



Health advisory information for guests –

Last updated 26 November 2021



Our assurance to you.

Cunard is committed to delivering the highest standards of health, safety and well-being for our guests, crew and the wider communities we visit.

We have introduced enhanced and approved well-being measures across every aspect of your holiday experience with us. The framework of enhanced protocols has been developed with guidance from our global medical and public health experts and scientists and in close coordination with UK government agencies, and are designed to keep you and our crew healthy and well throughout your holiday. These protocols include enhanced sanitation measures, appropriate social distancing and the mandatory wearing of face masks in certain areas of the ship. All guests will need to comply with this face mask policy in order to travel. Crew will also undergo a strict testing and quarantine regime as well as regular testing during their time on board. Our protocols are subject to change, as we will continue to work with our experts and with government bodies to ensure all of our practices evolve in line with latest advice, with our primary focus always being to protect the health and well-being of our crew and guests and the communities we visit. For our latest policies and procedures please visit our **Covid-19 hub at [cunard.com](https://www.cunard.com)**

Vaccination and testing policy

All guests (of all ages) will need to be fully vaccinated in order to travel on any voyage up to and including 17 April 2022 for voyages on Queen Mary 2 and 17 May 2022 for voyages on Queen Elizabeth. The definition of “fully vaccinated” being having completed an approved (by the Medicines and Healthcare products Regulatory Agency (MHRA) or the World Health Organization’s Emergency Use Listing (WHO EUL)) two-dose Covid-19 vaccination course, or the approved single dose Janssen Covid-19 vaccine, at least 14 days prior to travel.

The vaccine policy currently does not apply to sailings beyond these dates, or on Queen Victoria, scheduled to return to service on 22 April 2022.

If guests choose to embark one of our ships at a port outside of their home country, it is their responsibility to ensure they meet all entry requirements for that country at the time of sailing.

Cunard cannot accept responsibility if a guest is denied entry to a country because they do not meet its entry requirements.

Once on board, testing may be required to go ashore in various destinations on our itineraries. These tests will be available to purchase on board (at a cost of \$25 per antigen test per person and \$35 per PCR test per person). Currently, the majority of ports we will be visiting this year do not require entry testing. Destinations may also have various documentation requirements. Guests are responsible for meeting the entry requirements of each destination but we will be happy to guide guests through all testing and documentation needs on board.

All guests will need to adhere to UK regulations after disembarking their ship in Southampton, including completion of a Passenger Locator Form (PLF) to adhere to the UK government’s Test and Trace initiative. Local country initiatives may also apply at the time of sailing.

Please visit [cunard.com/plf](https://www.cunard.com/plf) for more information.

This vaccination and testing policy is reviewed on a regular basis as the global situation continues to evolve.



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Depending upon your embarkation port, observed Covid-19 testing with a negative result will be required either in advance of travel to the terminal, or at the terminal before embarkation.

All guests will be required to show proof of vaccination status at the terminal prior to boarding, which will be checked against the guests' photo ID. This can be either in printed or digital format (a screenshot is fine) and must be an official certificate of vaccine status issued by your local health authority (e.g. NHS England). Please visit your relevant NHS or local health authority website for full details of how to obtain an official record of your vaccine status in advance of your holiday (please note that some authorities require up to 10 days to process applications to receive postal certificates). Guests in England can download the NHS app, register with your NHS number and photo ID and gain access to 'Get your NHS COVID19 Pass' – this allows you to download a PDF copy of your vaccine record and/or to request to receive an offline copy by email. Alternatively to prove your vaccination status you can show a screenshot of your vaccination details which show below your unique 2D barcode within the app. This shows the details of each vaccination and the date given; please note that there are two different screens for vaccination 1 and 2. Please register for the NHS app well in advance of travel as NHS app accounts can take up to 14 days to approve. If using the app, in case of any connectivity issues we'd recommend taking a screenshot so that you can easily show this at the terminal.

Please note that the record card that is given out at the time of vaccination will not be accepted as proof of your vaccination status. Unfortunately failure to provide proof of vaccination at the terminal will result in denial of boarding at your own expense.

We will update our Covid-19 web pages as necessary and update all guests prior to their holiday departure date. Please do ensure that your preferences and contact details are up to date in the My Cunard section of our website.



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Pre-existing medical requirements- what you need to know.

Whilst any travel should be carefully considered, it is understood that those with certain pre-existing medical requirements or of a certain age may experience more severe symptoms should they contract Covid-19 (coronavirus). We strongly recommend that you review the UK Government guidance prior to making travel arrangements; this can be found at:

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/>

If you have any existing medical requirements, we recommend you discuss your travel plans with your doctor. The information below may help guide the discussion and we suggest you have this with you at your appointment. We strongly advise you follow their expert advice regarding your fitness to travel, particularly during this uncertain time. You should also be aware that if you don't follow your doctor's advice, your medical insurance may be deemed invalid.

We are following all latest guidance to evolve our enhanced protocols to protect the health and well-being of guests, crew and the communities we visit. When we return to sailing unfortunately we will be unable to accept guests who have the following medical requirements:

- ◆ Supplementary oxygen (including via oxygen concentrator)
- ◆ Mechanical ventilatory support (except for overnight CPAP for sleep apnoea)
- ◆ Dialysis
- ◆ Within the 14 days prior to the cruise:
 - *Have been unwell with confirmed or suspected Covid-19*
 - *Have been in close contact with someone with confirmed or suspected Covid-19*
 - *Have been advised to self-isolate under a government track and trace system*

Medical facilities on board

The ship provides a private medical service and staff include doctors and nurses. Our medical facility has basic medications and equipment. Whilst we are able to offer an immediate medical response, it is important to understand that this isn't the same as would be available on land and there is no access to surgical or complex intensive care facilities, advanced imaging or medical specialists.

If an acute medical or surgical condition occurs, medical evacuations would be made where possible. All medical services are charged for and in the case of a medical evacuation, those costs can be substantial. It is for this and other reasons that comprehensive travel insurance is a requirement of travel – please see the section below.

Medication

The ship's medical facility stocks basic supplies of emergency medications but a regular pharmacy service is not available. Guests should bring sufficient supplies of any regular medications with them, to last at least 14 days beyond their holiday.



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Travel and medical evacuation insurance

It's mandatory for all UK guests to have comprehensive cruise-specific travel insurance when you sail with us. Whilst we hope you never have to claim, the policy will ensure you're able to relax and enjoy your holiday knowing you're protected should you need it. When travelling with us, your insurance must include medical cover of £2 million minimum and cover for emergency evacuations and medical expenses related to Covid-19. You must also ensure your policy includes cover for repatriation, cancellation and curtailment including in the event of you contracting Covid-19 as certified by a Medical Practitioner and possibly, if deemed medically necessary, have to leave the ship due to a medical emergency. You will also require full cover for any and all pre-existing medical conditions worldwide, or as a minimum, in the countries you are due to visit. You will be asked to confirm you have travel insurance at the terminal and you may need to provide proof of your policy. It is your responsibility to ensure you have appropriate cover in place. Unfortunately you will be denied boarding, at your own expense, if you do not arrange insurance.

Cunard has partnered with Holiday Extras to offer appropriate, comprehensive travel insurance cover for our holidays. For further details visit: www.holidayextras.com/cunard