



## **P&O Cruises extends pause to mid-November and cancels long cruises following FCO guidance**

August 11, 2020

In an acknowledgement of Foreign & Commonwealth Office (FCO) guidance

P&O Cruises has extended its pause in operations until November 12, 2020 and also cancelled two long itineraries due to depart in January 2021.

In the company's latest video P&O Cruises president Paul Ludlow said: "It is clear that whilst the guidance is in place it is not advisable for us to resume operations.

"As well as cancelling all cruises up until November 12, 2020 we will, sadly, also be cancelling Aurora's Caribbean & South America Adventure and Arcadia's World Cruise. Given long-term planning, combined with the complexity and length of these long-haul itineraries and evolving border restrictions, we need to ensure that we adhere to the guidance as it stands. I know that these January cruises, in particular, are holidays of a lifetime and we are so sorry for the disappointment that these cancellations will cause.

"We continue to work in partnership with public health agencies at the highest level as well as Department for Transport; EU Healthy Gateways and Cruise Lines International Association (CLIA), the industry governing body. We will follow all applicable guidelines to enhance our already stringent measures to keep our guests and crew healthy and well and we will not resume sailing until this approved framework is in place. Fundamentally, we will be adopting best practice within the travel industry.

"The good news is that confidence in cruising is strong and we are seeing increasing and significant demand from our guests. We know that the FCO guidance is under constant review and we are hopeful that, as they are aware of the work the industry is doing, this will change before too long."

Guests booked on the cancelled cruises will automatically receive an enhanced 125% Future Cruise Credit or alternatively can fill in the website form for a 100% refund.

Ludlow continued: "We have invested significantly in new systems and technology to speed up the refund process and to date we have refunded tens of thousands of guests, although it is heartening to see that the majority of our guests have opted for the FCC so they have a holiday to look forward to in the future."

He also confirmed that the company will take delivery of much anticipated new ship *Iona* "before the autumn."

For more information see <https://www.pocruises.com/travel-health-advisories> or to book, call P&O Cruises on 03453 555 111, visit [www.pocruises.com](http://www.pocruises.com) or visit a travel agent.

### **About P&O Cruises**

P&O Cruises is Britain's favourite cruise line, welcoming guests to experience the good life and enjoy a blend of discovery, relaxation and exceptional service catered towards British tastes. P&O Cruises fleet of premium ships combine genuine service, a sense of occasion and attention to detail, ensuring guests have the holiday of a lifetime, every time.

In 2020, P&O Cruises will launch *Iona*. The new LNG-powered ship, with 5,200-guest capacity, will be the largest ship built to serve the UK market. *Iona* will feature enhancements to already successful brand signature venues from the existing fleet, as well as features newly developed for *Iona*. These include a breathtaking three deck atrium in the heart of the ship as well as SkyDome – an exclusively designed glass dome by award-winning British engineers Eckersley O'Callaghan. This will be a world first at sea and offer a unique space for both relaxing in all weathers and providing entertainment, featuring aerial performers and a wealth of live acts.

P&O Cruises visits over 200 destinations worldwide and offers itineraries generally ranging from two to 17 days as well as longer cruises. P&O Cruises sails to Australia & New Zealand, Baltic, the British Isles, Canada, the Spain, Portugal & the Canary Islands, the Caribbean, Central America, the Far East & Asia, the Indian Ocean, the Mediterranean, Scandinavia, South America, the South Pacific, the United States and Western Europe.

### **For further press information please contact:**

Michele Andjel, [michele.andjel@carnivalukgroup.com](mailto:michele.andjel@carnivalukgroup.com) 07730 732 072