



# THE PENINSULAR CLUB



R21-006-01

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REWARDING LOYALTY



PACIFIC

ATLANTIC

MEDITERRANEAN

CARIBBEAN

BALTIC

LIGURIAN

*This is the life*

## Introducing the Peninsular Club

Every night you spend on board with us; every night of dining, laughter, music and easeful sleep, you are doing something else too. You are earning points to increase the rewards you enjoy next time you holiday with us. (Brownie points, as we like to think of them.)

### The tiers

The club has six tiers, named after the oceans and seas sailed by our ships. The tiers are arranged in order of size, with the smallest sea, the Ligurian, being the name of our most exclusive tier.

Pacific:	150 – 500 points
Atlantic:	501 – 1000 points
Mediterranean:	1001 – 2000 points
Caribbean:	2001 - 2500 points
Baltic tier:	2501+ points & 80 nights
Ligurian tier:	2501+ points & 201 nights

### Here's how it works

For each night you spend on board, we award you 10 loyalty points. Once you have spent at least 15 nights on board (150 points), you automatically become a member of the Peninsular Club. So, after 15 nights and 150 points, you enter the Pacific Tier. Loyalty points are only awarded once you have completed a cruise. So, you'll enjoy the benefits of membership when you join us for your next cruise.

As the number of nights you spend on board with us increases over subsequent holidays so, too, does your tier status. Each time you complete a cruise that takes you to the next tier, you'll enjoy the new level of benefits when you take your next cruise.

### Achieving Baltic and Ligurian Status

The Baltic and Ligurian Tiers reward our most loyal guests – the people who travel most frequently and spend the most nights with us.

**Baltic tier:** You will have at least 2501 points and would have spent 80 to 200 nights on board within the 3 years preceding the start of your next cruise. If you don't manage to spend at least 80 nights with us, you'll simply move to the Caribbean Tier and continue to enjoy a whole host of loyalty benefits.

**Ligurian tier:** You will have at least 2501 points and would have spent at least 201 or more nights on board within the 3 years preceding the start of your next cruise. If you don't manage to spend at least 201 nights with us, you'll simply move to the Baltic Tier and continue to enjoy a wealth of loyalty benefits.

### How we work it out

For example, if you have 2501 points and a future cruise departing on 1 December 2022. We will add up the number of nights you have completed on board a P&O Cruises ship between 1 December 2019 and 1 December 2022. If your total is less than 80 nights on board in this time period, you will receive Caribbean Tier benefits during your cruise. If your total is between 80-200 nights, you will receive Baltic Tier benefits. And if your total is 201 nights or more, you will receive Ligurian benefits.

Now, read on to discover the special treats and treatment your loyalty to P&O Cruises will earn you on board and ashore.

150-500

Points

5%

On-board spend discount



## Welcome to the Pacific tier

### Benefits ashore

#### Peninsular Club magazine

All the latest from us, along with featured destinations, delivered to your home.\*

#### Monthly members' newsletter

Be the first to find out about all the P&O Cruises news, with a newsletter delivered to your inbox once a month, if you opt into receiving email marketing.

#### Dedicated telephone hotline – 0345 3 576 969

Local call charges apply.

Where to call with any questions about membership. Open Monday to Friday from 9am to 5pm, excluding bank holidays.

#### Exclusive cruise discounts

Enjoy a members-only Peninsular Club discount of 5% on specially selected cruises. You can search cruise holidays available with your discount at [pocruses.com/peninsular-club](http://pocruses.com/peninsular-club).

### Benefits on board

#### 5% on-board spend discount

Save 5% on all your purchases in the bars, shops, spas, salon and on shore excursions. See page 17 for full details and exclusions.

#### Dedicated loyalty manager

Our loyalty manager is there to warmly welcome you back on board and answer any questions regarding your Peninsular Club membership.

#### Gifts for guests under 17

Children aged 17 and younger will receive a special gift, carefully selected to suit their age group.

PACIFIC TIER



\*Only available to members of the P&O Cruises Peninsular Club who have booked or travelled on a P&O Cruises holiday within the last 3 years.

501-1000

Points

7.5%

On-board spend discount



## Welcome to the Atlantic tier

### Benefits ashore

#### Peninsular Club magazine

All the latest from us, along with featured destinations, delivered to your home.\*

#### Monthly members' newsletter

Be the first to find out about all the P&O Cruises news, with a newsletter delivered to your inbox once a month, if you opt into receiving email marketing.

#### Dedicated telephone hotline –

0345 3 576 969

Local call charges apply.

Where to call with any questions about membership. Open Monday to Friday from 9am to 5pm, excluding bank holidays.

#### Exclusive cruise discounts

Enjoy a members-only Peninsular Club discount of 5% on specially selected cruises. You can search cruise holidays available with your discount at [pocruses.com/peninsular-club](http://pocruses.com/peninsular-club).

