



Dear Travel Partner,

Please be informed that effective from all cruises sailing after March 31st, 2019 MSC Cruises guests are required to pay the service charge which are now mandatory and cannot be removed or modified.

As a reminder, the service charge serves to ensure we maintain the highest quality standards of service to our guests. MSC Cruises believes this is a much fairer system than individual tipping and the right way to reward all our crew members for their outstanding service.

The daily service charge will be automatically added to the shipboard invoice at the end of the cruise. Alternatively, it can also be pre-paid at the time of booking.

Please make sure your customers are aware the service charge is mandatory, while tipping crew members individually is typically not recommended.

If you have any questions in regards to the service charge, please feel free to contact us at your own convenience.

Best Regards,

Claes Tamm,

Managing Director Scandinavia

MSC Cruises Scandinavia