

## **P&O Cruises Assistance Dog General Information and Terms and Conditions**

### **PETS Travel Scheme**

It is the responsibility of the owner to ensure that their assistance dog meets the requirements of the EU pet travel scheme (PETS).

For a dog moving between EU member states, or from certain non-EU “listed” countries the requirements are, in the following order:

- A microchip for identification
- A vaccine to protect against rabies, and a waiting period of 21 days to ensure that your dog is not incubating rabies at the time the vaccination takes place. (When counting the 21 days, the day of the vaccination is day 0)
- Tapeworm treatment must be administered by a vet not less than 24 hours and not more than 120 hours (1-5 days) before the ships scheduled arrival time in the U.K.

If your chosen itinerary includes a port which is not an EU or a listed non-EU country, a blood sample must also be taken at least 30 days after the rabies vaccination to prove the vaccination has been effective. This must be followed by a three-month waiting period.

Dogs that have been blood tested in an EU member state and have an EU PETS passport may travel to and from an unlisted 3<sup>rd</sup> country without a 3 month wait. You must check the conditions of entry for this country.

For a list of EU and listed non EU countries, please visit the DEFRA website;  
<http://www.defra.gov.uk/wildlife-pets/pets/travel>

Assistance Dogs holding an Official Veterinary Health certificate issued in a non-EU country should be aware that certificates are only valid for 10 days from the date of issue to arrival into the EU. They are then valid for four months from the date of issue for travel within the EU.

Any assistance dog that does not comply with the above conditions may not be able to enter Great Britain, or may be licensed into quarantine on arrival.

Additionally, non-EU countries may have their own import controls that you will need to familiarise yourself with if you wish to disembark there with your assistance dog. In this instance we would suggest you contact the individual countries Embassy for further guidance.

### **Tapeworm Treatment (Echinococcus)**

It is your responsibility to ensure that the tapeworm treatment is administered by an authorized Veterinarian in a port of call no less than 24 hours and no more than 120 hours (1-5 days) prior to the ships expected arrival in Southampton.

Your dog’s PETS passport, or third country certificate must be updated accordingly following the treatment; the date and time of the treatment must be recorded and officially stamped and signed by the Veterinarian. This treatment must be carried out even if your dog has not gone ashore at any port of call. Failure to meet these conditions may result in your dog being placed into quarantine upon return to Southampton.



We would encourage owners to pre-arrange an appointment with a Vet in the port of call where the tapeworm treatment is to be carried out. Please research carefully your chosen Veterinarian's opening days and times, including any local holidays, which may prevent your dog from being treated against tapeworm.

Should your chosen itinerary be 2, 3 or 4 nights in duration, the tapeworm treatment can be administered on the morning of embarkation as this meets the required DEFRA timescales. All checks will therefore be carried out on arrival.

On occasion ports of call may be missed, replaced or cancelled for reasons beyond P&O Cruises' control. For this reason we would recommend you check your itinerary carefully to ensure the tapeworm treatment can be administered in more than one port of call. Once the treatment has been carried out, you must present the updated PETS passport, or third country certificate, to a designated member of the ship's staff.

Please note it is not possible for anyone on board the ship to carry out the tapeworm treatment, this can only be administered by a registered Veterinarian.

### **Documentation**

Assistance Dogs must be pre-booked no later than 48 hours prior to departure and all paperwork provided as soon as possible.

P&O Cruises require the following paperwork prior to sailing:

- Animal Health certificate (If guest resides in UK)
- PETS passport (EU guests only)
- Certificate of training document that your dog is a qualified assistance dog by an organisation that is a full member of [Assistance Dogs International \(ADI\)](#) or [International Guide Dog Federation \(IGDF\)](#),

Please email [GuestServices@pocruises.com](mailto:GuestServices@pocruises.com) or post the required documentation to: Guest Relations, Carnival House, 100 Harbour Parade, Southampton, SO15 1ST.