### Benefits on board

#### 7.5% on-board spend discount

Save 7.5% on all your purchases in the bars, shops, spas, salon and on shore excursions. See page 17 for full details and exclusions.

#### Dedicated loyalty manager

Our loyalty manager is there to warmly welcome you back on board and answer any questions regarding your Peninsular Club membership.

#### Gifts for guests under 17

Children aged 17 and younger will receive a special gift, carefully selected to suit their age group.

#### Glass of Champagne

Celebrate your new tier with a complimentary glass of Champagne (or sparkling non-alcoholic elderflower pressé) to enjoy at a Sail Away Party.

#### Lapel pin

Each time you enter a new tier, you will receive a lapel pin which will be waiting for you in your cabin on your next cruise.



ATLANTIC TIER

\*Only available to members of the P&O Cruises Peninsular Club who have booked or travelled on a P&O Cruises holiday within the last 3 years.

1001-2000

Points

8.5%

On-board spend discount



MEDITERRANEAN

## Welcome to the Mediterranean tier

### Benefits ashore

#### Peninsular Club magazine

All the latest from us, along with featured destinations, delivered to your home.\*

#### Monthly members' newsletter

Be the first to find out about all the P&O Cruises news, with a newsletter delivered to your inbox once a month, if you opt into receiving email marketing.

#### Dedicated telephone hotline – 0345 3 576 969

Local call charges apply.

Where to call with any questions about membership. Open Monday to Friday from 9am to 5pm, excluding bank holidays.

#### Exclusive cruise discounts

Enjoy a members-only Peninsular Club discount of 5% on specially selected cruises. You can search cruise holidays available with your discount at [pocruiises.com/peninsular-club](http://pocruiises.com/peninsular-club).

### Benefits on board

#### 8.5% on-board spend discount

Save 8.5% on all your purchases in the bars, shops, spas, salon and on shore excursions. See page 17 for full details and exclusions.

#### Dedicated loyalty manager

Our loyalty manager is there to warmly welcome you back on board and answer any questions regarding your Peninsular Club membership.

#### Gifts for guests under 17

Children aged 17 and younger will receive a special gift, carefully selected to suit their age group.

#### Glass of Champagne

Celebrate your new tier with a complimentary glass of Champagne (or sparkling non-alcoholic elderflower pressé) to enjoy at a Sail Away Party.

#### Cocktail party†

On a cruise of 8 nights or over, you will be invited to a cocktail party to meet fellow guests and enjoy a few drinks, with hour compliments.

#### P&O Cruises slippers

These will be waiting in your cabin for you to enjoy on board.

#### Lapel pin

Each time you enter a new tier, you will receive a lapel pin which will be waiting for you in your cabin on your next cruise.



MEDITERRANEAN TIER

\*Only available to members of the P&O Cruises Peninsular Club who have booked or travelled on a P&O Cruises holiday within the last 3 years. †Not available on Iona and Arvia.

2001+

Points

10%

On-board spend discount



## Welcome to the Caribbean tier

### Benefits ashore

#### Peninsular Club magazine

All the latest from us, along with featured destinations, delivered to your home.\*

#### Monthly members' newsletter

Be the first to find out about all the P&O Cruises news, with a newsletter delivered to your inbox once a month, if you opt into receiving email marketing.

#### Dedicated telephone hotline – 0345 3 576 969

Local call charges apply.

Where to call with any questions about membership. Open Monday to Friday from 9am to 5pm, excluding bank holidays.

#### Exclusive cruise discounts

Enjoy a members-only Peninsular Club discount of 5% on specially selected cruises. You can search cruise holidays available with your discount at [pocruises.com/peninsular-club](http://pocruises.com/peninsular-club).

#### 10% discount on bespoke P&O Cruises

#### travel insurance

Provided by Holiday Extras Insurance. To arrange, call 0800 316 3061, quoting reference WC668 along with your membership number.

#### Priority booking

On P&O Cruises new programmes prior to the general release date.

#### Annual gift

Your household will receive an end of year gift from us.\*

### Benefits at our home port

#### Priority arrival time allocation

You will be allocated an early arrival time of 1pm. Please note – your e-ticket may not reflect this. But rest assured, you're welcome to arrive from 1pm and we'll check you in as a priority.

#### Priority check-in

The Priority Lane ensures you reach the check-in desk quickly, making an effortless beginning to each cruise.

### Welcome on board reception

Open shortly after boarding to 3pm, serving complimentary selected drinks and a scrumptious warm and cold buffet in a calm oasis.

### Benefits on board

#### 10% on-board spend discount

Save 10% on all your purchases in the bars, shops, spas, salon and on shore excursions. See page 17 for full details and exclusions.

#### Dedicated loyalty manager

Our loyalty manager is there to warmly welcome you back on board and answer any questions regarding your Peninsular Club membership.

#### Gifts for guests under 17

Children aged 17 and younger will receive a special gift, carefully selected to suit their age group.

