



CRUISE WITH CONFIDENCE

MSC GRANDIOSA

EVERYTHING YOU NEED TO KNOW
BEFORE YOUR CRUISE



From the moment you start planning your holiday to when you return home, we have thoroughly assessed every step of the way to provide a safe, healthy and comfortable experience on your next cruise with us.

As we welcome you back on board one of our latest-generation ships, we are providing you with step-by-step guidance, travel advice and supporting digital technologies to help you navigate the changes of our even safer sailing experience.



BEFORE YOUR CRUISE



GETTING READY FOR YOUR HOLIDAY

- Provide contact details of each guest included in your reservation
- Indicate any family members or friends that will be travelling with you (if outside of your booking)
- Download the MSC for Me App on your mobile device for a seamless onboard experience
- Complete the web check-in and print your cruise ticket, including health questionnaires and luggage labels
- At the terminal, we'll ensure that you're fit to travel through a health screening that includes a personal review of the health questionnaire (to be filled in within 6 hours before boarding), a contactless temperature check and COVID-19 swab testing
- 72 hours before boarding, guests travelling from high-risk countries* will be required to take a COVID-19 RT-PCR test. Tests results will be required at embarkation
- If you are over 65 years of age or have serious health conditions, we advise you to consult your doctor or local health authority for guidance before travelling

*The list of high-risk countries is available on MSC Cruises website based on guidelines from the European Centre for Disease Prevention and Control.



PACKING AND TRAVEL ADVICE

- Practice frequent hand washing and use hand sanitizer or wipes if soap and water are not available
- Wear a face mask while travelling and whenever social distancing cannot be met
- Place all personal items such as documents, wallets, keys or phone in your hand luggage at any X-ray screening point
- Carefully review the prohibited items list to minimise touchpoints during boarding; forbidden items include alcohol, flammable and explosive material like aerosol spray cans, food products, firearms and sharp objects such as blades and scissors

TOP TIPS

1 PREPAID ONBOARD PACKAGES

Purchase packages before your cruise to avoid queues, secure space and save money compared to onboard prices

2 TRAVEL INSURANCE

You can choose our new MSC Covid-19 Protection Plan along with usual travel insurance for extra peace of mind before, during and after your cruise

3 PERSONALISE YOUR CRUISE

Add MSC Shore Excursions (more details in the following pages), make dining reservations and pre-book spa treatments

4 PLAN AHEAD

If you're planning your return trip by plane, we recommend booking a flight departing at least 5 hours after the time of disembarkation

5 CONTACTLESS EXPERIENCE

Download a QR code reader on your mobile device to access restaurant menus and bar lists

6 BRING YOUR PASSPORT

For an even easier embarkation experience, we recommend that you bring your passport



COVID-19 PROTECTION PLAN

To ensure your peace of mind as you look forward to your next holiday, MSC Cruises requires all guests to have an insurance policy that covers any COVID-19 related risks, including cancellation, repatriation and medical expenses.

For your convenience, you can choose our new MSC COVID-19 Protection Plan that will provide coverage before, during and after your cruise. In collaboration with Europ Assistance, the plan covers cancellation charges as well as medical and related transport expenses for just €18 per person.



AT THE TERMINAL



HEALTH SCREENING AND BOARDING

- Your assigned arrival time will be indicated on your cruise ticket. You will need to wait outside the terminal if you arrive before
- Keep your cruise ticket, passport and health questionnaire handy
- You will be asked to wear a face mask while in the terminal in compliance with local regulations
- All guests will undergo a health screening that includes a personal review of the health questionnaire (to be filled in within 6 hours before boarding), a contactless temperature check and COVID-19 swab testing
- If you are travelling from a high-risk area*, you will be required to provide a COVID-19 RT-PCR test result (taken within 72 hours prior embarking)
- All terminal areas will be frequently cleaned and sanitised according to the same high standards as onboard, and hand sanitiser will be available for your convenience
- Hold and hand luggage will be sanitised through electrostatic spray technology

Depending on the screening results, guests may participate in a secondary review (including in-depth interview, a second temperature measurement, and medical or laboratory examination if necessary), or be denied boarding and directed to our Customer Care Service.

