

Oriana leaving P&O Cruises fleet - Issue date 29/06/2018 Version 1

Agent version only

Key Messages

Oriana has been sold and will be leaving the P&O Cruises fleet in 2019.

- Oriana's last cruise will be an 18 night cruise to Norway and the North Cape, ending on 9 August 2019 (X913).
- Any cruise after X913 will be cancelled with the option of a full refund or to transfer to an alternative sailing with an OBC FCC per person to use within one month (28 July). The OBC amount will vary by cruise duration. Please see below for details.
- All affected guests are being contacted by email and/or letter after the embargo of information lifts at on 29 June.

What options do guests have?

1. Transfer to any alternative P&O Cruises holiday

As per the communication, guests are welcome to transfer (FOC) to any alternative P&O Cruises holiday, including any Oriana sailing before X914.

Guests will be given an OBC FCC; the amount of which will vary depending on the duration of their cancelled cruise. The OBC FCC will be valid for one month (28 July) so guests will need to rebook by then to use the OBC.

- £50 pp for cruises of 12 nights or less
- £75 pp for cruises over 12 nights

Guests who have previously been impacted by Adonia cancellations/Oriana X801 cancellation will receive an increased amount of OBC as follows:

- £150 pp for anyone who was previously booked on a cancelled Adonia sailing
- £150 pp for anyone who was previously booked on the cancelled X801 sailing
- £200 pp for anyone who was impacted by both cancellations

Anyone who has multiple cancelled Oriana bookings AND have been impacted by Adonia's cancellation and/or X801 cancellation is being contacted by Guest Relations and the offer to them will be dealt with on a case by case basis.

Any increase in deposit required will need to be paid. If the guest has paid more than the required deposit amount, we can refund the difference but this should only be offered if the guest specifically requests this. Travel agents can contact their usual Finance contact.

2. Cancel booking with a full refund of monies paid

Guests will have an OBC FCC to use if they rebook by 28 July 2018.
Agent commission will not be protected.

How are we communicating?

An email will be sent directly to guests (where we have an email address available in Polar) on Friday 29 June.

Letters are being posted 1st class on Friday 29 June from Carnival House directly to guests. A letter is being sent to all travel agents with affected bookings to advise of the cancellation and let you know we have contacted the guests directly.

Guests who have an affected Oriana booking but are on board when the embargo lifts will be contacted by the Loyalty and Future Cruise Sales Manager.

Guests who have a wedding/renewal of vows booking will be contacted by the Guest Services team via telephone.

Guests who have previously been affected by either/both the Adonia cancellation and X801 cancellation will be contacted via telephone.

What is the process for making a change?

To make a change, please call our Contact Centre on 0344 338 8685 (local call charges apply).

