

CRUISE FREQUENTLY ASKED QUESTIONS

These Cruise FAQ's contain important information regarding your Cruise and form part of the "Passage Contract" (despite the FAQs themselves not creating obligations, duties or warranties on the part of MSC). The Passage Contract is agreement that you as the Passenger have entered into or will enter into with MSC, the terms of which are evidenced by the Booking Terms and Conditions ("STCs") together with the Contract of Carriage and the answers to the FAQs, which together all form part of the Passage Contract. The most updated information will always be available on our website www.msccruises.co.za

MSC endeavours to update and verify the information contained in the FAQs as often as possible, it is, however, the responsibility of the Passenger to verify the contents hereof. Should there be any conflict between the contents of the FAQs, and the STCs and/or the Contract of Carriage, the terms and conditions contained in the STCs and Contract of Carriage will take precedence. Accordingly, Passengers **MUST NOT** solely rely on these FAQs or treat these FAQs as a substitute for the STCs and Contract of Carriage.

Careful planning will go a long way in ensuring that this is your most memorable holiday so we recommend that you take a little time to go through our list of "Frequently Asked Questions" to let us help you create your own checklist

Q Can I be contacted when I am at sea?

You can contact our office on 087 630 0333

Q Where can I find more information on the MSC Health and Safety Protocols, and how will this affect my cruise experience?

For more information on our Health and Safety Protocols, please refer to our website www.msccruises.co.za or alternatively click on the following link <https://www.msccruises.co.za/health-and-safety-measures>

Q Will there be Health screening during embarkation?

Health screening of all guests in the cruise terminals will include a temperature check and a health questionnaire.

Guest embarkation flow will be managed by assigning guests with a specific arrival time, which will be indicated on their cruise ticket. The guests will be asked to respect the timing and will not be allowed to enter the terminal until their time slot, in order to comply with the local social distancing regulations.

Q What are the new time slots for embarkation?

Please refer to the time slot assigned to you on your cruise ticket.

Q What are the most important things to take with me?

The most important things to take with you are: Your Cruise Tickets, valid Passports and Visas, unabridged birth certificate(s) and any other supporting documents required when travelling with children under the age of 18 (see below under "NewTravel Regulations relating to travel with children"); spending money, camera, sun cream and any essential medication that you require.

Note: Keep your travel documents on on your person, as you need to present them to Immigration Officials before being allowed to board the Cruise Ship. Keep your medication and all valuable items on your person or locked away safely in your hand luggage. (THE ITEMS SHOULD NOT BE PACKED IN YOUR CHECKED IN LUGGAGE)

Q What Travel Documents do I need?

CRUISE TICKET (E-TICKET & EMBARKATION FORM)

Cruise Tickets, along with any tickets for Additional Services **are issued at least 14 (Fourteen) days prior to your Departure Date**. You will be required to print off your E- ticket, which includes your Embarkation Form, which you will be required to present at the harbour for embarkation.

Note: It is important that the Embarkation Forms are completed in full and that all the information has been verified as correct before presenting this Form at the Port of embarkation as any errors or omissions on the Embarkation Forms will result in delays.

When travelling as part of a Group, each Passenger is to arrive at the Port with their own Passenger E-ticket and Embarkation Form in hand.

Note: If you have not received your tickets 7 (seven) days before the

date of Departure, please call the MSC Office where your booking was made.

Special circumstances for collecting tickets on Departure: If you have booked close to the Departure Date and there is not enough time for MSC to e-mail you your Cruise Ticket, you will need to proceed to the information desk at the terminal and show your booking number as stated on your Booking Confirmation in order to retrieve same.

PASSPORT

Every Passenger (including any minor) needs a valid passport which has at least 2 (two) blank pages to clear immigration at the Port. It is the Passenger's responsibility to check with the Consulate/Embassy and/or relevant Department of Home Affairs if their Passport is valid, including, the number of pages required to clear immigration.

NO PHOTOCOPIES (CERTIFIED OR OTHERWISE) ARE ACCEPTED

NEWTRAVEL REGULATIONS RELATING TO TRAVEL WITH CHILDREN

The Ministry of Home Affairs has put Regulations in place regarding travel with children, in and out of South Africa. Please take urgent note of the below summary regarding the documentation required when travelling with children under 18 years of age.

