



CRUISE WITH CONFIDENCE

Ensuring a safe, healthy and enjoyable cruise BEFORE THE CRUISE



ONLINE SERVICES AND INFORMATION

Booking process will be updated with additional information. Collection of all guests contact details will become mandatory in case of updates linked to COVID - 19 situation. Web Check - in will be highly recommended for smooth and contactless experience on embarkation day. Booking onboard packages prior to the cruise will be highly encouraged to reduce interactions and to secure space.



AT EMBARKATION

A mandatory health questionnaire (sent before the cruise) and contactless temperature checks for a comprehensive health screening before embarkation. Newly designed processes for embarkation with assigned arrival times at the port to minimise contact and enable responsible social distancing and enhanced sanitation measures that follow same high standards as on board. Boarding will be denied to any guest showing signs of illness such as fever ($\geq 37.5C$) or flu - like symptoms, including chills, cough or difficulty in breathing or in case of exposure to a suspected or confirmed case of COVID - 19, in the 14 days prior to embarkation.

ON BOARD

The enhanced health and safety measures are designed to ensure that MSC Cruises preserves the experience onboard as well as ashore so that guest can expect to enjoy their holiday (more details on following page)



ELEVATED STANDARDS OF SANITATION AND CLEANLINESS

New sanitation methods including electrostatic sprayers to kill bacteria and viruses and use of hospital - grade disinfectant products. Increased frequency of cleaning throughout the whole ship by well - trained housekeeping staff with a focus on high - traffic and frequently touched areas; public spaces sprayed disinfectant each night. Cabins cleaned twice daily with careful attention to regularly touched surfaces and additional deep cleaning at the end of the cruise. 100% external fresh air supplied to all cabins and public areas, additionally sanitised through UV - C light technology (that kills 99.7% of all microbes) and no re - circulation of air between cabins or within the ship.



ENHANCED MEDICAL SERVICES WITH HIGHLY QUALIFIED STAFF

Ongoing health monitoring for all guests. Increased number of qualified medical staff onboard, supported by dedicated Ashore Medical Team all trained to deal with COVID - 19 with a response plan that will be activated with local authorities. Fully equipped Medical Centre including COVID - 19 testing equipment and ventilators. Free treatment is available in the Medical Centre to any guest with flu - like symptoms. Comprehensive isolation procedures for suspected cases and dedicated isolation zones with separate Air supply.

For more information and bookings, please contact:

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