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Dear Name

### Mobility Scooter Policy

As a valued P&O Cruises past passenger who has previously travelled with a mobility scooter, we would like to bring to your attention an important change to our policy on the carriage of mobility scooters. This will apply from our summer 2013 cruises onwards and we wanted to ensure that we gave you plenty of advance notice.

This change has arisen as a result of an extensive review of our ships' safety. As part of this review we assessed the suitability of our cabins for the storage of mobility scooters.

P&O Cruises define a Mobility Scooter as a 3 or 4 wheeled battery powered chair, also referred to as a power-operated vehicle/scooter or electric scooter.

As advertised in our brochures, online and in your pre-cruise documentation, **all wheelchairs, scooters and others aids to mobility must be stored inside your cabin when you are not using them.** Passengers are not permitted to leave such items outside cabins, in public walkways, stairwells or any other place where they would pose a risk to the safety of anybody on board in the case of an emergency situation.

If you or your travel companion requires the use of a mobility scooter then please select either a wheelchair accessible cabin, or selected suite or mini-suite accommodation when making your booking. Should you advise us post booking that you will be bringing a mobility scooter but haven't booked the aforementioned cabin types then we will ask that you move your booking to one of these cabin types or, should none be available, to an alternative cruise. Of course we're aware that you may not wish to make these changes, in which case an alternative may be to bring a collapsible wheelchair which can be safely stored inside any cabin. The safety of our passengers and our crew is of utmost importance to us and we therefore hope you understand that we may need to take stringent measures to protect this. Such measures include the refusal of boarding to any passenger who arrives for embarkation with a mobility scooter who are not booked into fully accessible, Mini-Suite or Suite cabins. In this circumstance full cancellation charges will apply.

Motorised wheelchairs and manual collapsible wheelchairs are not included within this policy. Segways, trikes or any similar non standard aids to mobility are not accepted on board.

A full list of the applicable cabins can be found on our website at [www.pocruises.com](http://www.pocruises.com) within the *How Can We Help?* section.

We do hope that you appreciate the reasons for this policy change and look forward to welcoming you back on board in the near future.

Yours sincerely,

Nick Burrows  
Head of Customer Services