In addition to the relevant Passports/Visas required for travel, Passengers must produce the below documents when travelling with Children Under 18 years of age:

- When both parents are travelling with child (ren) under the age of 18 years, a full/unabridged birth certificate for the child must be produced (both parents' details must appear on the birth certificate).
- When one parent is travelling with child (ren), they must, in addition to the unabridged birth certificate, provide a letter of consent from other parent in the form of an affidavit or custody agreement confirming the other parent's permission/consent to travel with child (ren) (this must be accompanied by an original certified copy of the other parent's ID).
- When one parent is travelling with child (ren) and other parent has passed away must, in addition to the unabridged birth certificate, a death certificate of deceased parent must be produced.
- Guardians travelling with child (ren) must, in addition to the unabridged birth certificate, provide a letter of consent in the form of an affidavit (must be accompanied by original certified copies of ID) from parents confirming their permission/consent for child (ren) to travel.

Only original unabridged birth certificates will be accepted (no copies or certified copies will be accepted)

South African citizens with dual nationality - **MUST USE THEIR SOUTH AFRICAN PASSPORT TO EXIT AND ENTER SOUTH AFRICA.** Official Passports are not accepted for Leisure Travel.

Non-South African Citizens/Permanent Residents must have their permanent residence endorsed in their foreign passport. Failing to

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provide these documents will result in being denied boarding.

Exceptions:

The only exception to the above is for Cruises that do not leave South African waters as in a; "Mossel Bay Cruise" and Cruises from Durban to Cape Town and vice versa. For these Cruises, an official photo Identification is required - your Photo ID, Passport, or in the case of children, an unabridged birth certificate is required.

Note: For some destinations passports are required to be valid for 6 (six) months and have 2 (two) blank pages available for after your return from your Cruise – **Please check with the relevant Embassy/Consulate or the Official Department of Home Affairs Website.**

Q Do I need Visas and Vaccinations?

MOZAMBIQUE

South African passport holders do not require visas or vaccinations for Mozambique.

MSC is pleased to advise that through its negotiations, the Head of Immigration and Maputo Tourism Authority have confirmed the following with immediate effect:

- MSC Passengers are no longer required to obtain a Visa prior to embarkation;
- The MSC Immigration Purser will assist non-South African passport holders who require a Mozambican Visa, as follows:
- The Mozambique Immigration Officer will issue a manual Visa on-board
- This is a non-biometric visa
- This visa is ONLY valid for daily disembarkation at Mozambique ports of call for that day
- The visa will not be valid for pre or post cruise travel in Mozambique
- VISA cost: US\$50.00 payable on-board
- VISA will be valid for 2 (two) entries

The following passport holders are not required to pay the Visa Charge for Mozambique: Angola, Botswana, Lesotho, Madagascar, Malawi, Mauritius, Namibia, Seychelles, South Africa, Swaziland, Tanzania, Zambia and Zimbabwe.

MAURITIUS

South African and British passport holders do not require Visas for Mauritius.

WALVIS BAY, NAMIBIA

South African and British passport holders do not require Visas for Walvis Bay. All Passengers require valid passports for Walvis Bay, Namibia.

POSITIONING CRUISES (GRAND VOYAGES) FROM EUROPE TO SOUTH AFRICA & INTERNATIONAL CRUISES

The Passenger must have a valid and appropriate passport and if necessary, a valid and appropriate visa or permit (collectively "Travel Documents"), for all scheduled Ports at which the Cruise Ship is scheduled to stop for the duration of the Passenger's Cruise.

***MSC is not responsible for ensuring that the Passengers have all necessary Travel & Health Documents. The Passenger must present the necessary Travel /health documents for inspection as required on entering and exiting any Port. MSC may provide you with guidelines only, and all Passengers are to refer to the relevant Embassy/Consulate and Department of Home Affairs to ensure that they have the most current information in relation to the Travel Documentation required to enter any Port at which the Cruise ship is scheduled to stop.**

Q Is there a cooling off period when I book a cruise and want to cancel?

If MSC has approached you in person, by post or electronic communication to offer to sell you a Cruise Ticket and as a result, you purchase a Cruise Ticket from MSC, within 5 (five) business days after the date which you pay the Deposit, you may cancel your Cruise Ticket Booking without any charge/penalty imposed and by giving MSC a written notice of cancellation.

