



## A few mindful changes; still your Cunard voyage.



With enhanced wellbeing measures on board our ships you'll still be able to enjoy the holiday you dreamed of, even though some aspects of your voyage may initially feel a little different. These changes are designed to protect the health of everyone on board and we hope as you return to sailing you will find these both comforting and easy to adjust to. As the world evolves so may our policies and procedures, but rest assured we will have every aspect of your holiday experience covered:



### Our assurance to you.



#### Approved protocols.

We're combining over 180 years' experience with the expertise of foremost accredited scientists, medical professionals and government advisors to agree an approved framework of enhanced protocols to keep you and our crew well, including:

UK Government; Department for Transport; Cruise Lines Industry Association (CLIA); EU Healthy Gateways and public health agencies.



#### Guest & Crew wellbeing.

We are committed to delivering the highest standards of health, safety and wellbeing for our guests, crew and the wider communities we visit.

- ◆ Everyone boarding our ships will undergo health screening before boarding
- ◆ Everyone boarding will need to complete a health declaration questionnaire
- ◆ Every area of the ship will be rigorously and regularly cleaned and disinfected
- ◆ We'll provide additional hand-sanitising stations
- ◆ We'll adhere to approved guidance for every aspect of the holiday experience
- ◆ Everyone on board will need to adhere to the most up-to-date guidance regarding the use of face-coverings and social distancing which will be in place in all public areas
- ◆ 24/7 medical care and treatment is available on board each ship



### Booking with confidence.



#### Flexible transfers.

Before your balance due date you can transfer your booking as many times as you like. If transferring to a higher value voyage, guests will be required to pay the difference. If transferring to a lower value voyage, guests will be refunded the difference.



#### Insurance & accredited medical professionals.

We strongly advise you to take out comprehensive holiday insurance when you sail with us

Each Cunard Queen has a medical centre on board, staffed around the clock by fully accredited doctors and nurses.



### Your Cunard experience.



#### Before you board.

Prior to your departure you will be sent the latest public health guidance about mitigating the risk of Covid-19, along with a health declaration questionnaire.

If you or anyone in your household has any symptoms of Covid-19, or are self-isolating in the days prior to your voyage, you will not be permitted to board the ship.



#### Boarding your ship.

In the cruise terminal you will be required to adhere to the wearing of face coverings and social distancing, in accordance with all current guidelines.

Further health screening will be conducted before you board your ship. This will include a review of your health declaration questionnaire, a temperature check and more comprehensive medical screening if required. All guests may also be subject to testing for Covid-19. If you are identified as having Covid-19 like symptoms, or that you have been exposed or potentially exposed to Covid-19 then you will not be allowed to board.



#### Cleanliness & care.

Our enhanced measures will raise our standards even higher, ensuring all areas of the ship are inspected and cleaned even more regularly, with products proven to be effective against Covid-19.

Added hand sanitiser and hand-washing stations will also be available for your comfort and wellbeing.



#### Restaurants and bars.

Dining aboard one of our Queens will always be part of what makes a voyage with Cunard so special, even with a few changes.

- ◆ You may be asked to pre-reserve a table at our restaurants
- ◆ You will only be permitted to dine with your travelling group or household
- ◆ Dishes in our buffets and deck grills will be served by our waiting staff
- ◆ Our restaurants and bars will allow for social distancing.



#### Entertainment.

We'll continue to offer a comprehensive programme of music, theatre and guest speakers on each of our voyages, with measures in place to adhere to the latest wellbeing and social distancing guidance.



#### Activities & leisure pursuits.

Communal spaces will be operating but will be subject to the latest approved guidance to minimise contact, reduce the number of guests in each area, and maintain the highest levels of cleanliness.

Social distancing measures will be in place in all public areas. Pre-booking may come into effect in for certain activities on our ships.



#### Your suite or stateroom.

Your room will be maintained to our enhanced housekeeping standards throughout your stay.

For those guests who like to spend more time in their rooms, we'll be introducing an extended complimentary room service menu.



#### In port.

You can still go ashore and explore the amazing ports we visit. Before stepping off the ship though, we recommend that you familiarise yourself with all local guidance relating to social distancing and face coverings.

Port transfer and organised shore experience operators will be subject to new policies and procedures to reflect the latest approved guidance. Temperature and/or other health checks may be carried out prior to re-boarding.



#### Post-voyage (track & trace).

All guests and crew will need to complete a passenger locator form to adhere to the UK Government's Track and Trace initiative. Local country initiatives may also apply at the time of sailing.

For the latest information visit [www.cunard.com/sailing-with-confidence](http://www.cunard.com/sailing-with-confidence)