INTERNAL Q&A
NOT TO BE ISSUED EXTERNALLY

Q&A	
Question	Answer
What is happening to Oriana?	P&O Cruises has sold Oriana and she will leave our fleet in August 2019.
What is the sale price for Oriana?	This is a confidential agreement and we are not disclosing the sale price
Where is Oriana going? Who has bought her?	We've sold her to a company operating in the domestic Chinese market.
Why did you not tell us before when clearly you have known for some time?	As I am sure you can appreciate we were unable to discuss it until the sale had completed. We told guests as soon as we could.
What is Oriana's last cruise?	Oriana's last cruise as a P&O Cruises ship will be X913. This cruise is an 18 night cruise to Norway and the North Cape, ending on 9 August 2019.
Which cruises are affected/cancelled?	All cruises after 9 August 2019 will no longer go ahead (X914 onwards).
What will you be offering guests?	<p>Guests will be offered the option to transfer their Oriana booking free of charge to any other P&O Cruises holiday.</p> <p>Guests will have one month to transfer to an alternative sailing and will receive the following OBC FCC:</p> <p>Over 12 nights £75pp 12 nights or less £50pp</p> <p>Guests who previously booked a cancelled Adonia cruise £150pp Guests who previously booked the cancelled X810 cruise £150pp Guests who previously booked both a cancelled Adonia cruise and X801 £200</p> <p>If there are no suitable alternatives, guests can cancel their booking free of charge. Any bookings not transferred by 28 July will be cancelled down automatically.</p>
I do not want to book another cruise holiday. Can I have a refund?	You will have until 28 July to decide if you would like to transfer to an alternative holiday, otherwise your booking will automatically be cancelled and a full refund of any monies paid will be returned to you by the original means of payment. If you do not wish to transfer to an alternative cruise, you may cancel free of charge.
I would like to book another holiday, what do I do?	You may transfer to any alternative P&O Cruises holiday without an admin fee. Any monies paid on your Oriana booking will be transferred over to the new cruise booking as well as the OBC FCC, providing you transfer by 28 July 2018.
I have been unable to rebook by 28 July, can you extend my OBC FCC?	No, any OBC FCCs must be used on bookings made by 28 July 2018.
Can I have a refund of the OBC FCC amount instead?	No, any OBC FCCs must be used against another new booking made by 28 July 2018.
I do not want to book an alternative cruise; can I apply my OBC FCC to an existing booking?	OBC Future cruise credits can only be applied to new bookings made by 28 July 2018.
The new cruise I want to book is a shorter duration/lower value/lower cabin grade etc. Is this OK?	Yes, you may transfer to any alternative sailing/fare/cabin grade. If the guest has paid more than the required deposit amount, we can refund the difference but this should only be offered if the guest specifically requests this. Travel agents can contact their usual Finance contact.
Oriana is such a popular choice, why are you selling her?	Oriana is an original and much loved P&O Cruises ship. And, although we will miss her, her departure will allow us to focus on our other mid-sized and larger ships as the fleet expands with the addition of Iona and her sister ship in 2020 and 2022 respectively.
Are we getting another small ship to replace her?	There are currently no plans to add further small ships to the fleet. However, we are very excited about the addition of Iona and her sister ship in 2020 and 2022 respectively.
Will another ship be changed over from family friendly to exclusively for adults?	Both Arcadia and Aurora have a very similar on board feel and are exclusively for adults (Aurora from 8 April 2019). We will ensure that the discovery itineraries are continued on other ships in the fleet.
How long do I have to use the OBC offered?	We will apply the OBC future cruise credit to your unique reference number in our reservations system which may be used on any P&O Cruises holiday sailing within the next two years which is made before 28

