



### **P&O Cruises Assistance Dog Fact Sheet**

The below information is taken from the Government guidance. To view more information on this and for the most up to date information, please [CLICK HERE](#).

### **PETS Travel Scheme**

It is the responsibility of the owner to ensure that their assistance dog meets the requirements of the EU pet travel scheme (PETS).

For a dog moving between EU member states, or from certain non-EU "listed" countries the requirements are, in the following order:

- A microchip for identification
- A vaccine to protect against rabies, and a waiting period of 21 days to ensure that your dog is not incubating rabies at the time the vaccination takes place. (When counting the 21 days, the day of the vaccination is day 0)
- Tapeworm treatment must be administered by a vet not less than 24 hours and not more than 120 hours (1-5 days) before the ships scheduled arrival time in the U.K.

If your chosen itinerary includes a port which is not an EU or a listed non-EU country, a blood sample must also be taken at least 30 days after the rabies vaccination to prove the vaccination has been effective. This must be followed by a three-month waiting period from the date the blood sample was taken (not the date of vaccination).

Dogs that have been blood tested in an EU member state and have an EU PETS passport may travel to and from an unlisted 3<sup>rd</sup> country without a 3 month wait. You must check the conditions of entry for this country.

For a list of EU and listed non-EU countries, please visit the DEFRA website; <http://www.defra.gov.uk/wildlife-pets/pets/travel>

Assistance Dogs holding an Official Veterinary Health certificate issued in a non-EU country should be aware that certificates are only valid for 10 days from the date of issue to arrival into the EU. They are then valid for four months from the date of issue for travel within the EU.

Any assistance dog that does not comply with the above conditions may not be able to enter Great Britain or may be licensed into quarantine on arrival.

Additionally, non-EU countries may have their own import controls that you will need to familiarise yourself with if you wish to disembark there with your assistance dog. In this instance we would suggest you contact the individual countries Embassy for further guidance.

### **Tapeworm Treatment (Echinococcus)**

It is your responsibility to ensure that the tapeworm treatment is administered by an authorized Veterinarian in a port of call no less than 24 hours and no more than 120 hours (1-5 days) prior to the ships expected arrival in Southampton.

Your dog's PETS passport, or third country certificate must be updated accordingly following the treatment; the date and time of the treatment must be recorded and officially stamped and signed by the Veterinarian. This treatment must be carried out even if your dog has not gone ashore at any port of call. Failure to meet these conditions may result in your dog being placed into quarantine upon return to Southampton.

We would encourage owners to pre-arrange an appointment with a Vet in the port of call where the tapeworm treatment is to be carried out. Please research carefully your chosen Veterinarian's



opening days and times, including any local holidays, which may prevent your dog from being treated against tapeworm.

Treatment during the voyage is not needed if the ship calls only at ports in Great Britain, Northern Ireland, Finland, the Republic of Ireland, Norway, or Malta.

Should your chosen itinerary be 2, 3 or 4 nights in duration, the tapeworm treatment can be administered on the morning of embarkation as this meets the required DEFRA timescales. All checks will therefore be carried out on arrival. In this situation it is recommended that you arrange for your dog to have a further treatment 28 days later to mitigate against if the dog becomes infected if it leaves the ship during the cruise

On occasion ports of call may be missed, replaced or cancelled for reasons beyond P&O Cruises' control. For this reason, we would recommend you check your itinerary carefully to ensure the tapeworm treatment can be administered in more than one port of call. Once the treatment has been carried out, you must present the updated PETS passport, or third country certificate, to a designated member of the ship's staff.

Please note it is not possible for anyone on board the ship to carry out the tapeworm treatment, this can only be administered by a registered Veterinarian.

### **Requirements for the United States**

From 1st August 2024, the CDC updated guidance and requirements regarding dog travel to the US, the CDC has issued regulations to control the entry of dogs into the United States from other countries. These rules apply to all dogs, including puppies, service animals, and dogs that left the United States and are returning. They also apply whether you are a U.S. citizen, legal U.S. resident, or foreign national.

Please use the link below to determine what rules apply to your dog based on the dates of travel and where your dog is traveling from.

[Bringing a Dog into the United States | Bringing an Animal into U.S. | Importation | CDC](#)

### **Documentation**

Assistance Dogs must be pre-booked no later than 48 hours prior to departure and all paperwork provided as soon as possible.

