



## Arvia Update 25 October 2022 – Internal Communications - Fleet Colleague Q&A

Question	Answer
<p><b>Why is there a delay and will the maiden cruise be rescheduled?</b></p>	<p>For reasons beyond our control, we've taken the decision to cancel Arvia's first cruise which was scheduled to depart Southampton on 9 December. Arvia's first sailing will now be 23 December to Spain, Portugal and the Canary Islands prior to the ship repositioning to the Caribbean in January.</p> <p>Whilst we know this news will be disappointing for our guests, we've made this decision as we will not compromise on the high standards of build, interior design and service for which P&amp;O Cruises is known.</p>
<p><b>What will happen to guests who have booked the 9 December cruise and is there any compensation?</b></p>	<p>All guests will be advised via email, call or cabin drop (if currently sailing on other ships) from 14:00 UK time on 25 October.</p> <p>They will receive a full refund via their original payment method within 14 days and an additional 10% Future Cruise Credit (FCC) to use on a future booking. FCC will be applied by 26 October and is valid for two years.</p> <p>Additionally, any loyalty points guests were expected to earn on this holiday will still be awarded.</p>
<p><b>Will guests who were booked on the maiden get priority for the new first cruise?</b></p>	<p>There are a very limited number of cabins available on Arvia's first sailing on 23 December to Spain, Portugal and the Canary Islands. Priority will be given to those 'first booked' as well as to our most loyal guests.</p>
<p><b>I'm due to join Arvia - will my joining date change?</b></p>	<p>There's currently no change to your joining date. Should there be any update to this, our fleet operations team or Global Talent Partners will contact you directly.</p>
<p><b>I've already joined Arvia - will this affect my planned rotation?</b></p>	<p>There's currently no change to your planned rotation. Should there be any update to this, our fleet operations team will contact you directly.</p>



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<p><b>What will happen to Arvia when she leaves the shipyard in Papenburg?</b></p>	<p>The ship is currently scheduled to proceed on sea trials from 16 to 25 November with the remaining time berthed at Eemshaven where fitting out will continue as well as loading of stores, furniture and outfittings prior to delivery.</p>
<p><b>When will Arvia arrive in Southampton?</b></p>	<p>Arvia will arrive in Southampton ahead of her first sailing which departs on 23 December. Further details will be communicated in due course.</p>
<p><b>Will there be a blessing before the ship sets sail?</b></p>	<p>Yes – the ship will be officially blessed prior to the first sailing. We will share further information on this in due course.</p>
<p><b>Will guests be able to watch Arvia coming into the solent? Will it be live streamed?</b></p>	<p>Yes – there are several vantage points along the solent where guests can make their own arrangements to view Arvia as she arrives into Southampton for the first time.</p> <p>The arrival will not be live-streamed but we will be sharing lots of content in various formats from Arvia’s inaugural period in the upcoming months.</p>
<p><b>When is the ship being named and will there be a ceremony?</b></p>	<p>Planning for the naming ceremony is underway, and details will be shared in due course.</p>
<p><b>What entertainment / events etc will mark the first cruise?</b></p>	<p>Guests on Arvia’s first cruise on 23 December will have a holiday filled with Christmas and New Year celebrations and festivities. From special guests to wow-factor entertainment – including spectacular shows, unique dining and immersive activities.</p>
<p><b>If a guest asks me questions about this, what should I tell them?</b></p>	<p>Please direct them to the Onboard Sales and Loyalty Team for further information.</p>