

P&O CRUISES
*Peninsular
Club*

The dates below are the first cruise departures upon which the P&O Cruises Peninsular Club benefits will apply.

Ventura 1 April 2012 ■ Oceana 4 April 2012 ■ Adonia 9 April 2012
Oriana 10 April 2012 ■ Aurora 12 April 2012 ■ Azura 15 April 2012 ■ Arcadia 27 April 2012

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P&O Cruises Peninsular Club Hotline 0845 3 585 500
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P&O Cruises
Peninsular Club

Rewarding loyalty



New club
launches
**April
2012**

P&O CRUISES
Discover a different world...

P&O CRUISES

Peninsular Club



Carol Marlow
Managing Director, P&O Cruises

P&O Cruises can trace its roots back as far as 1837 when the Peninsular Steam Navigation Company was awarded the lucrative Admiralty contract to carry mail to the Iberian Peninsula and beyond. As the company's itineraries broadened its name changed to The Peninsular and Oriental Steam Navigation Company hence 'P&O'. We've adopted the name 'Peninsular' for our loyalty club in celebration of this long heritage. As trusted cruise experts we now have a fleet of seven ships offering holidays tailored to British tastes combining genuine service, a sense of occasion and attention to detail, ensuring our passengers have the holiday of a lifetime, every time they travel with us.

We are honoured to welcome so many loyal passengers back on board time and again and so we are delighted to be able to reward this loyalty through our new P&O Cruises Peninsular Club.



How the club works

The club consists of six different levels, known as tiers. Entry into each tier requires a minimum number of nights to have been spent on board a P&O Cruises ship, plus at the highest levels, a degree of recency and frequency of cruising. As the number of nights a passenger spends on board increases, so too does their tier status.

For each night a passenger spends on board a P&O Cruises ship, they'll be awarded 10 loyalty points applied at the end of their cruise. Once they have earned a minimum of 150 points (15 nights on board) they will automatically become a member of the P&O Cruises Peninsular Club.

The tiers are named after oceans and seas of the world, each of them cruised by ships from the P&O Cruises fleet. They are arranged in order of size (in accordance with The Times World Atlas) with the smallest sea in the scheme, the 'Ligurian Sea', being the name for the most exclusive tier.

The tiers are based on the number of nights spent on board which are then converted into points. The points required per tier are set as follows:

<i>Pacific</i>	150 – 500 points
<i>Atlantic</i>	501 – 1000 points
<i>Mediterranean</i>	1001 – 2000 points
<i>Caribbean</i>	2001 + points

The Baltic and Ligurian Tiers

In addition to the first four tiers there are two further levels exclusively for passengers who have accumulated 2501 points or more **and** have cruised frequently in the 3 years preceding the start of their next cruise.

Baltic 2501 points plus 80-200 nights spent on board in the 3 years preceding the start of their next cruise

Ligurian 2501 points plus 201 or more nights spent on board in the 3 years preceding the start of their next cruise

In order to keep membership of the Baltic and Ligurian tiers exclusive, membership is only ever granted on a 'cruise by cruise' basis. So when a passenger becomes a member of one of these tiers, in order to remain so for their next cruise, they must have spent at least 80 or 201 nights on board over the three year period prior to that cruise. If a passenger does not maintain this level of cruising they will resume Caribbean tier status and its associated benefits. Of course, membership to the Baltic or Ligurian tier will be reinstated as soon as they regain the specified number of nights on board.

Please note that members will only receive P&O Cruises Peninsular Club benefits on board P&O Cruises ships.

The P&O Cruises Peninsular Club benefits will apply to P&O Cruises holidays from the following 2012 dates; Ventura 1 April, Oceana 4 April, Adonia 9 April, Oriana 10 April, Aurora 12 April, Azura 15 April, Arcadia 27 April

The benefits

From April 2012 members of the P&O Cruises Peninsular Club will be entitled to a range of benefits, which varies according to tier.



