



P&O CRUISES TRAVEL POLICY

GUEST ENTERTAINERS & MUSICIANS

1. Air Travel Reservations

- a. All flights are to be booked in Economy class unless otherwise agreed
 - b. All Guest Entertainer travel will be booked in line with business rules
 - c. Flights will be booked with the most cost effective flight available at the time of booking in line with a number of factors which will be considered as follows:
 - Carriers that the company have successfully negotiated Marine Fares
 - Charter Flights with vacant seats
 - Ships departure and arrival times
 - Transit Visa restrictions
 - Transit routes and connection times
 - d. When booking long haul flights, the Company will aim to book a maximum of 3 sectors (excluding domestic) for flights originating from the UK. For flights originating from other destinations, a maximum of 4 sectors
 - e. Reasonable connection times will be adhered to as advised by the airlines
 - f. No flight changes will be administered by the Entertainment Booking Team within 14 days of the cruise departure date (D-14), which is 1 week after joining letters are issued. This is due to the increased cancellation costs that may be incurred after a flight is ticketed and higher flight costs when re-booking closer to departure date
- Any flight changes made after D-14 must be for an exceptional circumstance and agreed by the Entertainment Booking Manager
- g. During Fly-Med and Fly-Caribbean season the company will endeavour to secure Charter Flight seats. These can be from any UK airport that is deemed reasonable. These seats will not be allocated until D-14. These seats are to be taken and the company will not exchange these for a scheduled flight. Should a Guest Entertainer wish to book their own flight instead of the allocated Charter Seat, the Company will offer a reimbursement of £75 one way for Fly-Med flights and £150 one way for Caribbean flights.

2. Embarking and Disembarking Flight Parameters

- a. Flights for joining Guest Entertainers will be booked to arrive at least 4 hours before the Ship departs. An exception to this rule would be dependent on transfer time from the airport

b. If an act is due to perform first night, flight bookings will be requested to arrive the day before the Ship departs and overnight accommodation arranged by the local Port Agent, unless otherwise agreed

c. Flights for disembarking Guest Entertainers will be requested to depart a minimum of 4 hours after the Ship arrives into port

3. Guest Entertainers Booking Own Flights

a. For any Guest Entertainer who books their flight independently and not at the request of CUK, it is their responsibility to arrange all transfers and/or hotel bookings that may be required, unless otherwise agreed

b. A reimbursement of up to £150 will be offered for all European flights that are booked independently

c. For any flights booked independently outside of Europe, Carnival UK will reimburse up to the equivalent cost the business would have paid for a marine fare ticket

This reimbursement amount must be confirmed before the Guest Entertainer books their flight tickets

d. Guest Entertainers who book their own flight by choice and experience a delay or cancellation are to make their own arrangements to ensure they meet the Ship in time, to their own cost. Carnival UK will not reimburse any additional flights purchased

e. Should the independently booked flight not arrive in time for Ship's departure, Carnival UK will not reimburse the flight cost

4. Frequent Flyer & Air Club Membership

a. Guest Entertainers are entitled to join and hold membership of the various airlines' loyalty award schemes. However, participation in such schemes will not influence flight or airline selection when planning or booking travel for company business

b. It is essential that all Guest Entertainers be fully aware of and carefully adhere to any restrictions relating to the frequent flyer programme, so as not to jeopardise Carnival UK relations with the airlines. Use of the Company name and /or airline relationship is strictly forbidden

c. The Company will not pay for any airline membership costs

5. Upgrades

a. Upgrades at the Company's expense are not permitted at any time unless otherwise contractually agreed. Guest Entertainers are entitled to upgrade themselves to their own personal expense directly with the airline

b. An upgrade is allowed if offered by the airline at no additional cost to the company