In the event that you book your Cruise Ticket online or through means of any other electronic communication (including, e-mail), the Passenger is

permitted to cancel their Cruise Ticket Booking without any charge/penalty imposed by giving MSC a written notice by giving MSC written notice of cancellation within 7 (seven) ordinary days (effectively, 5 (five) work days. Subject to the provisions of the Electronic Communications and Transactions Act No. 25 of 2002.

In the event of the cancellation within the cooling-off period, MSC shall within 15 (fifteen) business days after receiving your notice of cancellation, refund to you the Deposit and any other amount which you have paid to MSC for your Cruise Ticket/Package.

Q How much luggage can we take on-board?

LUGGAGE RESTRICTION

Checked luggage: There is no weight restriction for cruising, however to avoid delays, each Passenger (adult & child) is permitted only 1 (one) bag as checked luggage on Cruises of 4 (four) nights and less. 1 (one) bag per Passenger will be accepted Free of Charge; any additional bags will be transported subject to space availability and at \$25 (twenty five US dollars) per bag (converted into the country's currency at the actual exchange rate of that specific date) and added to the Passenger's onboard account. On longer cruises (more than 4 nights), Passengers are encouraged to limit their checked in luggage to two (2) suitcases per person. We recommend that Passengers take smaller bags so as not to clutter the Cabin area where space is limited.

Carry-on Luggage: Passengers on Cruises of 4 (four) nights and less can carry on 1 (one) small bag each. Carry-on luggage may not exceed 126 cm in combined length; width and height, including any handles and wheels (length of 56 cm, width of 40 cm, depth of 25 cm).

Please label your luggage very clearly with your Name / Surname and Cabin Number **BEFORE YOUR ARRIVAL AT THE CRUISE TERMINAL.** Labels must be fixed to all of your main luggage items as you will be handing them over during check-in. Please ensure that all bags are securely locked and that **NO VALUABLES OR BREAKABLES HAVE BEEN INCLUDED IN YOUR CHECKED LUGGAGE.**

Safety and Security of Luggage: Please do not put any valuable or fragile items in your main/checked in luggage.

(Please refer to insurance wording on www.msccruises.co.za for a description of "valuables" in terms of the Cruise Insurance Policy).

Items such as cameras, perfumes, video cameras, Jewellery, medication, documentation such as passports and ID cards, money and credit cards should be carried in your hand luggage and kept with you at ALL times. Your luggage must be securely and properly packed MSC shall not be liable for any loss, damage or delay in the delivery of any luggage onboard a Cruise if it is not securely and properly packed and labelled. MSC is not liable for any loss or damage to your luggage or the contents of your luggage whilst onboard the Cruise or in the custody or under the control of any Port or Service Provider. Unless instructed otherwise by the staff onboard a Cruise Ship you must not at any time leave your luggage unattended. If you do so, the Cruise staff may remove and/or destroy such luggage. Your checked in luggage will be screened and delivered to your cabin during the course of the afternoon on the day of sailing. Due to high volumes, please allow 3-4 hours after boarding for your luggage to arrive at your Cabin. Checked luggage that is screened and found to contain alcohol will be set aside and Passengers will be called to the Guest Services desk onboard to identify their bags, from which the alcohol will be confiscated. Confiscated alcohol will not be returned or reimbursed.

Q What should I pack in my hand luggage?

Your Cruise Tickets, valid Passports and Visas, unabridged birth certificate(s) and any other supporting documents required when travelling with children under the age of 18; cream and any essential medication that you require. Items of a personal nature such as cameras, perfumes, video cameras, Jewellery, documentation such as passports and ID cards, money and credit cards. We encourage guests to pack light clothing such as a t-shirt and face towel for easy refreshing once onboard, this is recommended should your luggage not be delivered to your cabin on time.

Q What do I do if I find that my luggage has been damaged?

On board: Should you find that your baggage has been damaged during the

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embarkation process, please approach Guest Services onboard and request a "Lost/Damaged Luggage Form". A staff member from Guest Services is to sign and acknowledge that the damage has been viewed by them and has been reported to them. Please request a copy of this document

On disembarkation: Please approach the staff in the Luggage Area at the Port where an MSC Representative will hand you a copy of a "Lost/Damaged Luggage Form" that the Representative will sign and acknowledge that the damage to the luggage has been viewed by them and has been reported to them.