Travel Requirements

Boarding will be denied in case of:

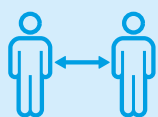
- Symptoms such as fever ($> 37.5^{\circ}\text{C}/99.5^{\circ}\text{F}$), cough, shortness of breath, chills, muscle/body aches, fatigue, headache, sore throat and loss of taste/smell in the 14 days prior to embarkation
- Potential exposure to a suspected or confirmed case of COVID-19 in the 14 days prior to embarkation
- COVID-19 positive result after universal COVID-19 screening at terminal (swab tests and additional medical/laboratory assessments)
- Failure to provide the result of a COVID RT-PCR test (taken within 72 hours of embarkation) if travelling from a high-risk country*
- Temporary travel restrictions based on local circumstances. For example, certain countries may deny visas or prohibit entry based on travel history or nationality

We continue to work with health authorities to keep up to date the above requirements. Updates will be posted on our website.

*The list of high risks countries is available on MSC Cruises website based on guidelines from the European Centre for Disease Prevention and Control.



DURING YOUR CRUISE



RESPONSIBLE SOCIAL DISTANCING

- Reduced ship occupancy and regulated venue capacity, with pre-bookable activities, entertainment events and shows
- Face mask required whenever social distancing cannot be met, in public areas such as the lifts and the theatre or when moving around the ship. Masks do not need to be worn when seated in restaurants, bars and lounges, when sitting on the sun deck. Face masks will be available throughout the cruise either in the cabin or at points around the ship
- No physical distancing for groups of friends and families travelling together
- State-of-the-art MSC for Me digital channels (mobile app, in-cabin smart TV, interactive touch screens) and a new Information Centre available by phone to access key information and services, including the booking of activities, room service and dining reservations. You should always call before going to any desk for information



ELEVATED STANDARDS OF SANITATION AND CLEANLINESS

- Increased disinfection frequency in public areas and cabins, with a focus on high-touch areas and the use of advanced sanitation methods
- Careful sanitation of recreational and fitness equipment, outdoor furniture, toys and sunbeds after each use, with deeper electrostatic spray disinfection at night
- Hand sanitiser dispensers available in all high-traffic areas and venue entrances
- 100% fresh, purified external air supplied to all cabins and public spaces, with no recirculation



ENHANCED MEDICAL SERVICES AND WELL-TRAINED, FULLY-EQUIPPED CREW

- Daily health monitoring through touchless temperature scans for all guests
- MSC for Me wristband provided to all guests and crew to facilitate proximity and contact tracing
- Increased number of highly qualified, fully trained medical staff, and a 24/7 Medical Centre equipped with COVID-19 testing equipment and ventilators
- If you have any flu-like or COVID-19 symptoms during the cruise, you should immediately notify the Medical Centre and free treatment will be provided
- Dedicated isolation procedures for suspected cases, including isolation cabins with their own air supply and comprehensive response plans in place with local authorities
- In case of flu-like or COVID-19 symptoms developed in the 14 days after your cruise, you should report it to your doctor or health referent

MSC for Me Wristbands

As a part of our enhanced health and safety measures, we will provide our guests with a complimentary MSC for Me Wristband* to be worn while on board and ashore. The wristband comes with proximity and contact tracing feature, developed on the basis of the GDPR principles. In case of an illness outbreak, the close contact data will be processed in cooperation with local health authorities. Data will be permanently erased 28 days after the cruise end.

*Please note that the Family & Friends Locator feature will be temporarily suspended for August and September sailings.



GOING ASHORE WITH MSC CRUISES

If you wish to go ashore during your cruise, you can only do so by participating in an MSC Shore Excursion. This will ensure that the same high standards of cleanliness and sanitation on board are continued ashore.