#### Glass of Champagne

Celebrate your new tier with a complimentary glass of Champagne (or sparkling non-alcoholic elderflower pressé) to enjoy at a Sail Away Party.

#### Cocktail party†

On a cruise of 8 nights or over, you will be invited to a cocktail party to meet fellow guests and enjoy a few drinks, with our compliments.

#### A complimentary half bottle of Champagne (per cabin)

Begin your first formal night with an early evening half bottle of Champagne from us placed in your cabin.

#### Officer-hosted fine dining event

The perfect way to while away a languorous lunch at sea, with both Officers and fellow Caribbean tier members, on cruises of 8 nights and over.

#### P&O Cruises slippers

These will be waiting in your cabin for you to enjoy on board.

#### Lapel pin

Each time you enter a new tier, you will receive a lapel pin which will be waiting for you in your cabin on your next cruise.

\*Only available to members of the P&O Cruises Peninsular Club who have booked or travelled on a P&O Cruises holiday within the last 3 years. †Not available on Iona and Arvia.

‡Please note, for operational reasons, at times senior officers are unable to attend Peninsular Club events.



2501+ Points

PLUS 80-200 nights on board

10%

On-board spend discount



## Welcome to the Baltic tier

### Benefits ashore

#### Peninsular Club magazine

All the latest from us, along with featured destinations, delivered to your home.\*

#### Monthly members' newsletter

Be the first to find out about all the P&O Cruises news, with a newsletter delivered to your inbox once a month, if you opt into receiving email marketing.

#### Dedicated telephone hotline – 0345 3 576 969

Local call charges apply.

Where to call with any questions about membership. Open Monday to Friday from 9am to 5pm, excluding bank holidays.

#### Exclusive cruise discounts

Enjoy a members-only Peninsular Club discount of 5% on specially selected cruises. You can search cruise holidays available with your discount at [pocruises.com/peninsular-club](http://pocruises.com/peninsular-club).

#### 10% discount on bespoke P&O Cruises travel insurance

Provided by Holiday Extras Insurance. To arrange, call 0800 316 3061, quoting reference WC668 along with your membership number.

#### Priority booking

On P&O Cruises new programmes prior to the general release date.

#### Priority to book preferred seats on flights to and from Caribbean fly-cruises

You will be offered a priority window of two days in which you can book and pay for your preferred seat on the inbound and outbound charter flights to your Caribbean fly-cruise, ahead of their general release, online through Cruise Personaliser. **Please note:** your on-board discount does not apply. Benefit is subject to availability.

#### Annual gift

Your household will receive an end of year gift from us.\*

### Benefits at our home port

#### Priority arrival time allocation

You will be allocated an early arrival time of 1pm. Please note – your e-ticket may not reflect this. But rest assured, you're welcome to arrive from 1pm and we'll check you in as a priority.

#### Priority check-in

The Priority Lane ensures you reach the check-in desk quickly, making an effortless beginning to each cruise.

#### Welcome on board reception

Open shortly after boarding to 3pm, serving complimentary selected drinks and a scrumptious warm and cold buffet in a calm oasis.

### Benefits on board

#### 10% on-board spend discount

Save 10% on all your purchases in the bars, shops, spas, salon and on shore excursions. See page 17 for full details and exclusions.

#### Dedicated loyalty manager

Our loyalty manager is there to warmly welcome you back on board and answer any questions regarding your Peninsular Club membership.

#### Gifts for guests under 17

Children aged 17 and younger will receive a special gift, carefully selected to suit their age group.

#### Glass of Champagne

Celebrate your new tier with a complimentary glass of Champagne (or sparkling non-alcoholic elderflower pressé) to enjoy at a Sail Away Party.

#### Cocktail party†

On a cruise of 8 nights or over, you will be invited to a cocktail party to meet fellow guests and enjoy a few drinks, with our compliments.

#### A complimentary half bottle of Champagne (per cabin)

Begin your first formal night with an early evening half bottle of Champagne from us placed in your cabin.

#### Senior Officer-hosted fine dining event

The perfect way to while away a languorous lunch at sea, with both Officers and fellow Caribbean tier members, on cruises of 8 nights and over.

#### 50% discount on machine washable laundry

Simply leave your laundry in the bag provided in your cabin for your steward to collect.

#### P&O Cruises slippers

These will be waiting in your cabin for you to enjoy on board.

#### Lapel pin

Each time you enter a new tier, you will receive a lapel pin which will be waiting for you in your cabin on your next cruise.



BALTIC TIER

\*Only available to members of the P&O Cruises Peninsular Club who have booked or travelled on a P&O Cruises holiday within the last 3 years. †Not available on Iona and Arvia.

‡Please note, for operational reasons, at times senior officers are unable to attend Peninsular Club events.

2501+ Points

PLUS 201+ nights on board

10%

On-board spend discount



## Welcome to the Ligurian tier

### Benefits ashore

#### Peninsular Club magazine

All the latest from us, along with featured destinations, delivered to your home.\*

#### Monthly members' newsletter

Be the first to find out about all the P&O Cruises news, with a newsletter delivered to your inbox once a month, if you opt into receiving email marketing.

