Terms and conditions of membership

These terms and conditions apply to your membership of the P&O Cruises Peninsular Club and your collection and use of points earned as a member of the P&O Cruises Peninsular Club.

1. Definitions
"P&O Cruises ship" means the cruise vessels in the P&O Cruises UK fleet only and for the avoidance of doubt excludes all P&O Cruises Australia vessels, "segment" means in relation to a world cruise the journey between two specified ports as chosen by P&O Cruises from time to time, "you" means the guest and "we" or "us" means Carnival plc trading as P&O Cruises.

2. Membership
2.1. You will automatically become a member of the P&O Cruises Peninsular Club after you have earned 150 points by completing 7 nights on board a cruise or cruises on which you are entitled to earn points. Points are awarded to members following completion of each cruise holiday.
2.2. You will be awarded points for each night you spend on board a P&O Cruises ship according to the points system shown in paragraph 3.2.
2.3. If you were a member of the Portland Club your pre-existing points balance will be transferred to P&O Cruises Peninsular Club with effect from 1 April 2012. You will need to have a minimum of 150 points in order to become a member of the P&O Cruises Peninsular Club. If you think your balance is incorrect, then it is your responsibility to notify us in order that we may investigate. Please note that Portland Club points were only awarded for cruise holidays taken from 1 September 2003 and therefore Peninsular Club points will not be available in respect of cruises taken prior to that date.
2.4. Membership is only available to individuals and not to groups or companies.
2.5. Membership of the P&O Cruises Peninsular Club is subject to these terms and conditions. If you do not wish to be a member of the P&O Cruises Peninsular Club or do not accept these terms and conditions, you must cancel your membership immediately by contacting us in writing at the address in paragraph 6.1.
2.6. We may cancel your membership and withdraw all unused benefits if you do not comply with these terms and conditions.
2.7. Your membership account must be held in your full name as it appears in your passport.
2.8. P&O Cruises guests are not guaranteed entry to P&O Cruises Peninsular Club; we may refuse or withdraw membership at any time without giving our reasons.
2.9. P&O Cruises may cancel your membership and delete your account (including all points, benefits and account history) if your account remains inactive for a period of 7 years. For this purpose "inactive" means that you have not booked or travelled on a P&O Cruises holiday.

3. Points
3.1. As a member of the P&O Cruises Peninsular Club you will earn points when you go on a P&O Cruises holiday which you have booked with us, subject to any of the exclusions below.
3.2. You will earn points as follows:
royalty points per night spent on board any of the P&O Cruises ships - 10 points per night.
3.3. Points accrue on completion of the cruise holiday on which they were earned (except on world cruises, where they accrue at the end of each segment) and will be credited to your account upon your return home.
3.4. You will not earn points or rights:
3.4.1. in respect of any nights spent travelling or in a hotel, for example as part of a fly-cruise holiday or land tour;
3.4.2. in respect of any nights you would have spent on a P&O Cruises ship but for the cancellation or curtailment of that cruise, for whatever reason;
3.4.3. in respect of nights spent by other members of your party or family (whether or not they are members), or for unused berths in your cabin (even if you have paid for them);
3.4.4. in respect of complimentary nights spent on a P&O Cruises ship for inaugural and overnight events, or as an inalienable charterer of the ship;
3.4.5. in respect of any cruise on which you have travelled as a concession (a list of concessionary types may be obtained from us on request);
3.4.6. in respect of any nights gained or lost through travelling over the International Date Line during any cruise or a world cruise or segments of a world cruise;
3.4.7. in respect of any cruise holidays taken with any Carnival group companies other than P&O Cruises.
3.4.8. in any other circumstances that we may specify from time to time.
3.5. You will be able to view your cruise history and corresponding points earned after each completed cruise holiday with P&O Cruises at www.pocruises.com/myaccount. Should there be any discrepancies, you must notify us in writing or email us at loyalty@pocruises.com While we will try to correct any errors with your cruise history and corresponding points, which are shown to our reasonable satisfaction to be wrong, unless there are clear records showing this, our decision is final and without liability to you. You may also update your personal information online at www.pocruises.com/myaccount.
3.6. Points are personal to you. You may not transfer points to any other person. Points have no redeemable value in cash or any kind of benefit other than under these conditions.
3.7. We may occasionally award you bonus points or exchange points for specific offers at our discretion. We may deduct points given in error without any liability to you.
3.8. Points will only be used to determine your eligibility for benefits under the following membership tiers:

Pacific	150 - 500 points
Atlantic	501 - 1000 points
Mediterranean	1001 - 2000 points
Caribbean	2001 + points
Baltic	2501 points plus 80 nights on board a P&O Cruises ship in the 3 years preceding the embarkation date of your next cruise. Membership of the Baltic tier is reviewed periodically and you must meet the above eligibility requirements each time that you cruise with P&O Cruises in order to remain in the Baltic tier. If you do not meet the eligibility criteria for a particular cruise then you will receive the Caribbean tier benefits.
Ligurian	2501 points plus 200 nights or more on board a P&O Cruises ship in the 3 years preceding the embarkation date of your next cruise. Membership of the Ligurian tier is reviewed periodically and you must meet the above eligibility requirements each time that you cruise with P&O Cruises in order to remain in the Ligurian tier. If you do not meet the eligibility criteria for a particular cruise then you will receive the Baltic tier benefits. If you do not meet the eligibility criteria for the Baltic tier, or the Ligurian tier, you will receive the Caribbean tier benefits.

