



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

Question	Answer
<p>Why is there a delay and will the maiden cruise be rescheduled?</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&O Cruises is known.</p>
<p>What will happen to guests who have booked the 9 December cruise and is there any compensation?</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>Is there any change to when our crew will join Arvia?</p>	<p>There's currently no change to crew joining dates. Should there be any update to this, our fleet operations team or Global Talent Partners will contact any impacted colleagues directly.</p>
<p>Will guests who were booked on the maiden get priority for the new first cruise?</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>What will happen when Arvia leaves the shipyard in Papenburg?</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>



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When will Arvia arrive in Southampton?	Arvia will arrive in Southampton ahead of her first sailing which departs on 23 December. Further details will be communicated in due course.
Will guests be able to watch Arvia coming into the solent? Will it be live streamed?	<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>
Will there be a blessing before the ship sets sail?	Yes – the ship will be officially blessed prior to the first sailing. We will share further information on this in due course.
When is the ship being named and will there be a ceremony?	Planning for the naming ceremony is underway, and details will be shared in due course.
What entertainment / events etc will mark the first cruise?	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.
Will there be a shakedown cruise for colleagues?	There will be a one-night test cruise for colleagues to support Arvia joining the fleet. Further details, including how to register your interest will follow in due course.
Can colleagues who were booked on the maiden transfer to the new first cruise?	Unfortunately, there is no availability for colleagues to transfer to Arvia’s new first sailing on 23 December.
Can colleagues who were booked on the maiden attend the ship tour and lunch event?	No, this opportunity is not open to colleagues to allow as many of our maiden guests to attend as possible.