### **On board**

Prior to checking in for your cruise, you will just need to approach the Enquires Desk where a member of the ship's staff will scan your dog's microchip and verify the paperwork before escorting you from check in through Security and on board the ship.

Your dog will have access to a 4 foot x 4 foot spending box which will be located in an external area of the ship. Should the weather become inclement during your cruise, the box will be moved inside and you will be informed by our on board staff of the location. This box will be filled with wood shavings (sawdust) and emptied and replenished throughout the day. We will ensure you have access to items to assist you to clean up after your dog.

Owners are required to bring their own dog food. We can assist with the storage of food, if necessary, please let your cabin steward know. Your dog must only be fed in your cabin and not be fed "tidbits" in any public area. Whilst visiting the self service buffet your dog must



remain at the table at all times. Should you require assistance for food selection or help carrying your tray, please ask a member of staff who will be happy to help.

You will need to bring with you any items your dog may require whilst on board, such as water bowls, and blankets/bedding. We would also suggest you speak with your local Veterinarian for advice on medication for sea sickness and norovirus that may affect your dog whilst on your cruise.

It is your responsibility to ensure that your dog has minimal impact on the ship's hygiene particularly in public areas and for this reason we do not allow assistance dog's access to the following areas:

- Designated children's areas
- Swimming pools or the "beach" area surrounding the pool where water may flow freely in and out of the pool
- Jacuzzi spas
- Medical Centre – treatment area
- Galley visits

Assistance dogs must be kept on a leash at all times and wear their harness or vest in public areas.

Please note that due to the structure of our ships we are unable to provide an exercise area on board.

### **Disembarkation with your assistance dog in port**

If you plan to go ashore at ports of call with your assistance dog, you will need to research in advance the local government regulations for each country you are visiting.

If travelling to Mexico dogs must have had an ectoparasite and endoparasite treatment applied no more than 15 days prior to arrival to port, this information should be included in the health certificate.

Please note, under no circumstance should your dog to be left on board whilst you go ashore.

### **Disembarkation in Southampton**

Once the tapeworm treatment has been administered our staff will contact the local Animal Health office to advise that a dog is on board. Should an Animal Health representative wish to carry out a check on your dog at disembarkation we will notify you as soon as possible. If this is the case, we will ask you to remain in your cabin on the morning of disembarkation until Animal Health has carried out their necessary checks. Please note there may be a delay for Animal Health to attend, for example if there is more than one ship berthed, and we ask for your patience and understanding in this matter.



## Terms and Conditions of travel with an Assistance Dog

By returning this form you confirm that you have read the enclosed fact sheet and agree to the below terms of travel:

- Should your dog become unmanageable on board, for any reason, we may reserve the right to refuse future travel and if the dog injures another passenger you consent to our passing your contact details to that passenger.
- It is possible your dog will be required to undergo additional security checks according to local Customs and Authorities regulations.
- English law and the exclusive jurisdiction of the English courts apply to this contract.
- You agree to reimburse P&O Cruises for any costs, expenses, fines or other liabilities that P&O Cruises may incur as a result of permitting your dog to travel with us, other than where such liability results directly from the negligence of P&O Cruises.
- Our crew are unable to assist you with moving around the ship, or in any personal day-to-day tasks.

Booking Reference.....

Name .....

Signature.....

Thank you for taking the time to complete these terms and conditions. Please return including the following documents:

- Animal Health certificate (If guest resides in UK)
- PETS passport (EU guests only)
- Certificate of training document that your dog is a qualified assistance dog by an organisation that is a full member of [Assistance Dogs International \(ADI\)](#) or [International Guide Dog Federation \(IGDF\)](#),

... via post, to the following address: Guest Relations, Carnival House, 100 Harbour Parade, Southampton, SO15 1ST.

Alternatively you can scan your documents and email [GuestServices@pocruises.com](mailto:GuestServices@pocruises.com)