#### Dedicated telephone hotline – 0345 3 576 969

Local call charges apply.

Where to call with any questions about membership. Open Monday to Friday from 9am to 5pm, excluding bank holidays.

#### Exclusive cruise discounts

Enjoy a members-only Peninsular Club discount of 5% on specially selected cruises. You can search cruise holidays available with your discount at [pocrises.com/peninsular-club](http://pocrises.com/peninsular-club).

#### 10% discount on bespoke P&O Cruises travel insurance

Provided by Holiday Extras Insurance. To arrange, call 0800 316 3061, quoting reference WC668 along with your membership number.

#### Priority booking

On P&O Cruises new programmes prior to the general release date.

#### Priority to book preferred seats on flights to and from Caribbean fly-cruises

You will be offered a priority window of two days in which you can book and pay for your preferred seat on the inbound and outbound charter flights to your Caribbean fly-cruise, ahead of their general release, online through Cruise Personaliser. **Please note:** your on-board discount does not apply. Benefit is subject to availability.

#### Invitations to inaugural events

Receive special access invitations to inaugural events, where available.

#### Annual gift

Your household will receive an end of year gift from us.\*

### Benefits at our home port

#### Priority arrival time allocation

You will be allocated an early arrival time of 12.30pm. Please note – your e-ticket may not reflect this. But rest assured, you're welcome to arrive from 12.30pm and we'll check you in as a priority.

#### Priority check-in

The Priority Lane ensures you reach the check-in desk quickly, making an effortless beginning to each cruise.

#### Hospitality lounge

Await embarkation in a private area within the cruise terminal with complimentary refreshments.

### Welcome on board reception

Open shortly after boarding to 3pm, serving complimentary selected drinks and a scrumptious warm and cold buffet in a calm oasis.

### Priority disembarkation

To make your time of disembarkation as convenient to you as possible, we're happy for you to select any of the ship's given disembarkation times.

### Benefits on board

#### 10% on-board spend discount

Save 10% on all your purchases in the bars, shops, spas, salon and on shore excursions. See page 17 for full details and exclusions.

#### Dedicated loyalty manager

Our loyalty manager is there to warmly welcome you back on board and answer any questions regarding your Peninsular Club membership.

#### Gifts for guests under 17

Children aged 17 and younger will receive a special gift, carefully selected to suit their age group.

#### Glass of Champagne

Celebrate your new tier with a complimentary glass of Champagne (or sparkling non-alcoholic elderflower pressé) to enjoy at a Sail Away Party.

#### Cocktail party†

On a cruise of 8 nights or over, you will be invited to a cocktail party to meet fellow guests and enjoy a few drinks, with our compliments.

#### A complimentary half bottle of Champagne (per cabin)

Begin your first formal night with an early evening half bottle of Champagne from us placed in your cabin.

#### Senior Officer-hosted fine dining event‡

The perfect way to while away a languorous lunch at sea, with both senior officers and fellow Baltic and Ligurian Tier members, on cruises of 8 nights and over.

#### 50% discount on machine washable laundry

Simply leave your laundry in the bag provided in your cabin for your steward to collect.

#### Complimentary formal attire pressing service

To ensure you step out looking your very best, your steward will ensure your formal gown or dinner jacket and trousers are pressed before your first formal night.

#### P&O Cruises slippers

These will be waiting in your cabin for you to enjoy on board.

#### Lapel pin

Each time you enter a new tier, you will receive a lapel pin which will be waiting for you in your cabin on your next cruise.



\*Only available to members of the P&O Cruises Peninsular Club who have booked or travelled on a P&O Cruises holiday within the last 3 years. †Not available on Iona and Arvia.

‡Please note, for operational reasons, at times senior officers are unable to attend Peninsular Club events.