	<i>Pacific Tier</i>	<i>Atlantic Tier</i>	<i>Mediterranean Tier</i>	<i>Caribbean Tier</i>	<i>Baltic Tier</i>	<i>Ligurian Tier</i>
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Benefits ashore

Complimentary membership after the specified number of points are gained	✓	✓	✓	✓	✓	✓
Magazine	✓	✓	✓	✓	✓	✓
Telephone hotline	✓	✓	✓	✓	✓	✓
Access to Club online	✓	✓	✓	✓	✓	✓
Member cruises	✓	✓	✓	✓	✓	✓
10% discount on bespoke P&O Cruises travel insurance†				✓	✓	✓
Priority booking				✓	✓	✓
An annual gift from P&O Cruises				✓	✓	✓
Priority to book preferred seats on charter flights prior to embarkation					✓	✓
Invitations to inaugural events, subject to availability						✓

Benefits at our homeport of Southampton

Dedicated check-in				✓	✓	✓
Embarkation lounge on board				✓	✓	✓
Priority embarkation				✓	✓	
Select your time of disembarkation					✓	✓
Separate disembarkation baggage collection area					✓	✓
Priority cabin access						✓
Priority baggage to cabin						✓
Luggage collected on day of disembarkation by 6.30am						✓
Hospitality area in the cruise terminal						✓
Early embarkation						✓

† As arranged by Preferential Insurance Services



	<i>Pacific Tier</i>	<i>Atlantic Tier</i>	<i>Mediterranean Tier</i>	<i>Caribbean Tier</i>	<i>Baltic Tier</i>	<i>Ligurian Tier</i>
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Benefits you'll receive on board

On board spend discount	5%	7.5%	8.5%	10%	10%	10%
Loyalty manager	✓	✓	✓	✓	✓	✓
Lapel pin		✓	✓	✓	✓	✓
A complimentary glass of Champagne at our first Sailaway Party*		✓	✓	✓	✓	✓
Cocktail party on cruises of 8 nights and over			✓	✓	✓	✓
P&O Cruises slippers with bag to take home			✓	✓	✓	✓
Priority booking for select dining venues taken in the embarkation lounge on board				✓	✓	✓
Complimentary half bottle of Champagne on one formal night (per cabin)				✓	✓	✓
Senior officer hosted dining experience on cruises of 8 nights and over				✓		
Exclusive Senior officer hosted event on cruises of 8 nights and over					✓	✓
50% discount on machine washable laundry items					✓	✓
Complimentary formal attire pressing service for first formal night						✓
Recognition of most travelled passenger/s						✓

* Sparkling Elderflower Presse is provided as a non-alcoholic alternative

The benefits in more detail

As a member of the P&O Cruises Peninsular Club you will enjoy a range of benefits, and these are described in more detail below. The benefits you receive will depend on the tier that you are in. To find out which benefits apply to each tier, simply turn to the summary of benefits on pages 6-7.

Benefits ashore

Member cruises

We will select exclusive P&O Cruises Peninsular Club cruises, giving members special offers on these particular holidays.

Magazine

Delivered to your home (if you have opted to receive post), this magazine gives you all the latest news and views from P&O Cruises and features articles on some of the extraordinary destinations you can visit with us.

Telephone hotline - 0845 3 585 500

We are here to answer your questions about the club, membership and benefits. Open during office hours, Monday – Friday from 9am – 5pm (excluding Bank holidays).

Your account online

You can access your Points Statement online, simply log on to the secure area of our website www.pocruises.co.uk/youraccount. Here you can view all the cruises credited to your Points' Total.

10% discount on travel insurance

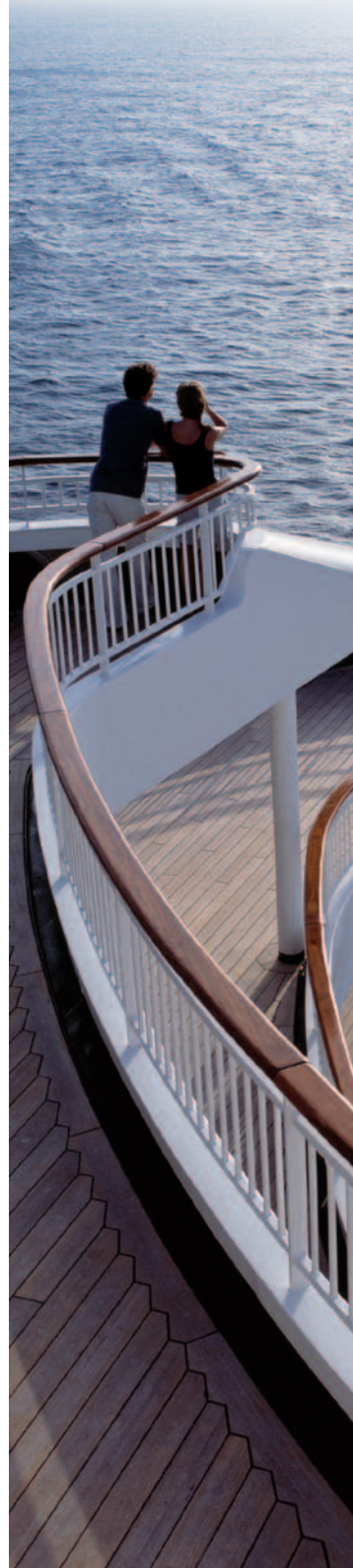
This discount is available on the bespoke P&O Cruises travel insurance cover specially arranged by Preferential Insurance Services Ltd as detailed within the 'Travel Insurance' section of the P&O Cruises brochure. For more information call 0845 230 7136 and quote your membership number.

