

# CRUISE WITH CONFIDENCE

## ENSURING A SAFE, HEALTHY AND ENJOYABLE CRUISE ON MSC GRANDIOSA

The enhanced health and safety measures are designed to ensure that MSC Cruises preserves the holiday experience from booking to on board. MSC Cruises is continuously assessing developments in response to the COVID-19 situation and is applying strict measures for summer 2020 sailings. MSC Cruises will adapt the health and safety measures as needed. Updates will be posted on MSC Cruises websites.

## BEFORE THE CRUISE



### ONLINE SERVICES AND INFORMATION

- The booking process will be updated with additional information and new terms and conditions. Collection of contact details for each guest will become mandatory in case of important updates
- Effortless web check-in will allow guests to receive cruise tickets, travel documentation and mandatory health questionnaires
- Booking onboard packages prior to the cruise will be strongly encouraged to avoid queues and secure space
- MSC Cruises requires all guests to have an insurance policy that covers any COVID-19 related risks. Guests can choose our new MSC COVID-19 Protection Plan that will provide coverage before, during and after the cruise, including cancellation as well as medical and related transport expenses.



### AT EMBARKATION

- 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
- Health screening for all guests, including a mandatory health questionnaire (sent in the cruise ticket), a contactless temperature check and COVID-19 screening
- Newly designed processes for embarkation with assigned arrival time at the port to manage the guest flow and facilitate responsible social distancing
- Enhanced sanitation measures in the cruise terminal that follow the same high standards as on board
- Boarding will be denied to any guest showing signs of illness 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 or in case of potential exposure to a suspected or confirmed case of COVID-19, in the 14 days prior to embarkation.

## ON BOARD



### 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 with disinfectant each night
- Cabins cleaned daily with careful attention to regularly touched surfaces and additional deep cleaning at the end of each cruise
- 100% external fresh air supplied to all cabins and public areas, additionally sanitised through UV-C light technology (that kills 99.97% of all microbes) and no re-circulation of air between cabins or within 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 immediately notify the Medical Centre and free treatment will be provided
- Increased number of qualified medical staff onboard, supported by dedicated ashore Medical Team all trained to deal with COVID-19 with a response plan in place with local authorities
- Fully equipped Medical Centre including COVID-19 testing equipment and ventilators
- Dedicated isolation procedures for suspected cases and dedicated isolation zones with separate air supply
- Complimentary MSC for Me Wristband provided to all guests and crew to facilitate proximity and contact tracing.



### WELL-TRAINED, WELL-EQUIPPED AND HEALTHY CREW

- Extensive health screening and medical checks including COVID-19 testing prior to embarking in addition to daily health monitoring and temperature checks
- Protective equipment worn by crew, such as face masks and gloves
- Specific ongoing training for all crew on the new enhanced protocol.



# THE MSC GRANDIOSA ONBOARD EXPERIENCE

MSC Cruises will preserve the uniqueness of the onboard experience whilst ensuring that the health and safety of the guests and the crew are protected. MSC Cruises will organise activities to ensure that guests can practice responsible social distancing. Whenever social distancing cannot be met in public places such as in the lifts and the theatre, guests will be asked to wear a face mask.

Guests will continue to enjoy unique experiences including award-winning shows, world-class dining, excursions, family activities, boutique shopping, beauty and fitness services, engaging events and much more.



## RESTAURANT, BARS & LOUNGES

Service will be adapted to respect social distancing: all meals and drinks will be served to guests at their table. At the buffet restaurant, self-service will be temporarily unavailable and the food will be plated and served to guests. For a contactless experience, guests will access restaurant and bar menus from their personal mobile device by scanning a QR code. To minimise risks, MSC Cruises has adapted the processes for ordering, preparing, delivering, consuming and paying for food and beverage services.



## SHORE EXCURSIONS

Guests wishing to go ashore can only do so by participating in one of our MSC Shore Excursions to ensure the same high standards of health and safety ashore as on board. Excursions will be included in the cruise fare according to the experience booked (except for "cruise only" fare). Guests will be able to book additional MSC Cruises excursions.



## ENTERTAINMENT AND ACTIVITIES

Newly designed activities with smaller group sizes will be introduced with themed events, fun games, kids and family activities, talent shows, fitness, dance and more. A wide array of activities including shows\*, entertainment and the Kids Club will be available by reservation at no extra charge. Guests can browse the onboard programme digitally using MSC for Me digital channels (mobile app, in-cabin smart TV, interactive touchscreens) and book their favourite activities by phone or in-person at dedicated desks.

As the capacity of the theatre will be reduced to ensure responsible social distancing, the entertainment schedule will be extended so all our guests can still enjoy a great variety of award-winning shows.



## OUTDOOR AREAS AND POOLS

All open decks will be accessible and pools, whirlpool baths and the aquapark will be available with a reduced occupancy to ensure social distancing. Sunbeds will be separated in clusters, sanitised after every use and deeper sanitation will take place every night.



## GUEST SERVICES AND CUTTING-EDGE TECHNOLOGIES

A new onboard Information Centre will be available by phone and remote desks will be set up on embarkation day to manage in-person questions in order to avoid queues. Guests should always call before going to any desk for information. In addition, guests will be encouraged to use digital services to find information such as MSC for Me (mobile app, in-cabin smart TV, interactive touchscreens). Cashless payments will be highly recommended.



CONNECT. ENJOY. JUST BE.



## DOWNLOAD THE FREE MSC FOR ME APP

Before the cruise, MSC Cruises invites all guests to download for free the MSC for Me app to ensure a seamless onboard experience. Through exciting and easy-to-use features, guests will be able to:

- Browse all onboard events, activities and offers
- Chat with friends and family through the app while onboard
- Make speciality restaurant reservations and book spa services
- Receive notification of important information regarding the cruise and COVID-19 situation if necessary

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

\*Cirque du Soleil at Sea shows will be temporarily suspended on board MSC Grandiosa for August and September due to travel restrictions impacting international Cirque du Soleil artists.