## Any further questions?

- How can I check my current tier?** Log into My Account on our website or on Cruise Personaliser at [www.pocruises.com/myaccount](http://www.pocruises.com/myaccount).
- When will my points be awarded?** Loyalty points are awarded when you have completed a cruise. Once you have spent at least 15 nights on board (150 points), you automatically become a member and enter at the Pacific Tier. When you join us for your next cruise, you will be entitled to Pacific Tier benefits. As points are awarded at the end of a cruise, you cannot move up a tier mid-cruise. Instead, you will enjoy the additional benefits when you join us for your next cruise.
- How can I find out if I am a Baltic or Ligurian member?** Do you have 2501 points or over? If so, then you're partly qualified. To qualify for the Baltic Tier, you'll also need to have spent at least 80-200 nights on board in the 3 years preceding your next cruise. To enter the Ligurian Tier, you will have to have spent at least 201 nights on board in the 3 years preceding your next cruise. The 3 year period is taken from the embarkation date of your next cruise.
- I am currently a Baltic/Ligurian member; will I still be a member on my next cruise?** To continue to enjoy Baltic or Ligurian privileges, in the 3 years prior to the departure date of your next cruise, you must have spent at least 80 nights on board for Baltic, and at least 201 for Ligurian.
- How do I get a quote for the P&O Cruises travel insurance with my 10% discount?** See the Travel Insurance section of the P&O Cruises brochure. Or, for more information call 0800 316 3061, quoting reference WC668, along with your membership number.
- Does Peninsular Club membership apply to children?** Yes. 16-18 year olds are entitled to the same benefits as adults, with the exception of alcohol being substituted by a non-alcoholic alternative. Children aged 17 and under will receive a gift designed specifically for their age group. They will also receive the on-board discount appropriate to their tier level. Your child's on-board discount is not transferable to your account.
- Will I get points for travelling with P&O Cruises sister brands?** No. Points can only be awarded to members travelling on board a P&O Cruises ship.
- If I purchase my shore excursions pre-cruise, will my on-board spend discount still be applied?** Yes. Purchase shore excursions prior to the start of your cruise, and the applicable on-board spend discount will reflect the tier that you are predicted to be in on the date of embarkation, not on the date of purchase. The discount on shore excursions that are paid for pre-cruise is not dependent on your spending of allocated non-refundable on-board credit. For a World Cruise, purchase shore excursions prior to the start of your cruise, and the applicable on-board spend discount will reflect the tier that you are predicted to be in at the start of the segment in which the activity is taken, and not the date of embarkation.

## World Cruise information

The Peninsular Club works on a simple 'one cruise = one tier' policy. However we recognise that a World Cruise is over several months, so we do things a little differently. You embark your cruise on your current tier and, during each segment of your World Cruise, if you collect the appropriate amount of points/nights to take you to the next tier, this will happen at the beginning of that next segment, and your additional benefits will be applied from that point.

If you are on board and have any questions about this, please talk to your Loyalty and Cruise Sales manager. If you are at home, please contact our Loyalty team at [loyalty@pocruises.com](mailto:loyalty@pocruises.com)

Please note that, due to the number of eligible guests on a World Cruise or segment of a World Cruise it is unfortunately not possible to offer embarkation and disembarkation benefits at Southampton.

## My Account online

As a member of the P&O Cruises Peninsular Club you can view your online account and access a host of online services. Visit [www.pocruises.com/myaccount](http://www.pocruises.com/myaccount) and log in, or to register simply click on the members button and fill in your details as requested. As soon as you've registered you can start enjoying all the online features.

Online features include:

- Review your P&O Cruises Peninsular Club tier and points total**  
Log in any time to see your current tier and a summary of the points you have accrued.
- Manage your details and view future holidays**  
Update your personal information and view your future cruises.
- Review your cruise history**  
Find details of all your previous P&O Cruises holidays from 2000.
- Confirm your loyalty membership**  
Continue to receive your benefits by confirming your Peninsular Club membership.
- Manage your contact preferences**  
Tell us how you would prefer us to stay in touch and update your marketing preferences.



## Understanding your on-board spend discount<sup>o</sup>

Your on-board spend discount will be applied to purchases after any allocated, non-refundable on-board credit (on-board spending money) has been spent.

### This is how it works:

On-board spend £1000  
Less on-board credit of £100 = £900  
Caribbean discount of 10% = £90  
Amount to be paid = £810

### What's not eligible for on-board spend discount?

Discounts do not apply to the following Little Luxuries products: Weddings at Sea, Renewal of Vows, Welcome on board and Bon Voyage packages, gift credits, internet packages and any pre-paid items. On-board spend discounts do not apply to medical services and products, visa arrangements, gratuities, casino (including bingo), art sales, flight seat bookings, pre-paid items, any purchases during inaugural events, or when a P&O Cruises ship is chartered, except as decided by P&O Cruises from time to time.

<sup>o</sup>This discount is applied to purchases made after you have spent any allocated on-board credit. It is automatically applied to your account and will appear on your statement at the end of the cruise

# Terms and conditions of membership

## These terms and conditions apply to your membership of the P&O Cruises Peninsular Club and your collection and use of points earned as a member of the P&O Cruises Peninsular Club.

### 1. Definitions

"P&O Cruises ship" means the cruise vessels in the P&O Cruises UK fleet only and for the avoidance of doubt excludes all P&O Cruises Australia vessels, "segment" means in relation to a world cruise the journey between two specified ports as chosen by P&O Cruises from time to time, "you" means the guest; and "we" or "us" means Carnival plc trading as P&O Cruises.

### 2. Membership

2.1. You will automatically become a member of the P&O Cruises Peninsular Club after you have earned 150 points by completing 15 nights on board a cruise or cruise on which you are entitled to earn points. Points are awarded to members following completion of each cruise holiday.

2.2. You will be awarded points for each night you spend on board a P&O Cruises ship according to the points system shown in paragraph 3.2.