Priority booking

You will be given the opportunity to book holidays on P&O Cruises new programmes prior to the general release date.

Priority to book preferred seats on charter flights prior to embarkation

If you are taking a fly-cruise with us you may wish to book and pay for a specific seat on the inbound and outbound charter flights. If so you'll be given a priority of two days in which to select and book these flights ahead of their general release. You will be able to do this online through Cruise Personaliser.



Benefits at our homeport of Southampton[^]

Embarkation hospitality area in all Southampton terminals

This exclusive area with complimentary refreshments is designed for your comfort prior to boarding.

Dedicated check-in

Benefit from a dedicated check-in desk when embarking in Southampton for a swift and effortless check-in at the beginning of each cruise.

Priority embarkation

With priority embarkation you will be given priority to board once you arrive at the terminal in accordance with your designated boarding time.

Early embarkation

You will be given the earliest possible boarding time and will board as soon as the ship is ready to welcome passengers.

Embarkation lounge on board

Enjoy complimentary drinks and the calm oasis of a designated embarkation lounge once you have arrived on board. You will also be able to make a reservation for any of the select dining venues.

Priority cabin access

Your cabin will be made ready as a priority and you will be given access at a specified time after 1pm.

Priority baggage to cabin

You will be given priority baggage labels to tie to your luggage so that we can identify your bags and deliver them to your cabin as a priority.

Luggage collected on day of disembarkation

In order to give you a little extra time to do your packing we'll be happy to collect your bags from outside your cabin by 6.30am on the day of your disembarkation, rather than the night before.

Select your time of disembarkation and benefit from a separate baggage collection area in the terminal.

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. Once you are in the terminal your luggage will be available to collect from a separate area making it easier for you to quickly identify your baggage.

[^]These benefits are only available on Southampton departures/arrivals but do not apply to world cruises, segments of a world cruise nor fly-cruise holidays.

Benefits you'll receive on board

On board spend discount*

You will receive discounts off any purchases made in the bars, shops, spa, salon and on shore excursions. This discount will increase as you move through the tiers and will automatically be deducted from your bill on purchases made after you have fully spent any allocated on board credit. Please see page 11.

Loyalty Managers

With dedicated Loyalty Managers on board every ship, there will always be a familiar face to welcome you back. If you have any P&O Cruises Peninsular Club queries, simply call at the Loyalty and Cruise Sales Desk. Opening hours will be advertised in the ship's daily paper.

Invitation for a glass of Champagne

You'll receive an invitation to enjoy a complimentary glass of Champagne at our first Sailaway Party. Or you may prefer a glass of sparkling elderflower presse as a non-alcoholic alternative.

Senior Officer hosted cocktail party and dining on cruises of 8 nights and over

All members from the Mediterranean tier upwards will be invited to a cocktail party whilst on board. Members of the Caribbean tier will also be invited to a dining experience.

Exclusive Senior Officer hosted event for Baltic and Ligurian tier members on cruises of 8 nights and over.

This exclusive event is reserved for our top two tiers. This select gathering is hosted by Senior Officers, making it memorable for years to come.

Lapel pin

For any member moving up a tier for the first time you will be given a commemorative lapel pin at the start of your cruise.

A complimentary half bottle of Champagne (per cabin)

A half bottle of Champagne will be placed in your cabin early evening on one of your formal nights so you can begin your evening in style.

A complimentary formal attire pressing service

The first formal night on board is always a real occasion and to ensure your attire is as perfect as it can be, let your cabin steward take your formal gown or dinner jacket and trousers for pressing. Please note garments must be handed to your cabin steward at least 24 hours before they are required.

50% discount on machine washable laundry

Receive a 50% discount on machine washable laundry. Simply place items in the bag provided and leave in your cabin for your steward to collect.

**Please note that discounts do not apply to medical services and products, visa arrangements, gratuities, casino (including bingo), art sales, pre-paid on board spend packages, any purchases during inaugural events, when a P&O Cruises ship is chartered nor from the gift collections brochure, except as decided by P&O Cruises from time to time. Your on board spend discount shall be applied to purchases after any allocated on board credit has been spent.*

On board spend discounts

As a valued member of the P&O Cruises Peninsular Club your on board spend discount will be applied to a range of purchases.



