

Carnival UK Employee Discounted Travel Policy and Late Availability Cruises

Terms and Conditions

- I. So that everyone who wants to book a cruise under the employee discounted travel scheme can, our bookings are limited to one cruise per eligible employee, per calendar year. An eligible employee is considered as:
 - A shoreside employee (Permanent or Fixed term) of Carnival UK
 - A Cunard International employee in the USA, Japan, Germany or Australia
 - An Annualised or Tour Paid employee of Fleet Maritime Services (Bermuda) Limited or Fleet Maritime Services International who work onboard P&O Cruises and Cunard ships
- II. Booking should be simple and easy to understand with no nasty surprises. That's why all bookings are bound by the same terms and conditions of the latest relevant brochure in which the cruise was on sale. Not sure of the terms and conditions of your cruise? Brochures are available both at Carnival House and various travel agents – collect a copy and get to know the terms and conditions of your booking. Prior to travel, cabin bookings may be cancelled, or downgrades offered with compensation if standard fare Guests can't be accommodated. Once onboard, in the event of an emergency or in exceptional circumstances, colleagues travelling on a concessionary cruise will be asked to vacate their cabins if standard fare Guests can't be accommodated. Bookings for onboard services may be cancelled if standard fare Guests cannot be accommodated.
- III. Choice. Your holiday, your way. Dining venues and cabins/staterooms are all linked to the fare that you book. If you are unsure, make sure you ask one of our Cruise Advisors. Cunard Queens Grill suites. P&O Cruises suites and Family suites onboard Ventura and Azura are regrettably not eligible for employee discounted travel bookings. Due to the small number of these suites, we must put our Guests front and centre. If you wish to travel as a family and have three or more dependents aged under 21 years old and relying on your financial support, we invite you to book two cabins.
- IV. As a thank you for all of your hard work and dedication to our brands, we invite you to take us up on the offer of a cruise under the employee discounted travel scheme. The rates we offer are competitive and reflect a generous reward and for that reason, no other offers are combinable with the scheme.
- V. Due to tax laws, we must charge a minimum rate per person per night for all Guests travelling on any cruise (excluding infants). The current minimum rate is £15 per Guest per night. Once the exclusive employee rate is applied to some of our cruises the fare per night per person could go below £15. This will be manually adjusted at time of booking. If the commercial fare for infants minus exclusive employee rate falls below £15 per person per night, e.g. £99 on a 7 night cruise we will honour the £99 infant fare. Once the exclusive employee discounted rate is applied to some of our cruises, the total fare for your EDT booking/s may drop below an average cost of £15 per person per night. When this happens, the fare will be manually adjusted to ensure the total cost of your booking/s is no less than the average cost of £15 per person, per night (excluding infants).

We believe that half the pleasure is in the planning and that you should book what you want, when you want. If you would like to upgrade your booking to a different cabin/stateroom available under the Employee Discounted Travel Policy*, please call:

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P&O Cruises: 0204 525 1156

Cunard: 0204 525 5331

*Fees apply.

- VI. We have put a lot of thought into the processes that support our employee discounted travel scheme. From booking to travelling with us, your experience should be as enjoyable as the experience that we deliver for our Guests. So that the information that we need from you gets to all the right people, at the right time, please only book your cruise via our Cruise Advisors. Cruise Advisors wishing to book, cancel or transfer a booking should call the appropriate booking numbers so that your cruise booking can be made on your behalf.
- VII. We are passionate about our people experiencing cruising at its very best and we know that being able to experience it with your family is important. If you have 3+ dependents we invite you to book two cabins. Both yourself, adult 2 and your 3+ dependents will all be eligible for the employee discounted rate. As we do not charge four adult fares for cabin/stateroom 1 (as we would for our Guests), additional travellers on your booking will be charged the commercial fare minus 7.5%. The scheme will be regularly monitored to ensure it is fair to all our people.
- VIII. While we can take care of the rest, it is your responsibility to ensure you have adequate annual leave and manager approval to book a cruise with the exclusive employee rate applied.

- IX. While you sail with us, you will be looked after by our teams on board who will be working hard to create unforgettable experiences for you to enjoy. If you are travelling with Cunard, we will add a daily Service Charge to all employee statements (excluding partial travel on a Cunard Round the World Cruise). By taking an Employee Discounted Cruise you are agreeing to pay the daily Service Charge; this means for you and anyone else on your booking who is aged 12 or over. The amount of Service Charge payable per person is advised in our brochures.
- X. We are all guardians of our brands, and it is everyone's responsibility to speak up and do the right thing. Whilst we trust that you would not want to damage our reputation, we want to be clear that any detrimental behaviour from anyone travelling on your booking will be investigated.
- XI. Our brands and our Guests are valuable. They are ultimately what keep us in business and there is nothing worse than feeling as though you have got a bad deal. The employee discounted travel scheme is offered as a thank you from us for all of your hard work. Disclosing these exclusive rates to Guests will most likely end in Guest complaints so we ask that you don't do it!
- XII. The reduced fares and discounts available to you onboard are a token of our thanks for your dedication and passion for our brands. Both you and your Guests on your booking are entitled to discounts (except for spa treatments) as detailed in the Onboard discounts document in Section 4 of the Employee Discounted Travel Policy. The bar and launderette discounts will be added to your booking prior to you sailing. Discounts apply to onboard bookings/reservations only and can't be offered pre-cruise. Guests must state they are travelling under the employee discounted travel scheme at the time of booking. Discounts applicable to spa purchases are available to employees only and will only be authorised if your laminex has been shown or suitable identification that you work on P&O Cruises/Cunard ships. Discounts cannot be applied to purchases that you make whilst on company service, familiarisation trips or on a competition prize cruise.
- XIII. Employee discounted travel is a benefit available to all eligible employees as a token of recognition. For this reason, if you are dismissed from employment or face disciplinary action, either at the time of booking and/or at the time of sailing you will not be eligible for the employee discounted travel scheme discount. Your cruise will be cancelled, and any payment refunded.
- XIV. Similarly, if you resign from your role and leave employment before your cruise departs you will not be eligible for the employee discounted travel scheme. If you would still like to travel on your cruise, simply contact the employee travel team at employeediscountedtravel@carnivalukgroup.com to re-book at the regular fare.
- XV. To ensure we continue to put our Guests front and centre, maiden voyages, family suites on Ventura and Azura, suites on P&O Cruises and Cunard Queens Grill suites are not included in the employee discounted travel scheme. If you would like to travel on maiden voyages, or in the suites mentioned above, we invite you to book using our special fare quote, giving you a discount of 7.5%.
- XVI. While we are passionate about giving you the chance to experience cruising at it's very best. In exceptionally rare cases that cabins/staterooms are required for commercial Guests you will be contacted by the employee travel team to make you aware of the impact of this.
- XVII. In addition to contractual perks, we are proud to offer a variety of discounts on cruising from employee discounted travel, late availability discounts, friends and family and special fare quotes. There is something for everyone. Employee discounted travel does not affect eligibility for late availability, friends and family or special fare quotes. Carnival UK reserves the right to amend or remove any discounts available. Cruise discounts are not a contractual perk.
- XVIII. We have to have rules for the employee discounted cruising scheme to make sure that we're being fair to everyone and to abide by various laws and regulations. That's why if we discover that they have been broken, you could face disciplinary action.
- XIX. Any problems which arise during your cruise must be raised onboard. If the problem is not resolved to your satisfaction during your cruise, it is essential to notify the Guest Support Team on your return to the office. The complaint will be investigated by the Guest Support Team and will be managed on a case by case basis; compensation will not be of monetary value.