2.3. If you were a member of The Portunus Club your pre-existing points balance will be transferred to P&O Cruises Peninsular Club with effect from 1 April 2012. You will need to have a minimum of 150 points in order to become a member of the P&O Cruises Peninsular Club. If you think your balance is incorrect, then it is your responsibility to notify us in order that we may investigate. Please note that Portunus Club points were only awarded for cruise holidays taken from 1 September 2003 and therefore Peninsular Club points will not be available in respect of cruises taken prior to that date.

2.4. Membership is only available to individuals and not to groups or companies.

2.5. Membership of the P&O Cruises Peninsular Club is subject to these terms and conditions. If you do not wish to be a member of the P&O Cruises Peninsular Club or do not accept these terms and conditions, you must cancel your membership immediately by contacting us in writing at the address in paragraph 6.1.

2.6. We may cancel your membership and withdraw all unused benefits if you do not comply with these terms and conditions.

2.7. Your membership account must be held in your full name as it appears in your passport.

2.8. P&O Cruises guests are not guaranteed entry to P&O Cruises Peninsular Club; we may refuse or withdraw membership at any time without giving our reasons.

2.9. P&O Cruises may cancel your membership and delete your account (including all points, benefits and account history) if your account remains inactive for a period of 7 years. For this purpose "inactive" means that you have not booked or travelled on a P&O Cruises holiday.

### 3. Points

3.1. As a member of the P&O Cruises Peninsular Club you will earn points when you go on a P&O Cruises holiday which you have booked with us, subject to any of the exclusions below.

3.2. You will earn points as follows:

Loyalty points per night spent on board any of the P&O Cruises ships - 10 points per night.

3.3. Points accrue on completion of the cruise holiday on which they were earned (except on world cruises, where they accrue at the end of each segment) and will be credited to your account upon your return home.

3.4. You will not earn points or nights:

3.4.1. in respect of any nights spent travelling or in a hotel, for example as part of a fly-cruise holiday or land tour;

3.4.2. in respect of any nights you would have spent on a P&O Cruises ship but for the cancellation or curtailment of that cruise, for whatever reason;

3.4.3. in respect of nights spent by other members of your party or family (whether or not they are members), or for unused berths in your cabin (even if you have paid for them);

3.4.4. in respect of complimentary nights spent on a P&O Cruises ship for inaugural and overnight events, or as an invitee of a charterer of the ship;

3.4.5. in respect of any cruise on which you have travelled as a concession (a list of concessionary types may be obtained from us on request);

3.4.6. in respect of any nights gained or lost through travelling over the International Date Line during any cruise or a world cruise or segments of a world cruise;

3.4.7. in respect of any cruise holidays taken with any Carnival group companies other than P&O Cruises.

3.4.8. in any other circumstances that we may specify from time to time.

3.5. You will be able to view your cruise history and corresponding points earned after each completed cruise holiday with P&O Cruises at [www.pocruises.com/myaccount](http://www.pocruises.com/myaccount). Should there be any discrepancies, you must notify us in writing or email us at [loyalty@pocruises.com](mailto:loyalty@pocruises.com). While we will try to correct any errors with your cruise history and corresponding points, which are shown to our reasonable satisfaction to be wrong, unless there are clear records showing this, our decision is final and without liability to you. You may also update your personal information online at [www.pocruises.com/myaccount](http://www.pocruises.com/myaccount)

3.6. Points are personal to you. You may not transfer points to any other person. Points have no redeemable value in cash or any kind of benefit other than under these conditions.

3.7. We may occasionally award you bonus points or exchange points for specific offers at our discretion. We may deduct points given in error without any liability to you.

3.8. Points will only be used to determine your eligibility for benefits under the following membership tiers:

Pacific	150 - 500 points
Atlantic	501 - 1000 points
Mediterranean	1001 - 2000 points
Caribbean	2001 + points
Baltic	2501 points plus 80 nights on board a P&O Cruises ship in the 3 years preceding the embarkation date of your next cruise. Membership of the Baltic tier is reviewed periodically and you must meet the above eligibility requirements each time that you cruise with P&O Cruises in order to remain in the Baltic tier. If you do not meet the eligibility criteria for a particular cruise then you will receive the Caribbean tier benefits.
Ligurian	2501 points plus 201 nights or more on board a P&O Cruises ship in the 3 years preceding the embarkation date of your next cruise. Membership of the Ligurian tier is reviewed periodically and you must meet the above eligibility requirements each time that you cruise with P&O Cruises in order to remain in the Ligurian tier. If you do not meet the eligibility criteria for a particular cruise then you will receive the Baltic (where you meet the eligibility criteria for the Baltic tier) or the Caribbean tier benefits.

3.9. Points only determine benefits on P&O Cruises holidays. These benefits are not available on any of our nominated sister brands or other brands.

### 4. Benefits

4.1. We will publish a summary of the benefits available to members at [www.pocruises.com/peninsular-club](http://www.pocruises.com/peninsular-club) This will be updated periodically.