What is included in the on board spend discount?

- Shore excursions
- Drinks from the ship's bars & restaurants
- Spa and salon services, as well as beauty products
- Celebration packages and canapés ordered on board
- Cyb@study
- Florist
- Shops
- Laundry service
- Book purchases
- The ship's photographers
- Ship to shore telephone calls
- Cover charges in select dining venues

Discounts do not apply to medical services and products, visa arrangements, gratuities, casino (including bingo), art sales, pre-paid on board spend packages, flight seat bookings made on board, any purchases during inaugural events, when a P&O Cruises ship is chartered or items from the gift collections brochure.

Your on board spend discount will be applied to purchases after any allocated on board credit has been spent. So, your folio will show your discount against each transaction after any on board credit has been spent.

Your questions answered

Your account online from April 2012

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.co.uk/youraccount 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:

1) Manage your details and future holidays

Update your personal information and view your future cruises.

2) Search and reserve your shore excursions

Visit Cruise Personaliser to plan and organise your days ashore.

3) Provide us with your pre-cruise information

Complete important information such as your passport number and insurance details before you set sail.

4) Review your cruise history

Find details of all your previous P&O Cruises holidays.

5) Check 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.

6) Find out about any eligible holiday offers

View exclusive discounts available to you and fellow members.

7) Keep in touch with fellow cruisers

Follow the 'Community' link to gain access to the forum www.pocruises.co.uk/community. You can also keep track of what is happening at P&O Cruises by viewing Executive Purser James Cusick's blog or our Facebook page at facebook.com/pandocruises.

1) When are points awarded?

Points are awarded on your return from your cruise. However, on a world cruise they are awarded after each segment, making it possible to move up a tier whilst on board. Points for any future cruises booked will be awarded after you have returned from those cruises.

2) How do I find out how many points I have accumulated?

If you would like to keep a regular check on your points total then simply visit us online at www.pocruises.co.uk/youraccount where you can obtain an update. Whilst travelling on board you can visit your Loyalty Manager.

3) How do I know which tier I am in?

Visit www.pocruises.co.uk/youraccount to view your tier status and a breakdown of your points earned since January 2000.

4) How do I get a quote for the P&O Cruises Travel Insurance with my 10% discount?

This discount is available on the bespoke P&O Cruises travel insurance cover specially arranged by Preferential Insurance Services Ltd as detailed within the 'Travel Insurance' section of the P&O Cruises brochure. For more information call 0845 230 7136 and quote your membership number.

5) 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 but you'll also need to have spent at least 80-200 nights on board in the 3 years preceding your next cruise to qualify for the Baltic tier or at least 201 nights on board in the 3 years preceding your next cruise to qualify for the Ligurian tier. The 3 year period is taken from the embarkation date of your next cruise.

6) I am currently a Baltic/Ligurian member, will I still be a member on my next cruise?

To be able to enjoy Baltic or Ligurian privileges, the number of nights that you have spent on board in the 3 years prior to the departure date of your next cruise must be at least 80 for Baltic, or at least 201 for Ligurian. If this number of nights is not maintained then you won't be in the Baltic or Ligurian tier every time you travel but you will always be entitled to Caribbean tier benefits.



7) Are all benefits relevant at all times?

Benefits described as being from our homeport of Southampton can only be offered on sailings from Southampton and therefore do not apply to our fly-cruises or any sailings from ports other than Southampton.



On cruises of 7 nights duration or less, we regret that there is insufficient time to include the cocktail party and a hosted dining event.

For world cruises see below.

8) What benefits do I receive during a world cruise?

On a world cruise, or on segments of a world cruise, all the on board benefits remain as specified, with members receiving one of each of their benefits during the total duration of their cruise and not one per segment. Members also receive all relevant benefits 'Before you cruise' as specified. We regret that the specified benefits at our home port of Southampton will not be available on a world cruise or segments of the world cruise.



9.) I am an overseas member, how do the benefits relate to me?

Overseas members are entitled to the same on board benefits as UK members. In addition benefits from our homeport of Southampton apply to any member boarding in Southampton regardless of where they have booked. Ashore benefits also apply with the exception of member cruises. Brochures showing fares in your local currency should be obtained from your local travel agent.

10) Does membership apply to children?

