


# WE'VE ALL GOT A PART TO PLAY

in keeping everyone  
safe and secure

A photograph showing a woman in a dark suit and glasses smiling at a customer in a shop. The customer is wearing a dark jacket and a red strap. In the background, there are shelves with bottles of Old Pultene whisky and a price tag for £38.99. A red sign with the number 59 and the name Walker is also visible.

We are committed to ensuring all  
passengers and staff can enjoy  
travelling on our services.

Our Conduct Guidelines are  
straightforward and are based on  
showing respect for others and  
behaving responsibly at all times.

# OUR CODE OF CONDUCT



When travelling with P&O Ferries please remember:



## **1 NO SMOKING**

Smoking and vaping is forbidden, unless in authorised areas

---



## **2 BE CONSIDERATE**

Remember you are not the only passenger – think about the needs of others

---



## **3 RESPECT YOUR SURROUNDINGS**

Don't damage furniture, furnishings or equipment

---



## **4 LANGUAGE & BEHAVIOUR**

Never be offensive, intimidating or aggressive to other passengers or P&O colleagues

---



## **5 TIDY UP AFTER YOURSELF**

Always use the bins provided and never throw anything overboard

# WE ARE COMMITTED

to uphold our  
Code of Conduct

**It is essential that everyone  
follows our Conduct Guidelines.**

They are in place to keep all passengers  
and crew safe. We will take action if  
anyone fails to meet these expectations.

These actions can include:



Permanent ban on  
travelling with  
P&O Ferries



Refusal to board if  
prior to departure



Alerting the  
appropriate law  
enforcement  
authorities about  
criminal activity



Cancellation of  
future bookings