



## HEALTH ADVISORY INFORMATION FOR GUESTS PUBLISHED MAY 2022

### 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 quarantine regime as well as regular testing during their time on board. Our protocols are subject to change as we 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](http://www.pocruises.com/cruise-with-confidence)

### Vaccine and testing policy

#### Vaccine policy:

**All guests aged 16 years and over** need to be fully vaccinated\* with an approved COVID-19 vaccine a minimum of 14 days prior to travel. If more than 270 days (calculated from the last day of the cruise) have passed since the full completion of a vaccination course, a booster vaccine will also be needed and must be administered a minimum of seven days prior to travel.

**At this time, a second booster vaccination is not required, however, we strongly recommend all guests to have booster vaccinations at the earliest opportunity, should they be available to them, in order to comply with evolving vaccine policies from the countries we visit.**

**All guests aged 12 to 15 years** need to be fully vaccinated\* with an approved COVID-19 vaccine a minimum of 14 days prior to travel. A booster vaccine is not required.

**Guests aged five to 11 years** need to be fully vaccinated\* with an approved COVID-19 vaccine at least 14 days prior to travel (a booster vaccine is not required) **or** must provide two negative COVID-19 test results prior to sailing (see testing requirements below).

**Guests under five years of age** are exempt from pre-travel vaccination and testing.

\*The definition of 'fully vaccinated' is having completed an approved (by the Medicines and Healthcare products Regulatory Agency (MHRA), European Medicines Agency (EMA) or the World Health Organization's Emergency Use Listing (WHO EUL)) two-dose COVID-19 vaccination course, or the approved single-dose Janssen COVID-19 vaccine (plus a booster if applicable).

### **Fly-Mediterranean – testing policy:**

To embark the ship in Malta, **all guests aged five years and over** will need to organise and pay for a **lateral flow/antigen test, to be taken within one day prior to embarkation of the ship. This can be at any time the day before or day of embarkation** (NHS tests will not be accepted). Guests will need to present their valid negative antigen test certificate, often referred to as a ‘fit to fly’ certificate, at the ship’s terminal in Malta and, for those flying into Malta on our TUI charter flight, at the UK airport check-in desk.

In addition to the above lateral flow/antigen test, all **unvaccinated guests aged five to 11 years** will also be required to have a negative **PCR test**, organised and paid for by the guest, **taken within 72 hours prior to arrival in Malta**; the negative PCR certificate must be presented at the airport. This is an entry requirement for Malta.

Please note, for those flying into Malta to join Azura, testing facilities may not be available at the airport so we highly recommend that tests are arranged prior to arriving at the airport.

### **All other holidays – testing policy**

**All guests aged five years and over** will need to organise and pay for a **lateral flow/antigen test, to be taken within one day prior to embarkation of the ship. This can be at any time the day before or day of embarkation** (NHS tests will not be accepted). Guests will need to present their valid negative antigen test certificate, often referred to as a ‘fit to fly’ certificate, at the ship’s terminal.

In addition to the above lateral flow/antigen test, all **unvaccinated guests aged five to 11 years** will also be required to take a complimentary **lateral flow/antigen test once they arrive at the terminal**, administered by our service provider, Prenetics.

### **Organising your pre-cruise lateral flow/antigen test:**

As mentioned above, guests aged five years and over will need to organise and pay for a lateral flow/antigen test. You can order your lateral flow/antigen test kit online through any government approved testing provider in advance. You will need to take the test at home within one day prior to embarkation of the ship. This can be at any time the day before or day of embarkation. This test doesn’t need to be medically observed. Guests will need to submit their negative result online to their chosen testing provider and will then be sent a ‘fit to fly’ certificate within a couple of hours. Please note, NHS tests will not be accepted. To help, we’ve listed a few suppliers below (subject to availability).

Prenetics: [www.projectscreen.co.uk/lateral-flow-test-kits/testing-for-travel/](http://www.projectscreen.co.uk/lateral-flow-test-kits/testing-for-travel/)

Collinsons: [www.collinsongroup.com/en/covid-19-testing](http://www.collinsongroup.com/en/covid-19-testing)

Randox: [covid.randox.com](http://covid.randox.com)

Express Test: [www.expresstest.co.uk/book-a-test/](http://www.expresstest.co.uk/book-a-test/)

Alternatively, guests can book an in-person test if they so wish, taken within one day prior to travel. This can be at any time the day before or day of embarkation. Here’s a couple of in-person testing suppliers based in Southampton (subject to availability):

Express Test: [Southampton Eastleigh Drive Through Antigen Lateral Flow | ExpressTest](#)

The Regenerative Clinic: [Southampton Covid-19 Testing \(theregenerativeclinic.co.uk\)](http://theregenerativeclinic.co.uk)

Guests will need to present their negative fit to fly/travel certificate at the ship’s terminal or at the airport. Guests that are unable to provide proof of vaccination status and a valid negative antigen test certificate (and PCR if applicable) will unfortunately be denied boarding.

### **Accepted pre-cruise tests:**

All guests aged five years and over must use an antigen self-test that meets the criteria below. This test doesn't need to be medically observed. Accepted antigen tests include:

- Antigen Lateral Flow
- Rapid antigen test
- Viral antigen test
- Antigen Chromatographic Digital Immunoassay
- Antigen Chemiluminescence Immunoassay

### **What is acceptable proof of my negative COVID-19 test result?**

The following formats are acceptable proofs of a negative COVID-19 test: paper negative COVID-19 test results (original only), digital or emailed COVID-19 test results; or record of COVID-19 testing from a healthcare provider including original digital email notification or personal electronic health record.

The negative COVID-19 test result must include:

- The test supplier, including information such as the name and contact information for the laboratory or healthcare personnel.
- Type of test
- A specimen collection date within the correct timeframe before cruise departure
- Guest's name and either date of birth, age, or passport number
- A negative test result using words or phrases including (and not limited to): Negative; undetectable; SARS-CoV-2 RNA not detected; SARS-CoV-2 antigen not detected; COVID-19 not detected; Not reactive.

Test results marked "invalid" are not accepted.

We 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. For the latest information on the requirements of the ports we visit, [click here](#). 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.

This vaccination and testing policy is reviewed on a regular basis as the global situation continues to evolve. It may be changed or enhanced for specific cruises at any time. In this instance, impacted guests will be contacted directly. 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.

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 different screens for each vaccination and booster. 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/](http://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. 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](http://www.holidayextras.com/pocruises)