6. Denied Boarding Compensation and Cancellations

a. Airlines often over subscribe flights and offer compensation such as cash allowances to passengers to switch to other departures. Guest Entertainers must not volunteer for compensation when on company business

b. Any Guest Entertainer who is involuntarily denied boarding should immediately discuss with the airline what alternative flights are available

c. Should there be an issue with flight arrangements such as cancellation, the Guest Entertainer is to call the CUK Entertainment Booking Team during business hours or outside of business hours, the out of hours contact number on their Joining Instructions

d. If Out of Hours are contacted by the Guest Entertainer, they will liaise with the Guest Entertainer directly to source a suitable alternative flight within flight parameters, following the Out of Hours Policy

e. If the Guest Entertainers flight is cancelled and requires an overnight stay, the Guest Entertainer must in the first instance, seek to secure complimentary accommodation from the airline. If for any reason this is not successful, the Guest Entertainer should contact the out of hours contact number on their Joining Instructions to assist

7. Lost / Excess Baggage

a. It is the airline's responsibility to recover and compensate for lost baggage. The Entertainment Booking Team will aim to assist where possible, but all compensation is to be claimed through Travel Insurance.

b. Should a Guest Entertainer arrive without their luggage and are unable to perform, they may be in breach of contract. To help reduce the risk of this happening, Guest Entertainers must:

- Always carry tracks, chart music, costumes, and any other items required for performance in their hand luggage
- Clearly label all luggage, including hand luggage

c. It is the Guest Entertainer's responsibility to report any luggage loss and complete the relevant documentation before leaving the airport with the airline

d. Carnival UK will book and pay for 40kg of luggage per guest entertainer (2 x hold bags) on a marine fare ticket. Should the team be unable to book a marine fare ticket and only secure 1 x 20kg bag, we will reimburse for an additional 1 x 20kg bag upon receipt of proof of payment and invoice

e. Any additional excess luggage will be to the Guest Entertainers own cost, unless otherwise contractually agreed

Hotel and Transfer Booking Reservations

1. Hotel Booking Requests

a. If a flight check-in is before 8am, the Artiste or Agent may request a reimbursement of up to £75 for a hotel booking at the airport the night before flying. This must be booked independently.

b. A flight that requires an in transit overnight hotel, will be booked by Carnival UK. Details of any in transit hotels will be found in the Guest Entertainer's Joining Instructions

2. Southampton Embarkation

a. All UK resident Guest Entertainers are required to make their own arrangement to join any ship in Southampton (with the exception of Northern Ireland), unless otherwise contractually agreed

b. Should a Guest Entertainer require a flight to join in Southampton, the Entertainment Booking Team will first look at options to Southampton (SOU) airport, and other local airports e.g. BOU, followed by options to London (LGW, LHR) airports

c. All non-UK residents joining/leaving a ship in Southampton that are flown to/from a London airport will be responsible for arranging their own travel to/from Southampton via National Express bus or equivalent, unless otherwise agreed.

This cost is refundable by Carnival UK up to £75 upon receiving copy of receipt and invoice

d. If a Guest Entertainer has been flown to Southampton airport, they will be responsible for making their own way to the ship. No reimbursement will be offered for this travel

3. Transfer and Hotel Requests in Foreign Port

a. If a Guest Entertainer joins or leaves in a foreign port, the Entertainment Booking Team will contact the local Port Agent to book transfers to ensure safe arrival at the ship/airport

b. Hotel requests in foreign ports are requested via the Port Agent

c. Hotel bookings made in foreign ports are to be minimum 3*or equivalent and are booked on a Bed and Breakfast basis as per our agreements with the Port Agent. Should a Guest Entertainer believe the booked hotel is not up to standard, this is to be reported to the Entertainment Booking Team who will follow up directly with the Port Agent

d. Guest Entertainers will be booked into their own hotel room and will not be placed in a shared room with any crew members or Guest Entertainers, unless otherwise stated on request. Members of the same band / group / act will be expected to share a hotel room (as per berthing arrangements onboard the ship)