



HEALTH & SAFETY MEASURES

FROM BOOKING ONWARDS

- Contact details of all guests required to provide all necessary information and important updates
- Prepaid onboard packages available for booking prior to the cruise to help guests avoid queues, secure space and save money compared to onboard prices
- Effortless web check-in to receive cruise tickets, travel documentation and health questionnaires

AT EMBARKATION

- Health and COVID 19 screenings for all guests including a Covid-19 swab test, a health questionnaire and a contactless temperature check
- Newly designed processes with assigned arrival times and enhanced sanitation measures
- Boarding denied to any guest showing signs of illness (details in the FAQ section) or in case of exposure to a case of COVID-19 (14 days prior to embarkation). Please check the travel requirements details in the FAQ section

RESPONSIBLE SOCIAL DISTANCING

- Regulated occupancy in public areas and venues, and pre-booking for activities and entertainment
- Face masks required when in public areas, except when seated in restaurants, bars, lounges, and when sitting on the sun deck
- Calling first before queuing up at a desk for information

ELEVATED STANDARDS OF SANITATION AND CLEANLINESS

- New cleaning methods including the use of hospital-grade disinfectants, electrostatic sprayers, increased cleaning frequency and a focus on high-traffic, frequently-touched areas
- Cabins cleaned daily, with additional deep sanitation at the end of each cruise
- 100% fresh, external air supplied to all cabins and public spaces, with no recirculation
- Hand sanitiser dispensers available around the ship

ENHANCED MEDICAL SERVICES WITH HIGHLY QUALIFIED STAFF

- Daily contactless temperature check for all guests during the cruise. In case of flu-like symptoms, guests should notify the Medical Centre and free treatment will be provided

- Fully equipped Medical Centre, including COVID-19 testing equipment, ventilators and increased number of highly trained staff
- Comprehensive isolation procedures and a response plan in place with local authorities that will be activated in case of suspected or confirmed COVID-19 situations

WELL TRAINED, WELL EQUIPPED AND HEALTHY CREW

- Extensive screening and medical checks, including COVID-19 testing prior to embarking in addition to daily health monitoring and temperature checks
- Comprehensive training on the new enhanced protocol and use of protective equipment
- Crew members follow proper handwashing practices and wear protective equipment such as face masks and gloves

TERMINAL AND EMBARKATION

- We've redesigned our embarkation process with assigned arrival times indicated in the cruise ticket to minimise contact and enable responsible social distancing
- The terminal and gangway areas will be thoroughly cleaned and sanitised according to the same high standards as onboard
- You will be asked to wear a face mask during embarkation and while in the terminal in compliance with local regulations
- Your hold and hand luggage will be sanitised
- Embarking and disembarking guests will not cross the same walking paths.

RESTAURANT, BARS & LOUNGES

We have adapted our service and seating layouts to allow for social distancing, and all meals and drinks will be served at your table. Self-service at the buffet restaurant will be temporarily unavailable, and the food will be plated and served by our crew. For a contactless experience, you can access restaurant and bar menus from your personal mobile device by conveniently scanning a QR code. Face masks do not need to be worn when seated in restaurants, bars and lounges, only when entering the venue. To minimise risks, MSC Cruises has adapted the processes for ordering, preparing, delivering, consuming and paying for food and beverage services

SHORE EXCURSIONS

- Carefully Selected Itineraries: We constantly monitor the global health situation and stand prepared to modify our itineraries when needed. We will call only in ports that local authorities and health organisations have cleared as safe and in full compliance with all local port and health authorities' regulations.

ENTERTAINMENT AND ACTIVITIES

- We are introducing newly designed onboard activities and entertainment for smaller group sizes. A wide array of activities including shows, entertainment and the Kids Club will be available by reservation at no extra charge

- As the capacity of the theatre will be reduced to ensure responsible social distancing, the entertainment schedule will be extended so you can still enjoy a great variety of award-winning shows
- All recreational and sporting equipment, fitness machines, toys, games and Kids Club equipment are sanitised after each use

OUTDOOR AREAS & POOLS

All open decks will be accessible and pools, whirlpools and the Aquapark will be available with a reduced occupancy for social distancing

Sunbeds will be separated in clusters. All outdoor furniture will be sanitised after every use and deeper sanitation will take place every night

GUEST SERVICES AND CUTTING-EDGE TECHNOLOGIES

To easily find information while avoiding queues, we encourage you to utilise our new Information Centre available by phone and digital services such as **MSC for Me*** (mobile app, interactive touchscreens, in-cabin Smart TV). Remote desks will be available on embarkation day for in-person questions. You should always call before going to any desk for information. Cashless payments will be highly recommended.