3.9. Points only determine benefits on P&O Cruises holidays. These benefits are not available on any of our nominated sister brands or other brands.

4. Benefits
4.1. We will publish a summary of the benefits available to members at www.pocruises.com/peninsular-club This will be updated periodically.
4.2. All benefits are subject to availability and all benefits may be withdrawn or altered in our absolute discretion. Without limitation, we reserve the right to make exclusions or exceptions to the availability of benefits including the cancellation of events.
4.3. Benefits are personal to you and are not transferable. Only you may claim benefits to which you are entitled. You may not claim benefits for any other person, nor allow any other person to claim benefits on your behalf. On-board spend discounts may only be claimed using your own personal on-board account (and known as a "cruise card") under our cashless system on board. Your cruise card will not be reissued if the file shown is incorrect (although this will not affect the benefits to which you are entitled or the level of on-board spend discount that is applied to your on-board account) or if you move to another tier during a world cruise.
4.4. No benefit may be claimed retrospectively, i.e. by claiming a benefit that you were entitled to claim but which you did not claim at the time when you were entitled to do so. Please note that no refunds are given from the P&O Cruises Peninsular Club office in Southampton.
4.5. No benefits may be claimed in respect of nights spent on a ship for inaugural and overnight events, as an inalienable charterer of the P&O Cruises ship or any cruise on which you have travelled as a concession (a list of concessionary types may be obtained from us on request).
4.6. The 10% discount on travel insurance is only applicable to the bespoke cruise insurance policy arranged by Holiday Extras Insurance for P&O Cruises. The discount is only available to members of the P&O Cruises Peninsular Club who qualify for the discount by virtue of their tier level and is cannot be extended to friends or family who do not qualify for the discount. The discount may be withdrawn or altered at any time, without notice. The discount is offered subject to any conditions that Holiday Extras Insurance may impose and subject to availability. For a copy of the policy wording or for more information, please call **0800 316 3051**, quoting reference **WU668** along with your membership number.
4.7. The "hospitality area in the cruise terminal, priority check-in, early embarkation, priority embarkation, embarkation lounge benefits, and priority disembarkation" will only be available for departures from Southampton. These benefits do not apply to a World Cruise.
4.8. The Welcome on board reception is available from boarding until 4pm.
4.9. Pressing Service - Garments must be handed to cabin steward at least 24 hours before they are required. Items received after 2pm will be returned the following morning.
4.10. On a World Cruise or holidays that form a segment of a World Cruise, members will receive one each of their entitled benefits for the total duration of their time on the cruise and not per sector. However, we do reserve the right to vary the frequency of these benefits at our discretion from time to time.
4.11. On cruises of seven nights or less duration, the cocktail party will not take place and there will not be a Caribbean Tier officer hosted dining experience or a Baltic and Ligurian Tier senior officer hosted dining experience.
4.12. Officer hosted events are subject to the availability of the officers. Not all ships can be hosted.
4.13. If your membership is cancelled for any reason, your entitlement to all points earned and associated benefits will immediately cease, although we will honour any benefits which have already been claimed against points validly earned at the time of cancellation.
4.14. Priority access to flight seat bookings on Caribbean Coastal fly-cruises only. This is pre-embarkation only. Is not available for bookings made on board the ship for return flights.
4.15. After you have spent the number of nights on board necessary to move you to the Atlantic tier or above you will be issued with a laminated "pin" which will be placed in your cabin at the start of your next cruise following the cruise on which you moved into the relevant tier.
4.16. Peninsular Club magazine is only available to members of the P&O Cruises Peninsular Club who have boarded or travelled on a P&O Cruises holiday in the 3 years preceding the date of the magazine issue.
4.17. Annual gift is only available to members of the P&O Cruises Peninsular Club who qualify for the gift by virtue of their tier level and have booked or travelled on a P&O Cruises holiday in the 3 years preceding the predicted date of dispatch. Limited to one annual gift per household.

5. On-board spend discounts
5.1. The on-board spend discount for each tier is as follows:

On-board spend discount	
Pacific	5%
Atlantic	7.5%
Mediterranean	8.5%
Caribbean, Baltic & Ligurian	10%

5.2. The on-board spend discount shall be applied to purchases net of any non-refundable on-board credit allocated to your on-board account and/or to all linked on-board accounts, where relevant (excluding shore excursions purchased previously).
For example:

On-board spend £1000		
Less on-board credit of £100	=	£900
Caribbean discount at 10%	–	£90
Amount to be paid	=	£810