	July 2018. This offer is combinable with any other offer or discounts that may be applicable to you.										
I do not want to book another holiday but I have an existing booking for an alternative cruise already. Can I transfer the amount paid on my Oriana cruise to my existing booking?	Yes.										
Are you protecting travel agent commission?	No, we will not be protecting agent commission on any cancelled Oriana cruises.										
Are you honouring Shine Rewards Club points earned via affected bookings?	Yes, Shine Rewards Club points will be unaffected. If a new Select Price booking is made as a result of a cancelled cruise, you can earn points on this booking also.										
What is happening to the crew on Oriana?	All crew on Oriana will be transferred to other ships in the P&O Cruises fleet once she leaves us.										
Are P&O Cruises selling all small/mid-sized ships?	To continue to be successful, P&O Cruises needs to appeal to a wider range of British holidaymaker. We are really excited about our XL ships because they give us the opportunity to do that, but we know they won't suit everyone. We will continue to operate smaller ships to make sure P&O Cruises has something to suit all of our Guests' needs.										
What cruises have been cancelled?	X914, X915, X916, X917, X918, X919, X920, X921, X922, X923, X924, X925, X926, X001, X002, X003, X004, X005										
Will you reimburse me for any out of pocket expenses?	<p>Please call our Contact Centre on 0344 338 8685 (local call charges apply).</p> <p>Please advise the guest of the following: We will consider out of pocket expenses such as:</p> <ul style="list-style-type: none"> - Insurance (not annual policies that cover multiple holidays) but those specific to this cruise booking. - Credit card fees 1.5% as a result of paying by card - Car parking costs - Other travel and/ or accommodation charges that are in relation to this booking. <p>Please advise the guests of the below:</p> <p>We recommend that you speak to the provider directly to cancel any arrangements made in the first instance and request a refund from them. We will happily consider your request for reimbursement of any fees incurred as a result of these cancellations. Please send your request along with evidence that you are unable to obtain a refund, or that you have been charged cancellation fees, in the form of bank statements/ invoices/ receipts/ confirmations to our Guest Relations team at guestrelations@carnivalukgroup.com and a member of staff will be in contact with you.</p>										
I booked my Oriana cruise onboard. If I transfer, will you honour the onboard booking benefits (OBC + low deposit)?	<p>We will apply the onboard booking benefit that is applicable to your new cruise booking.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Nights</th> <th style="text-align: center;">OBC amount</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">4-7</td> <td style="text-align: center;">£25 per person</td> </tr> <tr> <td style="text-align: center;">8-14</td> <td style="text-align: center;">£50 per person</td> </tr> <tr> <td style="text-align: center;">15-21</td> <td style="text-align: center;">£75 per person</td> </tr> <tr> <td style="text-align: center;">22+</td> <td style="text-align: center;">£100 per person</td> </tr> </tbody> </table>	Nights	OBC amount	4-7	£25 per person	8-14	£50 per person	15-21	£75 per person	22+	£100 per person
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I was originally booked on Adonia/X801 and that was cancelled and moved over to Oriana and now it has been cancelled. Will there be any additional offers for me?	<p>Guests who have previously been impacted by Adonia cancellations/Oriana X801 cancellation will receive an increased amount of OBC as follows:</p> <ul style="list-style-type: none"> ➤ £150 pp for anyone who was previously booked on a cancelled Adonia sailing ➤ £150 pp for anyone who was previously booked on the cancelled X801 sailing ➤ £200 pp for anyone who was impacted by both cancellations 										
Can I transfer to a Cunard voyage?	We have many great alternative P&O cruises to choose from so please offer the above options to the guest. If the guest is adamant they wish to transfer to a Cunard voyage, we will allow this. Transfers are not permitted to any other brand										
Can I transfer my OBC FCC over to a new Cunard booking?	Yes, please call our Contact Centre on 0344 338 8685 (local call charges apply).										

Can I transfer my OBC FCC to an existing Cunard booking?	No, the FCC must be applied to new bookings only.
I booked with a 5% low deposit offer; will you honour this if I transfer?	Yes
I had a TYFC/Ship visit promo/partnership benefit etc on my Oriana booking; can this be applied to my new booking?	Yes.
Since I booked, your TYFC/Partnership offers have changed from a % discount to OBC which is much less. Will you honour the discount I originally had?	Yes.
I booked my Oriana cruise with Tesco vouchers. What happens if I transfer or cancel?	If you transfer, your Tesco voucher amount will be transferred on to your new cruise booking. If you cancel free of charge, we will contact Tesco Clubcard to reimburse your points. Please note this can take up to 6 months to credit. Please call our Contact Centre on 0344 338 8685 (local call charges apply).
I have booked car parking, what do I do?	If you have benefitted from complimentary car parking and are transferring to an alternative sailing, please call CPS directly to move your parking to the new sailing. If you have paid for car parking, please contact CPS/the provider directly to arrange a refund.
I have booked a coach transfer with Coach Connect, what do I do?	If you have benefitted from complimentary coach transfers and are transferring to an alternative sailing, please call Cruise Connect directly to move your coach transfer to the new sailing. If you have paid for coach transfers, please contact Cruise Connect/the provider directly to arrange a refund.
I booked a back to back on Oriana and both have been cancelled. I now want to transfer to one new sailing; will you honour my 10% discount?	Yes.
If a guest has booked through an agent but there is no address/email address in their booking how will they be notified?	Agents with affected bookings will be notified via letter. Any guests who have booked through an agent and don't have their details added in Polar will have their letter sent to their agent.
What ship will the golden cockerel go to?	The next fastest ship in the fleet will be Arcadia and we are working on a plan for this to handed over