

Carnival UK Employee Discounted Travel Policy and Late Availability Cruises

Frequently Asked Questions

What food/drink is included?

Breakfast, lunch and dinner are included in the price of your cruise and are available in the main restaurant (paired with your accommodation). You'll also find tea, coffee, and water are available 24 hours 7 days a week at the buffet.

Both you and any Guests booked under this policy are entitled to discounts as detailed in the Onboard discounts document in Section 4 of the Employee Discounted Travel Policy. To find out more about our dining venues, log in to My P&O Cruises/My Cunard.

What entertainment is on board?

Use of our Children's clubs and optional daytime activities such as films, quizzes, demonstrations, guest speakers and classes add extra interest to your experience on board (charges may apply to classes). Whilst dazzling shows, live bands and comedians promise to add sparkle to your evenings at no extra charge.

Each ship has several pools of varying sizes and depths, and a number of whirlpool spas. You'll have full access to the gym, equipped with all the latest equipment, as well as access to the sports facilities, and, on Arvia, the high ropes course and Mission Control. Whether you're a football player, want to practice your swing in the golf nets or try your hand at shuffleboard or deck quoits, there is something for everyone.

What is the dress code?

Dressing up for dinner is part of the fun of cruising, but we also know how important it is to be able to relax when on holiday. This is why the dress code on board changes night to night, from evening casual to black tie.

Details can be found on your My P&O Cruises/My Cunard account and will also be explained on board in your Horizon/Daily Programme delivered to your cabin/stateroom each day. Evening dress code is effective from 6pm.

Can I pre-register for cruises?

Unfortunately, we are unable to offer pre-registration for the Employee Discounted Travel, however, anyone wishing to book onto one is very welcome to using the special fare quote 'ECC' which will give you 7.5% discount.

Will you be capping the number of employees who can book any given cruise?

As long as the cruise is available you can book any cruise that you would like. Cabins under the Employee Discounted Travel policy are subject to availability at the time of booking.

Are cruises limited, i.e., is it best to book earlier?

Just like when you book any trip away the price can go up or down dependent on demand and the later you leave it the more chance there is of it selling out.

Do we need to wait for cruises to be released at the start of each year to book or can we book as soon as the cruises go on sale?

Our Guests and our people have an equal opportunity to book the cabins/staterooms. We invite you to book the cruise you want under the Employee Discounted Travel Policy as soon as it goes on sale or as soon as it becomes available under the late availability rules. Maiden Voyages, Cunard Queens Grill suites and P&O Cruises suites including the Family Suites on Ventura and Azura are excluded from the discounted rates. Anyone wishing to book a cabin outside of the Employee Discounted Travel policy is very welcome to using the special fare quote 'ECD' which will give you 7.5% discount.

I didn't book a discounted cruise last year, am I entitled to more than one this year?

So that we can offer a guaranteed cruise to everyone who is entitled to one we do not allow you to carry cruises over into the next year. That's the fairest way to offer the benefit to everyone. If you want to cruise more than once in any given year, we invite you to book using the special fare quote 'ECD' which will give you 7.5% discount off your additional bookings (any cruise, any cabin) or try one of our friends and family deals or late availability discounts.

My cruise departs in December and returns in January, have I used up my discounted cruise for the year just gone, or the year coming?

The year that your cruise departs is the year that we count as you taking your cruise. For example, if your cruise departed on 16 December 2023 and returned on 3 January 2024 you will have taken your 2023 entitlement and be eligible to book another cruise for 2024.

If I travel with another employee on their discounted cruise, can I book my own?

If you choose to travel with a friend, family member or partner who is also an employee of the Carnival UK group or an employee of Fleet Maritime Services (Bermuda) Limited/Fleet Maritime Services International and who is eligible for the scheme, that is your choice. Every employee is entitled to book one cruise of their own per year. If two employees are travelling together then the annual entitlement will count towards the lead booker's name.

The employee travel team will monitor bookings to ensure everyone has an equal opportunity to experience cruising.

Can I travel if I am pregnant?

Please visit www.cunard.co.uk or www.pocruises.com for more information.

Can children travel on our ships?

Yes, children over the age of 6 months are allowed to travel on some of our ships. Visit www.cunard.co.uk or www.pocruises.com for more information.

If I am traveling as the sole adult with one or more children, can I have a child fare applied?

Cabin availability is based on 2 adults sharing and the employee discounted travel policy follows our same pricing logic. Therefore, if you have one adult & one child travelling then the price would be based on 2 adults with the EDT discount applied. Supplementary fares would then apply for the remaining children.

If I have a large family and have two cabins, can I have a child fare applied to all children?

Where families of three dependants or more under the age of 21 are entitled to two cabins under the Employee Discounted Travel policy fares would be based on two adult fares across the two cabins and the supplementary fares applied for all the dependants.

Can I find out if there are any child places available?

Yes, we update availability information daily. View the information [here](#)

Do we pay in full at time of booking?

The amount you pay at the time of booking depends on the fare that you have selected and whether the cruise is within balance due dates. As per our Guest policy, if you book a Saver Fare, full payment should be made at time of booking. If you book a Select Price, Early Saver or Cunard Fare cruise, a 15% deposit will be required at time of booking. Payment of partial Round the World Cruise bookings will be treated separately by our employee discounted travel team.

Why is the discount different dependent on which cruise you go on, why 50% off of Caribbean for example?

The amount of discount applied to different cruises has been agreed based on what is included in the package. Packages that include flights, such as P&O Cruises Caribbean, have less of a discount applied so that cruises that require additional flights, such as a partial Round the World Cruise, balance out in terms of cost to you as a Guest. We believe that this is the fairest way to ensure that all cruises are equally available and affordable.

Is there a single occupancy rate?