Please Follow the below link, which you will be re-directed to the Hollard Travel Insurance website, where you can complete the necessary documentation needed to submit a claim - www.hollardti.com

Policy Number: OOJ10AP2013

It is important that these procedures are followed if a guests considering instituting a claim from their Travel Insurance for loss or damage of luggage.

There is a continuous shuttle transfer service between King Shaka International Airport and the Port when the Ship is in harbour. Give yourself peace of mind by pre-booking your return shuttle transfers on our website by logging in to your MYMSC profile and adding these shuttle transfers to your Booking, or by calling our Sales Offices to book (Prices available on our website www.msccruises.co.za). Shuttle transfer tickets are also on sale at the airport on the day of the Cruise departure, and onboard the ship for disembarking Passengers. Children under 3 (three) years of age travel free on the transfer – provided they do not take a seat (they would have to sit on parents' lap). The driving time is 45-60 minutes per way.

The first shuttle will depart from King Shaka International Airport for the port at 13h00 and the last will depart the airport 3 (three) hours prior to the Ship's departure time. For the return shuttle from the Port to the airport, the first shuttle will depart the Port at 10h00 and last shuttle will depart 12h30 for the airport. Give yourself peace of mind by calling our Call Centre to book and pre-pay for your shuttles before finalizing your Cruise Booking. Note that all shuttles can only be booked up until 3 (three) days prior to Departure. Times subject to change without notice E&OE and are dependent on your assigned time slot indicated on your E-Ticket.

Q How do I make sure I don't "miss the boat"?

Please check the embarkation times on your tickets to ensure that you embark timeously.

Please note that check-in closes promptly 1.5 hours before sailing.

For all WALVIS BAY departures check-in and embarkation closes 2 (TWO) HOURS prior to sailing and all Passengers not on board 2 (two) hours prior to sailing will risk missing the ship.

Q What time will we have access to our cabins on embarkation day?

Cabins will be ready at 13h00 on the day of embarkation. We recommend you carry on a small bag with a change of clothing, swimming costume, and so forth, so that you can begin to relax at the pool before your Cabin is available, or you have received your checked luggage in your cabin.

Q Can my family and friends come on board to see me off?

Regrettably, no visitors are allowed past security control in the Passenger Terminal. The Ship security staff is always present during embarkation and disembarkation and follow international security regulations in the monitoring of Passengers and baggage. Our security is your security!

Q What is the best way to travel to Durban?

You can fly to Durban Airport and take a shuttle service to the harbour or drive by car and leave your car in parking at the Port.

Q What if I am flying from Port Elizabeth or East London?

For Passengers flying in from the coastal areas, especially Port Elizabeth and East London, it is suggested that you book a flight the day before as we have unfortunately witnessed many delays on the same day departures which have resulted in Passengers missing their Cruise.

Q What about Parking at Cape Town Port?

Parking facilities are not available at Duncan Dock. Parking at the Clock Tower area is also no longer available. Secure parking is available at Portwood Square and Breakwater at the V&A Waterfront. These are however situated on the opposite side of the Waterfront and are not walking distance to Duncan Dock. Parking rates are determined by the car park rates. Drop and go is therefore recommended at the Cape Town port.

Q Which flights should I book to Durban to ensure that I arrive in time to embark?

We recommend that you book flights to arrive no later than 4 (four) hours prior to sailing as any delays in the flights could cause you to miss the Ship. Please check the embarkation times on your Cruise Tickets in order to ensure that you are at the Port well in advance of sailing. Alternatively, we suggest that you fly down to Durban the day before and stay in one (1) of our affordable and associated hotels.

Q How do I get from Durban Airport to the harbour and back?

Q How do I get from Cape Town Airport to the harbour and back?

There is a continuous shuttle transfer service between Cape Town Airport and the Port when the ship is in harbour. Give yourself peace of mind by pre-booking your return shuttle transfers on our website by logging in to your MYMSC profile and adding these shuttle transfers to your booking, or by calling our Sales Offices to book. (Prices available on our website www.msccruises.co.za). Children under 3 (three) years of age travel free on the transfer – provided they do not take a seat (they would have to sit on parents' lap). The first shuttle departs the Airport for the port at 10h00 and the last shuttle will depart at least 3 (three) hours before the Ships departure time. For the return shuttle from the port to the airport the first shuttle departs the port at 10h00 and the last shuttle departs the port at 13h00 for the airport. Give yourself peace of mind by phoning calling our Call Centre, booking, and pre-paying your shuttles before finalizing your cruise booking. Note that all shuttles can only be booked up until 3 (three) days prior to departure. **Times subject to change without notice E&OE and are dependent on your assigned time slot indicated on your E-Ticket.**

Q Do I need to take precautions for Malaria?

