



# The Hot drinks package

## Terms & Conditions 2019

### What is Included

- The Hot drinks package is £10.95 per person, per day and includes unlimited primo sized Costa coffees, hot chocolate and teapigs™ teas.
- In addition, the package provides 20% discount on large/medio coffee or hot chocolate.
- Loyalty discount will be applied when purchasing the drinks package.

### Package Details and Qualifications

- Each guest assigned to the same cabin must purchase/or sign up for the hot drinks package. Sharing is not permitted.
- The hot drinks package applies to every day a guest is sailing other than day of disembarkation and is not offered on a per day basis. Partial / pro-rated packages or purchase for segments of a guest's cabin are NOT accepted. For avoidance of doubt if the cruise is advertised as a seven night cruise, then seven shall be applied as the multiplier to the price of the package.
- The package is purchased on board on the first two days of your cruise. If you opt to purchase your package on day two, you pay only for the remaining nights of the cruise.
- The package is STRICTLY NOT refundable or transferable once purchased on board. If the package is purchased prior to the cruise, it is refundable no later than three days prior to departure. A full refund will be applied to the credit/debit card used to make the original payment.
- Only one drink at a time may be ordered. There is a minimum 15 minute wait time between ordering drinks. Sharing is not permitted
- The hot drinks package is not available for Charter Cruises.

### Exclusions and Limitations

- The Hot drinks package excludes large/medio sizes coffees and hot chocolates, iced coffee and tea, liqueur coffees or any product containing alcohol.
- The package does not apply to any items offered in shops on board.
- The package cannot be used for Room Service or Mini-Bar items. Additionally, the package cannot offset the cost of, or be a substitution for, special or private events such as cocktail parties, wedding receptions or similar.
- Excludes beverages offered via self-service or vending machines.
- Excludes and is not combinable with other Programs, Promotions, Onboard Specials, or Events such as Wine Tastings, Cocktail Master Classes, Buckets of Beer, Buy One Get One free or multi-buy Offers, Specialty Dining cover charges, or food items for sale in all food and beverage venues.
- The package may be used at all food and beverage venues, and other areas such as public spaces that offer beverage service. Selections and service are limited to each venue's menu offering and operating hours.
- P&O Cruises reserves the right to introduce exclusions or limitations without prior notice.
- The package is only available on cruises of five nights or more. For avoidance of doubt, the cruise element must be advertised as at least a five night cruise.
- Pricing is subject to change without prior notice and price adjustments (up or down) implemented on the day of sailing will replace any previously advertised price. Packages purchased in advance may vary from on-board pricing due to timing, currency fluctuations and other factors. Guests will NOT incur additional charges, nor be issued any credits or refunds for such variances.
- Guests may purchase a round of hot drinks for themselves and friends. One drink will count towards the hot drinks package and the remaining drinks will be charged to the guest's account at full price.
- Local tax may apply for certain ports or itineraries.
- Shipboard management also reserves the right to add additional restrictions and revoke or cancel the drinks package at any point during a guest's cruise for any reason without a refund, as appropriate. A guest's beverage package may be forfeited if they:
  - Provide beverages to other guests or do NOT comply with the terms, conditions and limitations of the package
  - Exhibit behaviour that is inappropriate, a safety risk to themselves or others, or become offensive or disruptive to other cruise guests or staff
  - Exceed, or attempt to circumvent, the daily limits and service limitations outlined.