



### **HEALTH & SAFETY MEASURES**

Our guests' health and safety will always be our top priority. In addition to the already rigorous attention to hygiene on board our ships, MSC Cruises is taking additional steps to protect our guests and crew to ensure that our clients are able to cruise with confidence on their next holiday with us.

### **CRUISE WITH CONFIDENCE**

Our guests' health and safety are of the utmost importance to us, for this reason we have always had in place strict health and safety protocols, high standards of cleanliness and rigorous hygiene measures with meticulous sanitisation of our ships.

As the world faces unprecedented challenges in connection with COVID-19 pandemic, our team of medical experts, the Cruise Lines International Association (CLIA) and independent health and safety advisors are currently at work to develop new precautionary operating procedures together with all relevant national and international health authorities.

These will include some of the measures we introduced since early during the current health crisis as well as further strengthened and enhanced protocols to protect our guests and crew's health and safety on their next holiday on one of our ships.

At the same time, we are continuously assessing relevant developments in the response to the COVID-19 situation and will enhance and adapt even our enhanced protocols as needed.

### **PRE-CRUISE**

#### **ITINERARIES**

MSC Cruises constantly monitors the health situation in all the locations where we operate and stand ready to adjust our itineraries when needed.

We will call only in ports which local authorities and health organizations have cleared as safe and fully re-opened.

Compliance with all local port and health authorities' regulations is always strictly adhered to.

#### **TRAVEL RESTRICTIONS**

Denied boarding criteria for Guests (and fellow passengers):

- signs or symptoms of illness such as fever ( $\geq 37.5\text{ C}^\circ / 99.5\text{ F}^\circ$  or  $\geq 38\text{ C}^\circ$ ,  $100.4\text{ F}^\circ$ ) or feverishness, chills, cough or difficulty of breathing in the 14 days prior to embarkation
- close contact with, or helped care for, anyone suspected or diagnosed as having COVID-19, or who is currently subject to health monitoring for possible exposure to COVID-19 in the 14 days prior to embarkation
- We continue to work with authorities to update the above criteria. Please keep in mind that these can change at any time. Additional restrictions may be imposed based on local circumstances. For example, certain countries may deny visas or prohibit entry based on travel history or nationality.

- Guests who are unable to sail because of a failure to meet the above criteria will be directed to our Customer care service.

\*Please consult the list of latest restrictions released by your national Health authorities.

## **EMBARKATION**

### **HEALTH SCREENING**

To prevent the spread of disease on board, all guests and crew are carefully screened for symptoms:

- Mandatory non-touch thermal scans will be conducted for all Guests and Crew prior to embarkation for every cruise operated by MSC Cruises anywhere in the world.
- Health Screening and declaration for all Guests and Crew: Our medical experts are coordinating closely with international health authorities, and together we have developed a written traveler's health declaration to be completed by all guests and crew prior to boarding. This health declaration screens for COVID-19 and advises guests and crew of their obligation to report any symptoms of illness

### **CROWD MANAGEMENT & TERMINAL**

- To manage the guest flow on embarkation day and to reduce the number of people present in the cruise terminal and on the gangway at the same time, wherever possible guests will receive a designated arrival time.
- Additionally, wherever possible the ship gangway and guest walkways will undergo higher frequency of sanitisation and disinfection.

## **A BORDO:**

### **CLEANING AND SANITISING**

All ships across the entire MSC Cruises fleet have elevated sanitation procedures:

- Frequently sanitising high traffic areas on our ships, with thorough cleansing and wiping using disinfectant (HB Quat or new cleaning product based on hydrogen peroxide). Key areas, which include public venues & toilets, are sanitized hourly and undergo a fogging process at night.
- Cabin cleaning twice a day, with thorough cleansing and wiping using disinfectant once per day normally in the morning and a further 2nd cleaning for most exposed surfaces (including telephones and remote controls) in the late afternoon
- Handwashing stations and/or hand sanitisers are available around the ship. One of the best ways to stay healthy is to keep your hands clean. We've increased the availability of hand sanitizer stations and continue to enforce hand cleansing at all food venues onboard.

### **FOOD HYGIENE PRACTICES & STANDARDS**

- Guests are encouraged to wash hands before entry and use sanitizer dispensers and/or handwashing stations available at food venues entrances/exits

### **MEDICAL CARE**

All MSC Cruises' ships are equipped with a well-resourced medical centre that is supervised by the ship's doctor and other medical personnel, offering a range of medical services for everyone on board. Our medical staff are fully qualified medical professionals with several years of medical experience; they follow World Health Organization COVID-19 Recommendations for Healthcare Providers, as well as the recommendation of various health authorities. Guests who are suffering from flu-like symptoms are obliged to stay in their cabin, our medical team will take care of them from there.

### **CREW MEMBERS PRACTICES & STANDARDS**

- For the health of all Crew and Guests, MSC Cruises ensures that all Crew members follow strict health and safety preventive measures.
- Crew members undergo a daily health check by our medical staff, and if any symptoms, they are not allowed to have any interactions with Guests.
- Crew members follow proper hand washing practices before, during, and after work duty, and wear protective garments, if required

### **ENTERTAINMENT & RECREATIONAL ACTIVITIES**

- Frequent cleaning and disinfection of all recreational equipment, toys, games and Kids' Club facilities (after every use) + Frequent open deck sanitation of outdoor furniture, sports equipment, pool and aquaparks.
- Spa & Gym facilities sanitized after usage by guests.