Mozambique and Madagascar are Malaria areas. It is best to speak to your doctor or pharmacist or a Travel Clinic if you have any concerns.

Q Can I travel while pregnant?

Yes, provided you do not reach or exceed the twenty-fourth week of pregnancy during the trip. Regardless of the stage of pregnancy, before going on a cruise it is advisable to consult a doctor who will be able to establish whether the guest is fit to travel. Please take special note of the Insurance Policy Wording in respect of Pregnancy, available online at www.msccruises.co.za.

Q Does it matter how old I am?

Children:

A maximum of 2 (two) children under 18 are permitted to share an I2 or O2 Multiple berth cabin with 2 (two) adults. In the Balcony Suites onboard a maximum of 2 (two) Adults and 2 (two) Children under 12 only are permitted. The age of a Passenger is calculated at the day of departure and the relevant Cruise Fares and mandatory charges applied. Travel may be refused or costing's adjusted if the date of birth on the child's passport differs from the age given on the E-ticket or Passenger Embarkation Form.

Minors:

A person under the age of 18 years may not board any Cruise Ship unless accompanied by an adult. The Responsible adult shall be fully responsible for that minors conduct and behaviour. Minors may not order or drink alcoholic beverages or participate in gambling activities onboard a cruise ship. At all times when on board a Cruise Ship, a minor must be supervised by the responsible adult, and may participate in onboard activities provided that the minors are accompanied by the responsible adult. The responsible adult will

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be responsible to MSC for any loss or damage suffered by MSC, including damage to the Cruise Ship and/or damage to and/or loss of any furnishings, equipment and other property belonging to the Cruise Ship which loss or damage is caused by the Minor who is under the care of the responsible adult. MSC Cruises will request the adult in charge of the minor to complete an Indemnity Form as confirmation that the above responsibility is accepted.

65 years and older:

Passengers over 65 (sixty five) years of age are subject to certain exclusions in terms of the Insurances coverage/benefits and are thus advised to make reference to the Insurance Policy for the exclusions and benefits applicable.

Q Can my infant share my cabin with me?

Infants are classified from 0-1.99 years of age and may share the existing bedding in the cabin. A release will need to be signed agreeing to these conditions of travel. If you need a cot for your infant please ensure that it is requested at the time of booking as there are limited cots on board. Alternatively you may bring your infant's camp cot on board with you.

Q How do dinner sittings work?

On most cruises, there are two sittings for dinner. Dining options are served by onboard staff, not self-help. Please check onboard as to which restaurant will be serving the Casual Dining. Dining room tables accommodate 8, 6, 4 diners, and so Passengers are assigned to dining tables and times to be seated with fellow Passengers – no private dining is available. Tables are assigned for the duration of the Cruise.

Q Is the General Emergency Drill compulsory?

A General Emergency Drill for all Passengers and crew will be held before the Ship sets sail. Your attendance is compulsory according to International Safety Laws. Please listen very carefully to all of the announcements and read the emergency instructions posted behind the Cabin door. During the Emergency Drill all the Cruise Ship's services will be closed.

Q Do you cater for special dietary needs?

- A vegetarian choice is served at each meal time.
- The ships galleys have structural limits which cannot be modified, therefore all food is prepared in the same kitchen. However we do confirm that all Halaal food is kept completely separate from all the other foods.

Please note that at the time of making booking Passengers are to advise the agents of any special requests such as Halaal and Gluten Free Meals.

Kosher meals are catered at an additional cost per meal, and must be ordered at least 30 (Thirty) days prior to sailing.

It is important to advise MSC of food intolerances; diabetic requirements etc. at least 30 days prior to sailing by completing and submitting the Special Needs form to the Sales Agent handling your Cruise Booking. MSC Cruises cannot be held responsible for providing Special dietary needs onboard where special dietary requirements have not been advised to MSC on the required document at least 30 (thirty) days before sailing.