Add, Change or Upgrade your Tours

Excursions will be included in the cruise fare according to the experience and cabin category booked (except in the "cruise only" fare). You can select your complimentary tours or add more shore excursions by calling our Contact Centre. Once onboard, you can contact the Shore Excursions Team to change or upgrade your tours*.

Protecting your Health and Safety

On every MSC Shore Excursion, you can rest assured that every aspect of your time ashore meets the highest standards of health, hygiene and comfort. We ensure that you can follow the current social distancing guidelines through staggered departures, dedicated gangways and selected empty seats on the buses. We're increasing cleaning and sanitation on all transfers, with hand sanitiser available, strict protocols and health screening for drivers and tour guides.

Independent Arrangements

For the health and safety of all our guests, going ashore on your own or tours organised by external operators will not be permitted during our initial restart phase.

*Tour changes and upgrades will be available at a charge

MSC GRANDIOSA ONBOARD EXPERIENCE

With newly designed activities for smaller group sizes and adapted service, you will continue to enjoy unique and memorable experiences including award-winning shows, world-class dining, excursions, family activities, boutique shopping, beauty and fitness services, engaging events and much more.



RESTAURANTS, BARS & LOUNGES

- All meals and drinks will be served to you at your table in compliance with the current social distancing guidelines
- Self-service at the buffet will be temporarily suspended, and the food will be plated and served by our crew
- If you're travelling with your family or group of friends and you have declared it at the time of booking, you will be able to sit together at the same table
- Restaurant and bar menus will be accessible from your mobile device by conveniently scanning a QR code
- Masks do not need to be worn when seated in restaurants, bars and lounges, only when entering the venue.



THEATRE AND SHOWS

- As the capacity of the theatre will be reduced to ensure responsible social distancing, the entertainment schedule will be extended so you can enjoy a great variety of award-winning shows*
- The use of face masks will be mandatory while in the theatre.



DAY & NIGHT ACTIVITIES

- We are introducing a range of pre-bookable activities for smaller group sizes, including new themed events, fun games, talent shows, fitness, dance and more
- You can browse the onboard programme digitally using MSC for Me digital channels (mobile app, in-cabin smart TV, interactive touch screens) and book your favourite activities by phone or in-person at dedicated desks.



SPA, FITNESS & POOLS

- All MSC Aurea Spa and Fitness facilities and services will be operated under our newly enhanced health and safety measures, including extended opening times, & reduced experiences/capacities where deemed necessary by local authorities
- Swimming pools, whirlpool baths and the AquaPark will be open with reduced capacity following social distancing guidelines
- Sunbeds will be separated in clusters for groups of guests travelling together.