4.2. All benefits are subject to availability and all benefits may be withdrawn or altered in our absolute discretion. Without limitation, we reserve the right to make exclusions or exceptions to the availability of benefits including the cancellation of events.

4.3. Benefits are personal to you and are not transferable. Only you may claim benefits to which you are entitled. You may not claim benefits for any other person, nor allow any other person to claim benefits on your behalf. On-board spend discounts may only be claimed using your own personal on-board account card (known as a "cruise card") under our cash-less system on board. Your cruise card will not be reissued if the tier shown is incorrect (although this will not affect the benefits to which you are entitled or the level of on-board spend discount that is applied to your on-board account) or if you move to another tier during a world cruise.

4.4. No benefit may be claimed retrospectively, i.e. by claiming a benefit that you were entitled to claim but which you did not claim at the time when you were entitled to do so. Please note that no refunds are given from the P&O Cruises Peninsular Club office in Southampton.

4.5. No benefits may be claimed in respect of nights spent on a ship for inaugural and overnight events, as an invitee of a charterer of the P&O Cruises ship or any cruise on which you have travelled as a concession (a list of concessionary types may be obtained from us on request).

4.6. The 10% discount on travel insurance is only applicable to the bespoke cruise insurance policy arranged by Holiday Extras Insurance for P&O Cruises. The discount is only available to members of the P&O Cruises Peninsular Club who qualify for the discount by virtue of their tier level and it cannot be extended to friends or family who do not qualify for the discount. The discount may be withdrawn or altered at any time, without notice. The discount is offered subject to any conditions that Holiday Extras Insurance may impose and subject to availability. For a copy of the policy wording or for more information, please call 0800 316 3061, quoting reference WC668 along with your membership number.

4.7. The hospitality area in the cruise terminal, priority check-in, early embarkation, priority embarkation, embarkation lounge benefits, and priority disembarkation will only be available for departures from Southampton. These benefits do not apply to a World Cruise.

4.8. The Welcome on board reception is available from boarding until 3pm.

4.9. Pressing Service - Garments must be handed to cabin steward at least 24 hours before they are required. Items received after 2pm will be returned the following morning.

4.10. On a World Cruise or holidays that form a segment of a World Cruise, members will receive one of each of their entitled benefits for the total duration of their time on the cruise and not per sector. However, we do reserve the right to vary the frequency of these benefits at our discretion from time to time.

4.11. On cruises of seven nights or less duration, the cocktail party will not take place and there will not be a Caribbean Tier officer hosted dining experience or a Baltic and Ligurian Tier senior officer hosted dining experience.

4.12. Officer hosted events are subject to the availability of the officers. Not all tables can be hosted.

4.13. If your membership is cancelled for any reason, your entitlement to all points earned and associated benefits will immediately cease, although we will honour any benefits which have already been claimed against points validly earned at the time of cancellation.

4.14. Priority access to flight seat bookings on Caribbean charter fly-cruises only. This is pre-embarkation only it is not available for bookings made on board the ship for return flights.

4.15. After you have spent the number of nights on board necessary to move you to the Atlantic tier or above you will be issued with a lapel pin, which will be placed in your cabin at the start of your next cruise following the cruise on which you moved into the relevant tier.

4.16. Peninsular Club magazine is only available to members of the P&O Cruises Peninsular Club who have booked or travelled on a P&O Cruises holiday in the 3 years preceding the date of the magazine issue.

4.17. Annual gift is only available to members of the P&O Cruises Peninsular Club who qualify for the gift by virtue of their tier level and have booked or travelled on a P&O Cruises holiday in the 3 years preceding the predicted date of dispatch. Limited to one annual gift per household.

### 5. On-board spend discounts

5.1. The on-board spend discount for each tier is as follows:

On-board spend discount	
Pacific	5%
Atlantic	7.5%
Mediterranean	8.5%
Caribbean, Baltic & Ligurian	10%

5.2. The on-board spend discount shall be applied to purchases net of any non-refundable on-board credit allocated to your on-board account and /or to all linked on-board accounts, where relevant (excluding shore excursions purchased pre-cruise). For example:

On-board spend £1000		
Less on-board credit of £100	=	£900
Caribbean discount at 10%	=	£90
Amount to be paid	=	£810

5.3. Unless otherwise stated, an on-board spend discount will not apply to Government or Port agency fees, cashback charges, charitable donations, medical services and products, visa arrangements, gratuities, casino (including bingo), art sales, flight seat bookings, pre-paid items, Weddings at Sea, Renewal of Vows, Welcome on board and Bon Voyage packages, gift credits, any purchases during inaugural events, or when a P&O Cruises ship is chartered, except as decided by P&O Cruises from time to time.

5.4. On-board spend discounts are only applicable on cruises where the member is travelling/booked to travel. The discounts are not transferable and cannot be claimed on purchases made using another person's cruise card even if your on-board account is linked to that other person's.