5.3. Unless otherwise stated, an on-board spend discount will not apply to Government or Port agency fees, cashback charges, charitable donations, medical services and products, spa arrangements, gratuities, casino (including bingo), art sales, flight seat bookings, pre-paid items, Weddings at Sea, Renewal of Vows, Welcome on board and Bon Voyage packages, gift cards, any purchases during inaugural events, or when a P&O Cruises ship is chartered, except as decided by P&O Cruises from time to time.
5.4. On board spend discounts are only applicable on cruises where the member is travelling/booked to travel. The discounts are not transferable and cannot be claimed on purchases made using another person's cruise card even if your on board account is linked to that other person's.
5.5. Any claims for on-board spend discounts must be made when you receive your final folio on the morning of disembarkation. Once you have disembarked, we will not accept liability for any errors or omissions in your on-board spend discount. Consequently, following disembarkation we will not make any reimbursements or refunds in respect of discounts that were not properly claimed on board.
5.6. If you purchase shore experiences prior to the start of your cruise the applicable on-board spend discount will be reflective of the tier that you are predicted to be in on the date of embarkation, not on the date of purchase. For a World Cruise if you purchase shore excursions prior to the start of your cruise the applicable on-board spend discount will be reflective of the tier that you are predicted to be in at the start of the sector in which the activity is taken and not the date of embarkation. Should there be any alterations to predicted tiers due to new or cancelled bookings we will not retrospectively charge for any increase a change in discount would have made or accept any liability for any reimbursements or refunds in respect of any change in on-board spend discounts. Therefore, you should check that the correct level of discount is applied at the time of purchase and advise us immediately if you believe that the level of discount applied is not correct.
5.7. On a World Cruise, if you book shore excursions during any segment of your cruise, the total amount owed will be charged to your on-board account at the point the booking is taken regardless of the segment in which the excursion is to be taken. The discount applied at the end of your cruise or settlement point, will reflect the tier that you were in at the time of booking the excursion.
5.8. On-board purchases are governed by our standard terms and conditions contained in our brochures.
5.9. The loyalty discount shall be applied after any non-refundable on-board credit allocated to your on-board account and/or to all linked on-board accounts has been spent.

6. General
6.1. Queries relating to club membership should be addressed to: The P&O Cruises Peninsular Club, Carnival House, 100 Harbour Parade, Southampton SO15 1ST. Alternatively you can contact us at loyalty@pocruises.com or telephone the P&O Cruises Peninsular Club hotline on telephone number 0345 355 5111 (local call charges apply).
6.2. If you live outside the United Kingdom, we reserve the right not to send to you all the information we send to members resident in the United Kingdom, e.g. promotional mailings. Brochures showing fares in your local currency may be obtained from your local travel agent and all P&O Cruises Peninsular Club membership details can be accessed from our website www.pocruises.com/peninsula-club. However all on-board benefits will be the same as for UK resident members.
6.3. Any personal data, which we hold about you, will be used by us: to administer your membership; to provide you with information about your membership; to review your dealings with Carnival group brands including your purchasing and entertainment preferences; to review, develop and improve our cruises and Carnival group offers; to market research and statistical analysis and in connection with this use we may pass on information on the status of your membership of P&O Cruises Peninsular Club to any travel agents with whom you have previously booked a cruise holiday. We may also contact you by post, email and/or telephone in connection with your membership, including sending you the Peninsular Club magazine (one per household) and other promotional mailings and offers from the P&O Cruises Peninsular Club. Please note that if you have previously indicated to us that you do not wish to be contacted for marketing purposes you will not receive any mailings or other communications from the P&O Cruises Peninsular Club or P&O Cruises. If you would prefer not to be contacted in connection with your membership of the P&O Cruises Peninsular Club or if you wish to change your marketing preferences at any time please update your details online at www.pocruises.com/myaccount. Full details of our current data protection policy are included in our Booking Conditions contained in our brochure and online at www.pocruises.com/privacy
6.4. We reserve the right at any time to, withdraw the P&O Cruises Peninsular Club and/or to change these terms and conditions at any time including, without limitation, the basis for earning points, the benefits available and the tier structure. You should be aware that we may update these terms and conditions from time to time without notice to you. You should review these terms and conditions periodically for changes by visiting www.pocruises.com/peninsula-club. The terms and conditions in force at the date of departure of your cruise or at the start of a segment of a World Cruise will be the terms that apply in your P&O Cruises Peninsular Club membership and benefits for the cruise or that cruise or segment.
6.5. Points can only be earned, held and used as set out in these terms and conditions. Any other use, award, sale, exchange or transfer of points, or attempt to do so, is a serious breach of these terms and conditions. Any points not earned and held in accordance with these terms and conditions will be invalid and cannot be redeemed for benefits.
6.6. If we do not strictly apply any term or condition at any time, we are not prevented from choosing to strictly apply that term or condition or any other term or condition at any other time.
6.7. These terms and conditions will be governed by English law and the exclusive jurisdiction of the English courts. All cruise holidays with P&O Cruises are governed by our Booking Conditions contained in our brochure and on our website at www.pocruises.com
6.8. Carnival plc is a company incorporated in England under registered number 04039524 with its registered office address at Carnival House, 100 Harbour Parade, Southampton SO15 1ST.

Terms correct as of September 2019