



HEALTH ADVISORY INFORMATION FOR GUESTS PUBLISHED DECEMBER 2020

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 supported by the UK Government; Department for Transport; Cruise Lines International Association (CLIA, the world's largest cruise industry trade association); EU Healthy Gateways and public health agencies, and are designed to keep you and our crew healthy and well throughout your holiday. As things stand this includes social distancing, testing and health screening protocols for anyone boarding (guests and crew), as well as heightened cleaning and sanitisation throughout the ship and stringent response plans for any incidence of illness on board. As the world evolves, so may our policies and procedures. For the latest update please visit www.pocruises.com/cruise-with-confidence

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: <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/>

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 their 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 latest guidance to evolve our enhanced protocols 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 track and trace system

Medical facilities on board

The ship provides a private medical service and staff include 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

You must take out comprehensive holiday insurance when you sail with us including cover for COVID-19. While we hope you never have to use it, 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. Benefits should include medical evacuation including air ambulance and repatriation. The insurance provider should be made aware of the cruise itinerary and any anticipated shore activities. All pre-existing medical conditions must be declared to the insurer as non-declaration of a medical condition may nullify your 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