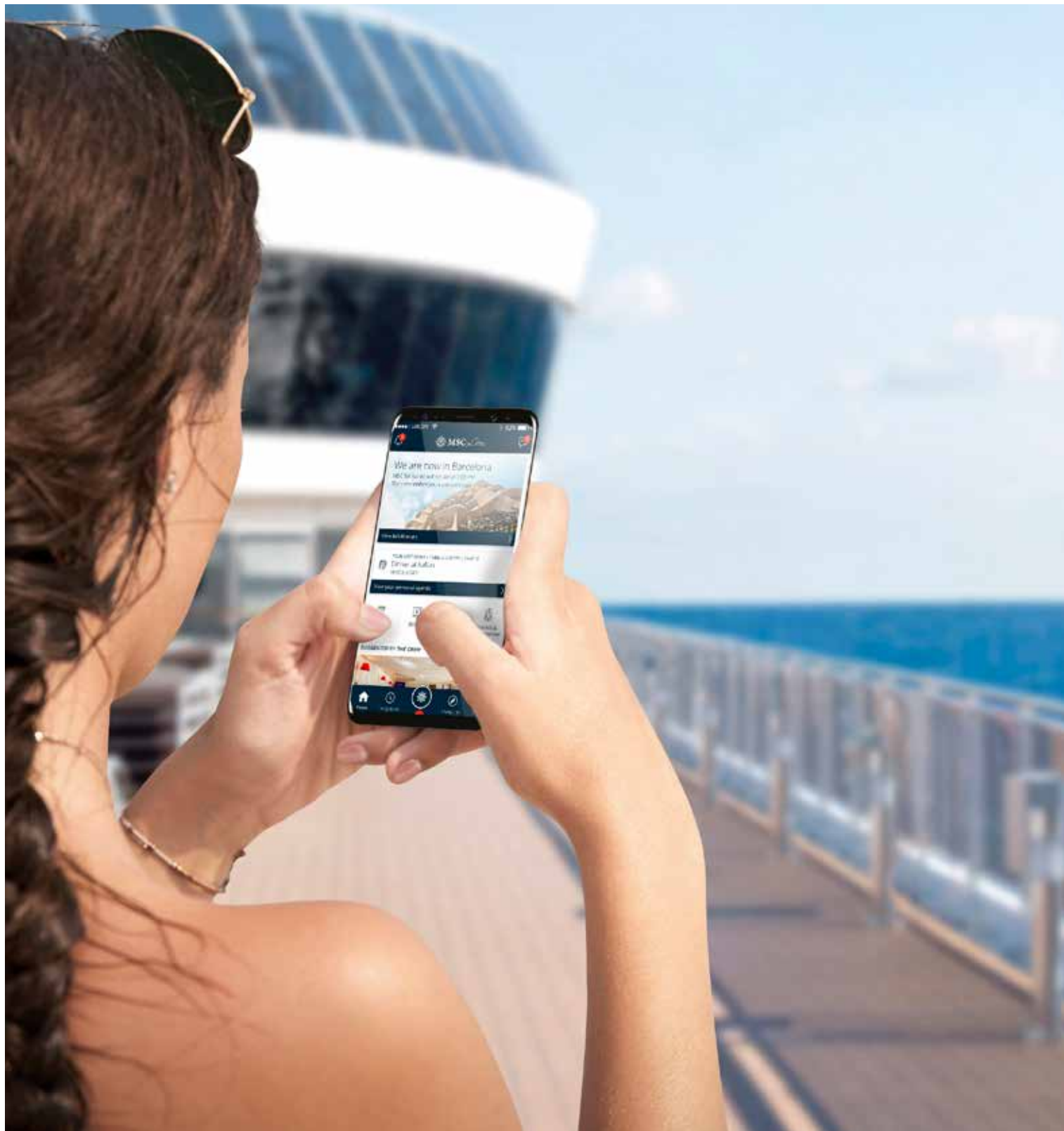


Travelling with kids

New exciting activities and family game shows will be added each day. New onboard areas will be reserved for children and teenagers as the Kids Club will operate with reduced capacity.

Parents participating in shore excursions will be able to leave their children on board with the youth staff by making a reservation at least one day in advance. Kids lunch and dinner with the youth staff will be available, as well as our top 5 most popular activities: The Drone Academy, MasterChef At Sea Junior, MSC Dance Crew, Cabin 12006 Game Show & Web Series, and The Lego Experience.

*Cirque du Soleil at Sea shows will be temporarily suspended on board MSC Grandiosa for the short-term, due to the challenging travel restrictions for the international artists who perform in the shows.



CONNECT. ENJOY. JUST BE.



DOWNLOAD THE FREE MSC FOR ME APP

Experience a more seamless, connected, carefree holiday, at no extra charge. With our advanced, easy-to-use MSC for Me app*, you will be able to:

- Browse all onboard events, activities and offers
- Make speciality dining and spa reservations
- Stay connected with friends and family through the onboard MSC for Me Chat
- Get real-time notifications of important information regarding your cruise or COVID-19 situation if necessary

Download and use the MSC for Me app for free.
An internet package is not required.

*Some functionalities, such as Family & Friends Locator and Indoor Navigation will be temporarily suspended for August and September 2020 sailings.