Yes it does. 16-18 year olds will be entitled to the same benefits as adults with the exception of any alcohol based product which will be substituted by a non-alcoholic alternative. Children aged 16 and under will receive an exciting range of gifts designed specifically with their age group in mind. In addition they will receive the on board discount appropriate to the tier level they are in. Please note that a child's on board discount is not transferable to the parent's account.



11) Will I get points for travelling with P&O Cruises sister brands?

The P&O Cruises Peninsular Club is designed to reward loyalty to P&O Cruises specifically. Points gained for travelling on sister brand ships prior to April 2012 will be honoured if that cruise departed before 1 April 2012 and ended before 1 May 2012 but only points gained from holidays on P&O Cruises ships will be added to your account after that time.

12) Is there anything else I should know?

Terms and conditions of membership are printed opposite and on our website. If there is anything else you need to know, please feel free to call The Loyalty Club team on the dedicated telephone hotline: 0845 3 585 500.

Terms and conditions of membership from April 2012

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. See reverse for the first dates that the P&O Cruises Peninsular Club applies to.

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 passenger; 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 completed 15 nights on board a cruise or cruises 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 point system shown in paragraph 3.2. 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.

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

2.4. 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

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

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

2.7. We may refuse or withdraw membership at any time without giving our reasons.

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:

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 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 after April 2012.

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.co.uk/youraccount. Should there be any discrepancies, you must notify us in writing. 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.co.uk/youraccount.

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 be moved to the Caribbean tier.

Ligurian tier 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 be moved to the Caribbean or Baltic tier.

3.9. Points have no expiry date but are lost if your membership is cancelled.

3.10. 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.co.uk/peninsularclub. This will be updated periodically.

4.2. All benefits are subject to availability and all benefits may be withdrawn or altered at the absolute discretion of the P&O Cruises Peninsular Club. Without limitation, we reserve the right to make exclusions or exceptions to the availability of benefits.

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.

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 Preferential Insurance Services Limited 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 Preferential Services Limited may impose and subject to availability. For details of the insurance please refer to the 'Travel Insurance' section of the P&O Cruises brochure. For a copy of the policy wording or for more information, please call 0845 230 7136.

4.7. The hospitality area in the cruise terminal, priority check-in, early embarkation, priority embarkation, embarkation lounge benefits, priority baggage, early cabin access and flexible disembarkation will only be available for departures from Southampton. These benefits do not apply to world cruises.

4.8. On a world cruise or holidays that form a segment of the 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.

4.9. On cruises of seven nights or less duration the cocktail party will not take place and there will not be a hosted dining event.

4.10. 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.

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

4.12. At the end of the cruise which will increase the number of nights that you have spent on board to an amount that moves you to Atlantic or above you will be issued with a lapel pin, which will be placed in your cabin. Lapel pins will be placed in cabins at the start of your cruises for Baltic and Ligurian tiers.

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	10%
Baltic	10%
Ligurian	10%

5.2. The on board spend discount shall be applied to purchases net of any allocated on board credit. For example:

On board spend £1,000

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 medical services and products, visa arrangements, gratuities, casino (including bingo), art sales, pre-paid on board spend packages, to any purchases during inaugural events, when a P&O Cruises ship is chartered or from the Gift Collection brochure, except as decided by P&O Cruises, from time to time.

5.4. On board spend discounts are automatically added to your account, and will appear on your on board account statement at the end of the cruise. On board spend discounts are not transferable and cannot be claimed on purchases made using another person's cruise card.

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 book and pay for shore excursions prior to the start of your cruise, the on board spend discount applicable to the cost of the shore excursions will be reflective of the tier you are predicted to be in on the cruise/segment the excursion is taken. Should this prediction alter 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.

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 in the segment that the excursion is taken, regardless of when it is booked.

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

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 e-mail us at loyalty@pocruises.com or telephone The P&O Cruises Peninsular Club Hotline on telephone number 0845 3 585 500.

6.2. If you live outside the United Kingdom, we reserve the right not send to you all the information we send to members resident in the United Kingdom, e.g. promotional mailings or The P&O Cruises Magazine. 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.co.uk/peninsularclub. 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 to send you P&O Cruises 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. 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.co.uk/youraccount. Full details of our current data protection policy are included in our Booking Conditions contained in our brochure and online at www.pocruises.co.uk/privacy.

6.4. We reserve the right at any time to:

- withdraw the P&O Cruises Peninsular Club; and/or
- 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.co.uk/clubterms. 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.co.uk.

6.8. Carnival plc is a company incorporated in England under registered number 04039524 with its registered office address at Carnival House, 5 Gainsford Street, London SE1 2NE.