Q Can we take liquor on board?

In keeping with the policies adopted by cruise lines throughout the world, personal supplies of alcohol will be confiscated if found in Passengers' luggage or if observed in Passengers' cabins. Luggage will be thoroughly searched before embarkation. No exceptions will be permitted. Liquor purchased onboard at the duty free will be held until disembarkation.

(Liquor confiscated in the terminal will NOT be returned at the end of the Cruise.) Alcohol bought by guests ashore during the Cruise will be returned at the end of the Cruise.

Q Are there regulations in respect of purchasing alcoholic beverages on board?

You may purchase alcoholic beverages onboard the cruise ship. MSC shall not sell any alcoholic beverage to a Minor during the cruise. MSC may refuse to serve you an alcoholic beverage if in MSC's opinion you may be a danger and/or nuisance to yourself or other Passengers on the Cruise Ship.

Q Consuming liquor on Port Authorities property?

The Ports of both Cape Town and Durban harbour are "Alcohol free Zones". The carrying and consumption of all alcoholic beverages on any Port property or access road is an offence and any Passenger failing to comply with these security regulations will be escorted from the property.

Q Can we take food on board?

MSC follows the most rigid procedures to ensure food safety. For this reason and to prevent the introduction of food borne illness, Passengers and crew may not bring on board any beverage or food items.

Q Can I purchase pre-paid packages prior to boarding the ship for beverages, etc?

Beverage vouchers are available for purchasing beverages on-board. Please note that if you elect to purchase such vouchers, they expire 3 (three) years after the date of purchase and may not at any time be redeemed for cash and are non-transferable and non-refundable. These packages can only be purchased up to 3 (three) days prior to departure. **NB: Packages purchased online if not used, are non-refundable**

Q Can I take my firearm on board?

The Cape Town and Durban harbours are gun-free Ports. Firearms, weapons and sharp objects are not permitted in the Port area or on board. Any Passenger failing to comply with security regulations will not be permitted to board the Ship.

Q What, if any, are considered "dangerous items" and will be confiscated by security during check-in?

As a safety precaution, Security staff may search Passengers and their luggage and confiscate any item that the Company considers (in its sole discretion) could risk the safety of Passengers or crew members, including, knives (including pocket-knives), box cutters Swiss shears / scissors, swords, iron, nails, awls, crossbows, containers with irritant gases, self-defence sprays camping stoves, flammable liquids such as petrol lighter fluid, helium balloons, birthday candles, drones, poisonous and infectious substances. Such items will be confiscated and not returned. Firearms will be not accepted on board and immediate disembarkation will be requested.

Q How can I stay in touch with friends and family back home?

Mobile phone

Mobile phones rely on signal received from cell phone towers, thus cell phones have no signal at sea. Occasional signal is picked up while cruising along the coast. Many foreign ports do have signal, but your phone will need to be enabled for the international roaming so please consult your service provider before you leave.

On board communication facilities

Internet facilities are available onboard at a charge. We suggest you stay connected by purchasing a pre-paid internet package either in the MYMSC area on our website (Pre-paid packages) or by calling our call centre.

Q Will South African electrical appliances work on board?

The ships run on both 110v and 220v. The plug sockets are American (110v) and European round 2 pin (220v). The South African 3 pin plug will require a European 2 pin round adapter. Hairdryers are available in the cabin.

Q Is there a Doctor on board?

The ship has a medical facility staffed by a Doctor and nursing personnel. This is a private service and all consultations are charged for. Please note that the medical facility does not operate as a pharmacy and a consultation with the Doctor is required prior to any medicine being dispensed. We highly recommend that you take all necessary medications onboard with you.

Please also be advised to check with your Medical Aid Scheme prior to departure whether they will reimburse you for any visits to the Doctor on board realising that the Doctor is not a South African Doctor and does not have a practice number, and that you will be within International waters at the time of visiting the onboard Doctor. We are not able to provide

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any Doctors Reports/Practice number.

Daily contactless temperature check for all guests during the cruise. In case of flu-like symptoms, guests should notify the Medical Centre and free treatment will be provided.

Fully equipped Medical Centre, including COVID-19 testing equipment, ventilators and increased number of highly trained staff.