P&O Cruises require the following paperwork prior to sailing:

- Animal Health certificate (If guest resides in UK)
- PETS passport (If dog is registered within EU)
- Written declaration from the dog owner/handler confirming the task(s) the assistance dog has been trained to perform to assist them with their disability.
- Certificate of training by either
  - Documentation that your dog is a qualified assistance dog by an organisation that is a full member of [Assistance Dogs International \(ADI\)](#) or [International Guide Dog Federation \(IGDF\)](#),
  - Accreditation from the Assistance Dogs Assessment Association (ADAA) in case the dog is owner-trained

Please email [GuestServices@pocruises.com](mailto:GuestServices@pocruises.com) or post the required documentation to: Guest Relations, Carnival House, 100 Harbour Parade, Southampton, SO15 1ST.



### **On board**

Prior to checking in for your cruise, you will just need to approach the Enquires Desk where a member of the ship's staff will scan your dog's microchip and verify the paperwork before escorting you from check in through Security and on board the ship.

Your dog will have access to a 4-foot x 4-foot spending box which will be located in an external area of the ship. Should the weather become inclement during your cruise, the box will be moved inside, and you will be informed by our on-board staff of the location. This box will be filled with wood shavings (sawdust) as standard and emptied and replenished throughout the day. We will ensure you have access to items to assist you to clean up after your dog.

Owners are required to bring their own dog food. We can assist with the storage of food, if necessary, please let your cabin steward know. Your dog must only be fed in your cabin and not be fed "tidbits" in any public area. Whilst visiting the self-service buffet your dog must remain at the table at all times. Should you require assistance for food selection or help carrying your tray, please ask a member of staff who will be happy to help.

You will need to bring with you any items your dog may require whilst on board, such as water bowls, and blankets/bedding. We would also suggest you speak with your local Veterinarian for advice on medication for sea sickness and norovirus that may affect your dog whilst on your cruise.

It is your responsibility to ensure that your dog has minimal impact on the ship's hygiene particularly in public areas and for this reason we do not allow assistance dog's access to the following areas:

- Designated children's areas
- Swimming pools or the "beach" area surrounding the pool where water may flow freely in and out of the pool
- Jacuzzi spas
- Medical Centre – treatment area
- Galley visits

Assistance dogs must be kept on a leash at all times and wear their harness or vest in public areas.

Please note that due to the structure of our ships we are unable to provide an exercise area on board.

We do allow assistance dogs to use a tender as this is a mode of transport that assistance animals can transfer from like trains or buses. However we do need to consider the welfare of the assistance dog, and how they will react to the experience of tendering:

- We will invite you and your assistance dog to participate in the step test. It is a distance of 45cm/18 inches this is in the interest of the safety of you and your assistance dog.
- Please note that if your assistance dog resists boarding a tender, then it would have to stay on board in the cabin with the handler. This is for the welfare of the assistance dog as the dog should not be left alone in the cabin i.e. whilst the handler is ashore on excursions etc
- The final decision will be the ship's officer for tendering safety and if they feel it will be unsafe for you or the assistance dog, then you could both be refused to use the tender, please understand and respect their decision. Sea states and weather conditions can vary that may make tendering a challenge for some guests during any cruise.

Please note that if you are travelling alone and become unwell and confined to a cabin. Crew are unable to care for the assistance dog and the assistance dog may need to be confined to the cabin.

Please be aware of the weather factors when cruising as well as longer cruises and the impact this can have on the assistance dog's wellbeing for exercise and seasickness and ensure you dog can manage in these conditions before deciding to bring your dog onboard.



### **Disembarkation with your assistance dog in ports of call**

If you plan to go ashore at ports of call with your assistance dog, you will need to research in advance the local government regulations for each country you are visiting.

Port authorities have and may exercise their right to deny an assistance animal landing at any given port. This is outside of any cruise companies' control, and if this happens the handler would need to stay onboard to look after the assistance dog.

If travelling to Mexico dogs must have had an ectoparasite and endoparasite treatment applied no more than 15 days prior to arrival to port, this information should be included in the health certificate.

Please note, under no circumstance should your dog to be left on board whilst you go ashore.

### **Disembarkation in Southampton**

Once the tapeworm treatment has been administered our staff will contact the local Animal Health office to advise that a dog is on board. Should an Animal Health representative wish to carry out a check on your dog at disembarkation we will notify you as soon as possible. If this is the case, we will ask you to remain in your cabin on the morning of disembarkation until Animal Health has carried out their necessary checks. Please note there may be a delay for Animal Health to attend, for example if there is more than one ship berthed, and we ask for your patience and understanding in this matter.

For further information about assistance dogs on our website, please [Click here for P&O Cruises](#)