal/airport prior to boarding which will be checked against the guest's photo ID. This can be printed or a digital format (a screenshot is fine) and must be an official certificate of vaccine status issued by your local health authority (e.g. NHS England). Please visit your relevant NHS or local health authority website for full details of how to obtain an official record of your vaccine status in advance of your holiday (please note that some authorities require up to 10 days to process applications to receive postal certificates). Guests in England can download the NHS app, register with their NHS number and photo ID and gain access to 'Get your NHS COVID Pass' – this allows you to download a PDF copy of your vaccine record and/or request to receive an offline copy by email. Alternatively, to prove your vaccination status you can show a screenshot of your vaccination details which appear below your unique 2D barcode within the app. This shows the details of each vaccination and the date given – please note that there are two different screens for vaccination 1 and 2. We are unable to scan the 2D barcode within the app; the teams at the terminal/airport need to see the information shown below the 2D barcode which confirms the dates of vaccination. Please register for the NHS app well in advance of travel as NHS app accounts can take up to 14 days to approve. If using the app, in case of any connectivity issues we'd recommend taking a screenshot so that you can easily show this at the terminal/airport.

Please note that the record card that is given out at the time of vaccination will not be accepted as proof of

your vaccination status. Unfortunately, failure to provide proof of vaccination at the terminal/airport will result in denial of boarding at your own expense.

We will update 'Our assurance to you' and 'Preparing to sail' web pages as necessary and update all guests prior to their holiday departure date. Please do ensure that your preferences and contact details are up to date in the My Account section of our website.

Pre-existing medical requirements – what you need to know

Whilst any travel should be carefully considered, it is understood that those with certain pre-existing medical requirements 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 www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/

If you have any existing medical requirements, we recommend you discuss your travel plans with your doctor. The information below may help guide the discussion and we suggest you have this with you at your appointment. We strongly advise you follow your doctor's expert advice regarding your fitness to travel, particularly during this uncertain time. You should also be aware that if you don't follow your doctor's advice, your medical insurance may be deemed invalid.

We are following all the latest guidance to protect the health and well-being of guests, crew and the communities we visit. When we return to sailing, unfortunately we will be unable to accept guests who have the following medical requirements:

- Supplementary oxygen (including via oxygen concentrator)
- Mechanical ventilatory support (except for overnight CPAP for sleep apnoea)
- Dialysis
- 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 test and trace system.

Medical facilities on board

The ship provides a private medical service and staff, including doctors and nurses. Our medical facility has basic medications and equipment. Whilst we are able to offer an immediate medical response, it is important to understand that this isn't the same as would be available on land and there is no access to surgical or complex intensive care facilities, advanced imaging or medical specialists.

If an acute medical or surgical condition occurs, medical evacuations would be made where possible. All medical services are charged for and in the case of a medical evacuation, those costs can be substantial. It is for this, and other reasons, that comprehensive travel insurance is a requirement of travel – please see the section below.

Medication

The ship's medical facility stocks basic supplies of emergency medications but a regular pharmacy service is not available. Guests should bring sufficient supplies of any regular medications with them, to last at least 14 days beyond their holiday.

Travel and medical evacuation insurance

It's mandatory for all UK guests to have comprehensive cruise-specific travel insurance when you sail with us. Whilst we hope you never have to claim, the policy will ensure you're able to relax and enjoy your holiday with the peace of mind that you're protected should you need it. When travelling with us, your insurance must include medical cover of £2 million minimum and cover for emergency evacuations and medical expenses related to COVID-19. You must also ensure your policy includes cover for repatriation, cancellation and curtailment and full cover for any and all pre-existing medical conditions worldwide, or as a minimum, in the countries you are due to visit. You will be asked to confirm you have travel insurance at the terminal/airport and you may need to provide proof of your policy. It is your responsibility to ensure you have appropriate cover in place. Unfortunately you will be denied boarding, at your own expense, if you do not arrange insurance.

P&O Cruises has partnered with Holiday Extras to offer appropriate comprehensive travel insurance cover for our holidays. For further details, visit www.holidayextras.com/pocruises