Comprehensive isolation procedures and a response plan in place with local authorities that will be activated in case of suspected or confirmed COVID-19 situations.

Q Where do I find the policy wording for the mandatory travel insurance?

A summary of the terms and exclusions are attached to your Booking Confirmation. Please read and understand the full policy wording, which is available at www.msccruises.co.za or call 0861HLLRDT (0861455738) should you wish to discuss the cover provided.

Q What if I get sea-sick?

There is so much to do that most Passengers don't even think about getting seasick. However, a very small percentage of Passengers are susceptible to motion sickness, which is caused by the confusion of the senses, mainly sight and balance. If you are predisposed to motion sickness, several excellent non-prescription drugs (eg: Stugeron, or Avonimine) and various homeopathic remedies are available on the market. It is best to start taking this medication 24 (twenty-four) hours prior to cruising. Fresh air and being on deck are excellent natural remedies. Movement of the ship is also reduced with stabilizers.

Q What if I have reduced Mobility?

All decks and public areas and tenders (not PTB's) are designed to be as accessible as possible for Passengers with reduced mobility.

Q Do onboard Staff receive special training in providing assistance to Passengers with disabilities or reduced mobility?

All on-board staff receive special in-house training so that they are aware of the needs of Passengers with disabilities or reduced mobility.

Q Can a passenger with reduced mobility travel alone?

Yes, provided he/she is fully independent. otherwise, he/she must travel with a carer who can provide the necessary assistance.

Q How do I let MSC know about my Special needs?

MSC Cruises should be informed of all special needs via the Special Needs Form to be submitted to MSC Cruises no later than 30 (thirty) days before the intended cruise Departure Date in addition to the form, a medical certificate confirming that the Passenger is fit to go on a cruise may be requested.

Q Could MSC Cruises refuse my booking or deny me boarding?

This would only happen in the interests of ensuring the safety of guests and the crew, which is of paramount importance, or if you have not complied with any of the requirements for travel, which are provided for in the STCs and the Contract of Carriage.

Q What if I need help on board?

The information/reception desk is open 24 (twenty four) hours. There are several heads of department who can also attend to your queries depending on what assistance you require.

Q Fitness to travel?

When booking you warrant that you are physically and mentally fit to travel on-board a Cruise Ship for the duration of the Cruise. MSC may at any time require you to provide it with a Doctor's letter certifying that you are fit to travel aboard the Cruise Ship.

Q What if I have a complaint whilst onboard?

Any Passenger with a complaint whilst on a Cruise must bring it to the attention of the Cruise staff onboard as soon as possible. If the Cruise staff are unable to resolve the problem, any complaint must be notified in writing to the Company within 14 (fourteen) days of the termination of the Cruise. Failure to report the complaint within this time may adversely affect the MSC's ability to deal with it. Complaints relating to any other part of a Package must be made promptly to MSC or the relevant Supplier.

customercare@msccruises.co.za

Q What if I am celebrating a special occasion?

Congratulations! If you are celebrating a birthday, an anniversary or another special occasion, we have a range of special packages which can be pre-purchased to ensure that your celebration onboard is a memorable one. To book or for more information on the prices and inclusions visit our website www.msccruises.co.za - 'My booking'.

Q Purchasing Photos and DVDs of our Cruise

There will be many photo opportunities on board, the Ship's photographer captures many special moments on film. These photographs are put on display and are available for purchase on board. A DVD of your Cruise is also available for purchase on board. Please note that at the end of each cruise the photos and DVDs that have not been sold are destroyed, we are therefore unable to obtain any copies of Photos or DVDs for you once you have disembarked the Ship. It is the guests responsibility to collect any photo/DVD packages purchased at the photo studio prior to disembarking the vessel.

Q What if purchased items are not collected on-board?

It is the guest's responsibility to collect all purchased items before disembarking the ship, items not collected cannot be retrieved thereafter. The guest needs to ensure that all purchased items are in good conditions before accepting the purchase. There is no exchange policy on any items purchased onboard.

Q Is there an activity programme for youngsters?