5.5. Any claims for on-board spend discounts must be made when you receive your final folio on the morning of disembarkation. Once you have disembarked, we will not accept liability for any errors or omissions in your on-board spend discount. Consequently, following disembarkation we will not make any reimbursements or refunds in respect of discounts that were not properly claimed on board.

5.6. If you purchase shore experiences prior to the start of your cruise the applicable on-board spend discount will be reflective of the tier that you are predicted to be in on the date of embarkation, not on the date of purchase. For a World Cruise if you purchase shore excursions prior to the start of your cruise the applicable on-board spend discount will be reflective of the tier that you are predicted to be in at the start of the sector in which the activity is taken and not the date of embarkation. Should there be any alterations to predicted tiers due to new or cancelled bookings we will not retrospectively charge for any increase a change in discount would have made or accept any liability for any reimbursements or refunds in respect of any change in on-board spend discounts.

Therefore, you should check that the correct level of discount is applied at the time of purchase and advise us immediately if you believe that the level of discount applied is not correct.

5.7. On a World Cruise, if you book shore excursions during any segment of your cruise, the total amount owed will be charged to your on-board account at the point the booking is taken regardless of the segment in which the excursion is to be taken. The discount applied at the end of your cruise or settlement point, will reflect the tier that you were in at the time of booking the excursion.

5.8. On-board purchases are governed by our standard terms and conditions contained in our brochures.

5.9. The laundry discount shall be applied after any non-refundable on-board credit allocated to your on-board account and/or to all linked on-board accounts has been spent.

### 6. General

6.1. Queries relating to club membership should be addressed to: The P&O Cruises Peninsular Club, Carnival House, 100 Harbour Parade, Southampton SO15 1ST. Alternatively you can email us at [loyalty@pocruises.com](mailto:loyalty@pocruises.com) or telephone The P&O Cruises Peninsular Club Hotline on telephone number 0345 355 5111 (local call charges apply).

6.2. If you live outside the United Kingdom, we reserve the right not to send to you all the information we send to members resident in the United Kingdom, e.g. promotional mailings. Brochures showing fares in your local currency may be obtained from your local travel agent and all P&O Cruises Peninsular Club membership details can be accessed from our website [www.pocruises.com/peninsular-club](http://www.pocruises.com/peninsular-club). However all on-board benefits will be the same as for UK resident members.

6.3. Any personal data, which we hold about you, will be used by us: to administer your membership; to provide you with information about your membership; to review your dealings with Carnival group brands including your purchasing and entertainment preferences; to review, develop and improve our cruises and Carnival group offers; for market research and statistical analysis and in connection with this use we may pass on information on the status of your membership of P&O Cruises Peninsular Club to any travel agents with whom you have previously booked a cruise holiday. We may also contact you by post, email and/or telephone in connection with your membership, including sending you the Peninsular Club magazine (one per household) and other promotional mailings and offers from the P&O Cruises Peninsular Club. Please note that if you have

previously indicated to us that you do not wish to be contacted for marketing purposes you will not receive any mailings or other communications from the P&O Cruises Peninsular Club or P&O Cruises. If you would prefer not to be contacted in connection with your membership of the P&O Cruises Peninsular Club or if you wish to change your marketing preferences at any time please update your details online at [www.pocruises.com/myaccount](http://www.pocruises.com/myaccount). Full details of our current data protection policy are included in our Booking Conditions contained in our brochure and online at [www.pocruises.com/privacy](http://www.pocruises.com/privacy)

6.4. We reserve the right at any time to: a. withdraw the P&O Cruises Peninsular Club; and/or b. change these terms and conditions at any time including, without limitation, the basis for earning points, the benefits available and the tier structure. You should be aware that we may update these terms and conditions from time to time without notice to you. You should review these terms and conditions periodically for changes by visiting [www.pocruises.com/peninsular-club](http://www.pocruises.com/peninsular-club). The terms and conditions in force at the date of departure of your cruise or at the start of a segment of a World Cruise will be the terms that govern your P&O Cruises Peninsular Club membership and benefits for the duration of that cruise or segment.

6.5. Points can only be earned, held and used as set out in these terms and conditions. Any other use, award, sale, exchange or transfer of points, or attempt to do so, is a serious breach of these terms and conditions. Any points not earned and held in accordance with these terms and conditions will be invalid and cannot be redeemed for benefits.

6.6. If we do not strictly apply any term or condition at any time, we are not prevented from choosing to strictly apply that term or condition or any other term or condition at any other time.

6.7. These terms and conditions will be governed by English law and the exclusive jurisdiction of the English courts. All cruise holidays with P&O Cruises are governed by our Booking Conditions contained in our brochure and on our website at [www.pocruises.com](http://www.pocruises.com)

6.8. Carnival plc is a company incorporated in England under registered number 04039524 with its registered office address at Carnival House, 100 Harbour Parade, Southampton SO15 1ST.

Terms correct as of September 2023