



P&O Cruises Extends Pause in Operations in Australia and New Zealand

July 22, 2020

MIAMI, July 22, 2020 /PRNewswire/ -- P&O Cruises today announced it was extending its rolling pause in operations across Australia and New Zealand to October 29, 2020 in response to the current impact of the global pandemic on the way we travel and holiday.

P&O Cruises President Sture Myrmell said while everyone hoped sailings would resume soon, it had become increasingly clear that more time was needed for society to reinstate many modes of travel and community gatherings.

"The path to society reopening fully is continuing to evolve – and cruising will return when science and public health align and people again feel comfortable to meet. With this in mind, we have reviewed the current end date of our pause in cruise operations," Mr Myrmell said.

"We will continue to use this time to liaise with authorities, public health experts and others in the industry to develop enhanced public health measures for when the time is right to resume sailing.

"This is by far the most challenging time the travel sector has ever experienced. However, like so many of our loyal guests and partners, we look forward to better times ahead when we can cruise again. We thank everyone for their unwavering loyalty, patience and goodwill."

The latest changes in operations are:

Australia

In Australia, P&O Cruises will extend its pause in operations to October 29, 2020 (inclusive) – an extra 42 days to what had previously been announced.

It will affect the following cruises:

Pacific Explorer: X040, X041, X042, X043, X044N, X045N, X045P and X046

Pacific Dawn: W047, W048, W049, W050, W051, W052 and W053

Pacific Aria: A048, A049, A050, and A051

New Zealand

In New Zealand, P&O Cruises will return for its next season of sailings departing from Auckland in 2021. Additional cruises affected by this new pause are:

Pacific Aria: A042, A043, A044, A045, A046, and A047

Other cruises

As a result of the extended pause in operations and international travel restrictions, P&O will cancel Pacific Adventure's inaugural 18-night cruise (V059) from Singapore to Sydney.

Compensation for cancelled cruises from July 23, 2020

P&O will make direct contact with guests whose cruises have been affected to let them know of this development and to apologise for the disruption. All guests are entitled to a full refund or bonus onboard credit if they choose a future cruise credit. P&O will pay refunds back to travel agents for guests who booked through that channel.

P&O will protect travel agent commissions on all bookings for cancelled cruises that were paid in full and for the total amount of the future cruise credits.

Guests with bookings affected by the pause in operations, can track the progress of their future cruise credit or refund request via a new tracking tool found on P&O's website.

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