

CRUISE WITH CONFIDENCE




ENSURING A SAFE AND ENJOYABLE CRUISE ON MSC ORCHESTRA

The enhanced health and safety measures are designed to ensure that MSC Cruises preserves the holiday experience. MSC Cruises is continuously assessing developments in response to the COVID-19 situation and is applying strict measures. We will adapt the health and safety measures as needed and in line with government regulations. Updates will be posted on our website.

BEFORE THE CRUISE


ONLINE SERVICES AND INFORMATION

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- Please note that we are only accepting fully COVID-19 vaccinated guests from age 12 and older on board. Guests must present proof of vaccination with the final dose administered. Guidelines for children under 12 years provided below
 - 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
 - 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, the cost of our new MSC COVID-19 Protection Plan will be additionally charged and added to your cruise fare. It will provide coverage before, during and after your cruise. In collaboration with Hollard Insurance, the plan covers cancellation charges as well as medical and related transport expenses

AT EMBARKATION

- Health screening for all guests, including a mandatory health questionnaire (available with 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 sanitary 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°C/99.5°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
- Unvaccinated guests (2 to 11 years) will additionally have to undergo an antigen lateral flow test at the embarkation port at a cost of R300 per person billed to your ship board account. Please pre-register for your antigen test <https://app.inceptionbio.co.za/register>.

• When arriving at the terminal for embarkation during your assigned timeslots, please ensure you have the following documents ready and in hand:


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- The original (or certified copy) of your COVID-19 Vaccination Record Card
 - A PRINTED copy of your cruise ticket(s), one per person travelling
 - A PRINTED COPY of your Health Questionnaire completed a minimum of 6 hours before embarkation.
 - Proof of your COVID-19 insurance policy. This is only necessary if you purchased separate insurance to MSC Cruises South Africa insurance
 - Your original printed PCR laboratory test results conducted a maximum of 48 hours prior to the day of boarding. These results should be negative in order to board.
 - A valid passport document (original) with 6 months residual validity
 - Children from 0-17 years old: valid original passport with 6 months residual validity and an unabridged birth certificate (original copy)

• COVID-19 testing requirements to be allowed on board:

- All Guests (2 years old and over) need to provide a certificate of a negative RT-PCR test taken within 48 hours before embarkation
- All Guests (12 years old and over) have to be fully vaccinated with an approved Covid-19 vaccine including Pfizer, Moderna, AstraZeneca, Johnson & Johnson
- Guests that have recovered from COVID-19 and have received only one shot of the vaccine will not be considered as fully vaccinated. This does not apply to children between the ages of 12 & 17 who have received only one vaccine shot.

ON BOARD

ELEVATED STANDARDS OF SANITATION AND CLEANLINESS

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- 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
 - Staterooms 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 staterooms and public areas and no re-circulation of air between staterooms or within the ship



ENHANCED MEDICAL SERVICES WITH HIGHLY QUALIFIED STAFF

- Daily health monitoring through touchless temperature scans
- In case of flu-like symptoms, guests should immediately notify the Medical Centre
- 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



WELL-TRAINED, WELL-EQUIPPED AND HEALTHY CREW

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



RESPONSIBLE SOCIAL DISTANCING

- Reduced ship occupancy and regulated venue capacity
- A new Information Centre available by phone to access key information and services, including the booking of room service and dining reservations. You should always call before going to any desk for information

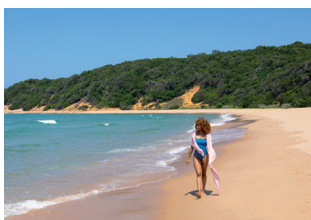
THE MSC ORCHESTRA ONBOARD EXPERIENCE

MSC Cruises will preserve the uniqueness of the onboard experience whilst ensuring that the health and safety of the guests and the crew is protected. MSC Cruises will organize activities to ensure that guests can practice responsible social distancing. Face masks and social distancing will be required when in public areas. 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.



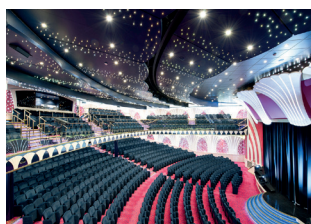
RESTAURANT, BARS & LOUNGES

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 minimize risks, MSC Cruises has adapted the processes for ordering, preparing, delivering, consuming and paying for food and beverage services. Please note that all venues will operate at a maximum capacity of 50% of the venue's maximum capacity, at all times, in line with current South African Government regulations.



SHORE EXCURSIONS

To go ashore during the cruise, this is possible only by participating in one of MSC Excursions or by visiting one of MSC Cruises exclusive destinations (the Pomene and the Portuguese bays). This will ensure the same high standards of health and safety ashore as on-board.



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.

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. Pools, whirlpool baths and the aquapark will be available with a reduced occupancy to ensure social distancing. Sunbeds will be separated in clusters, sanitized after every use and deep sanitation will take place every night.



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 most popular activities.