



Shine Rewards Club
HELPING AGENTS THRIVE WITH P&O CRUISES

Formerly
known as the
'Medical
'/Mobility'
Questionnaire

How to access the 'Your onboard needs' Questionnaire

1. Select **'Brand' & 'Manage Booking'**.

2. Retrieve booking, using **'Booking Reference'**.

3. Select **'Special Request/Gifts'**.

4. Select **'Add Special Request/Gifts'**. Select **'Medical Request'** from the list and **'Submit'**.

5. Scroll down and select **'Your Onboard Needs Questionnaire'** and **'Save and Continue'**.

6. Update PAX and click **'Save'**.

You can also support your customers access from here.

<https://www.pocruises.com/accessibility/accessibility-and-medical-questionnaire>. The form can be completed online by typing in the fields. Download in top right of screen, save and send to accessibility@carnivalukgroup.com.



Why not watch our Let's Talk Video – [Understanding Guests' onboard needs?](#)
You can do this by visiting Shine Rewards Club!



P&O Cruises Travel Agent Sales



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You can visit on Learn and Earn Hub on Shine Rewards Club for more training tricks and tips to increase your P&O Cruises knowledge.