Yes. We offer a number of single occupancy cabins. These are offered at a supplementary rate discounted at the exclusive employee rate.

For more information, please speak with our team of Cruise Advisors. Their contact details are in Section 5 of the Employee Discounted Travel policy.

I am looking to book a cruise for a special occasion, am I entitled to any special benefits?

Celebration packages and gifts can be purchased as per the normal commercial guest process.

I would like to book a longer cruise, can I?

Your holiday, your choice. However, just like any extended leave request, please get approval from your line manager before you make your booking.

I am an Officer working on board; can I make a booking for my family to join me on board?

The employee discounted travel scheme is for leisure bookings only. If you are working on board at the time and would like to arrange for your family and friends to travel with you, please refer to the Fleet Accompanied Travel Policy. Alternatively, we invite you to make a booking for your family and friends using our special fare discount. Simply quote code 'ECD at time of booking and you will receive 7.5% discount on the selected cabin/stateroom

Which will take priority, employee discounted travel or relatives travel (Fleet Accompanied Travel)?

The employee discounted travel scheme and Fleet Accompanied Travel policy are two separate policies. We appreciate how important it is for you to have the opportunity for your family to travel with you while you work; the employee discounted travel scheme will not impact this.

Are flights included in the cost of any of the cruises available?

Flights are included where indicated and will be confirmed by one of our Cruise Advisors when you book. If flights are not included in your booking these should be booked at an additional cost. We invite you to book these independently or through our flights team.

If we book a pre or post cruise stay, do we get discount off of this too?

The employee discounted rate is applicable to the cruise booking alone. We regret that at this time the discount is not applicable to any extra's such as flights or pre or post stays.

Are we expected to pay the daily Service Charge?

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 on P&O Cruises, then there is no service charge payable.

If you are travelling with Cunard, we will add a daily Service Charge to all employee statements (excluding partial travel on Cunard Round the World Cruises). 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.

Are the new all-inclusive packages available for EDT bookings?

The all-inclusive packages are not currently available with the EDT Fare. Our priority is to ensure the successful commercial rollout of the new packages, but we expect to review availability for employee fare types at a later stage.

Is there a benefit in kind tax liability?

Benefits in kind (BIK) are 'perks' that employees receive but which are not included in their salary. They are sometimes tax free, dependent on their value and reason for award. The employee discounted travel scheme is tax free. When you book a cruise with us using the exclusive employee discounted rates you are not liable for the tax of that purchase.

Do the cruises we book earn us loyalty points?

Currently, the employee discounted travel scheme cannot be combined with any other offer including but not limited to loyalty schemes, shareholder benefits and military veteran offers.

I would like to book a night's stay in a hotel on my cruise, is this included in any of the prices?

Hotel stays are not included in any of our pricing and not included in the employee discounted travel scheme. However, we do have a range of deals with hotels and can give you a quote. If you would like to book a hotel as part of your cruise experience, please speak with one of our Cruise Advisors. Their contact details are in Section 5 of the Employee Discounted Travel policy.

Are shuttle buses and transfers included in my fare?

To find out what is included in your cruise pick up a brochure or visit our website(s). Alternatively, one of our Cruise Advisors will let you know what is and what is not included in your cruise when you book. If you would like to add a transfer (fees apply) to your booking at a later date, simply contact one of our Cruise Advisors who will be able to help you. Their contact details are in Section 5 of the Employee Discounted Travel policy.

Can I get married on board?

Yes, weddings at sea and renewal of vow ceremonies are available to all employees. For full details, please refer to the Shoreside Ceremonies at Sea policy which is available on Compass.

What happens if I need to cancel or change my EDT booking?

No problem — if you ever need to cancel or move your EDT booking, just give the Contact Centre a call and one of our lovely cruise advisors will sort it for you. Just a heads-up that cancellations and changes still follow the usual Cunard and P&O Cruises T&Cs.

Can I cancel my EDT booking free of charge?

EDT bookings follow the same T&Cs as all other bookings, but we totally understand that sometimes life throws curveballs. If something exceptional happens, you (or your line manager) can email the EDT inbox to ask for a fee-free cancellation. Your request will then be reviewed by the Guest Relations Manager or Senior Manager.

I booked a cruise at the discounted rate, but it has since come down in price, can I cancel and re-book at the new price?

Just like any other holiday company, the price of our cruises fluctuates based on demand. This means that the cruise that you book now may go up, as well as down, in price. If the price of your cruise goes below what you have paid, you can cancel and re-book. However, charges will apply, and you must complete a new approval form. If you would like to transfer or cancel your booking, please speak to one of our Cruise Advisers on:

P&O Cruises: 0204 525 1156

Cunard: 0204 525 5331

I have booked a cruise using the special fare quote, can I cancel and re-book?

Yes, as long as you have not already booked a cruise for the same calendar year using the Employee Discounted Travel scheme, you can cancel your special fare booking and re-book (fees may apply). Simply contact one of our Cruise Advisors who will be able to help you cancel your booking. Their contact details are in Section 5 of the Employee Discounted Travel policy.

Can I make bookings in advance, such as shore excursions and dining?

Yes, we know that half the pleasure is in the planning of any great holiday. That's why, just like we do for our Guests, we encourage you to use My P&O Cruises/My Cunard to plan your trip. Full details of how to access My P&O Cruises/My Cunard will be emailed to you with confirmation of your booking. We strongly recommend that you refer to the onboard discounts document on Compass for full details of the discounts and how to claim them.

If my manager does not approve my cruise, will I get a refund?

When making your booking it is important to complete the Manager approval form within 72 hours of making your booking. Only when we have received Manager approval will we process the confirmation of your booking. If your manager declines your application, we will cancel your booking and refund any payments made.