For more information on activities for youngsters visit our website at <https://www.msccruises.co.za/en-za/Cruise-Information/Family.aspx>

Two special clubs, the **Miniclub** for Sailors 3-6 years old and the Juniors Club for Pirates aged 7-11 are centred on the designer-themed facilities of a dedicated Miniclub on board, staffed by professional entertainers who leave your children free to explore and socialise under their expert supervision, while also offering a wide range of stimulating and exciting activities:

Youngsters and teenagers

MSC doesn't treat youngsters and teens like kids. A dedicated teen area provides fantastic supervised facilities where teens can meet up and do their own thing. Young adults have a massive choice of activities to help make new friends and enjoy various activities together.

The freedom of their very own card

Give your child the power and pleasure of spending anywhere on board, just as they please, within limits you decide. Gift them with a "Teens Card", which offers the following:-

- Personalized prepaid debit card for children aged 7 to 17
- Ask onboard for the Flyer with the order form and description of all the benefits of the Teen card

Q How much money do we need?

Meals and entertainment are included in your cruise fare. You will need spending money for drinks (15% bar service charge is levied on all bar and on all restaurant bills); Duty Free Shopping, Photos, Arcade games, Gambling (including Bingo); Laundry, Beauty Salon, Spa and any optional shore excursions you would like to book. All prices onboard are in Euros on Cruises Southbound from Europe to S.A. and in US Dollars on all cruises in and around S.A. and from S.A. back to Europe.

Q What is a Cruise Card?

Every Passenger (including children) will receive a personalized Cruise Card which is required to be shown to the Security personnel at the gangway to be permitted to go ashore or return to the Ship. This card is also your

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CRUISE FREQUENTLY ASKED QUESTIONS

personal ID card, your cabin key and your "cruise credit card" during your holiday. Please note under our new MSC Voyagers Club Programme your cruise card also becomes your membership card for the MSC Voyagers Club.

Q How do I activate my Cruise card using my Bank Credit Cards?

IMPORTANT -You must register

You must register your credit card at one of the Cruise Card Activation Points (CCAP) onboard. **This can be done at any time from embarkation until 11pm on the night of embarkation, although your cruise card is active from the minute you board.**

We accept Visa, Visa Electron, MasterCard, Diners and American Express. It is also possible to use a debit card to make a deposit on your cruise card, or leave a cash deposit at Reception/Guest Services onboard.

Remember that your children's cards will also be activated for purchasing, so please ensure that they do not use them without your permission. Children under 18 can enjoy a taste of independence with a Teen-card, our exclusive pre-paid card which they can use for purchases onboard and also as their cabin key (please take note of the denominations available for purchase and also the T&Cs of purchase as these are non-refundable).

An itemized statement will be sent to your cabin at the end of the cruise, and you may check your account at any time during the cruise. Remember that if you pay by credit card you can enjoy the speed and simplicity of our express checkout prior to disembarkation. It is very important that when using a debit card or cash, that any credit left on your cruise card is requested to be refunded at the Reception onboard before disembarkation as this cannot be processed from the shoreside office.

The CREDIT CARD on-line system will request an initial pre-authorization of USD 250 (the currency in force onboard) (Euros on Ships sailing from Europe to S.A.). The online system will then automatically ask for incremental USD 100 single authorization for every USD 100 spent thereafter.

On the night before disembarkation 2 copies of your onboard bill will be delivered to your cabin. You will be required to verify and sign only 1 copy of the bill that you will receive in your cabin, and deliver that signed copy to the reception desk before disembarking the ship. The 2nd copy will be your Passenger copy to take with you. It is important to note that the pre-authorization is only an estimate of the amount that could be utilized during your time onboard. This pre-authorization is not an actual debit and the amount is BLOCKED on your credit card for the period of 7-20 working days after your cruise. After this period has lapsed your bank automatically releases the pre-authorized amount. The only amount actually debited to your credit card will be the amount that corresponds with the invoice signed prior to disembarkation.

Q Cruise Card / How do we pay for goods & services?

The cruise card eliminates the need to carry cash onboard, giving you "swipe-and-sign" access to all onboard products and services and is also your personal ID card, your cabin key and your "cruise credit card" during your holiday.

Do not lose this card! In the event that you do misplace your card, you must proceed to Reception as soon as possible to have it replaced and to have your old card voided to avoid possible unauthorized charges being made to the card. On request, any cards (for a family for example) can be linked to a master account.

Q How do I pay my expenses onboard using my cruise card?

The cruise card eliminates the need to carry cash onboard, giving you "swipe-and-sign" access to all onboard expenses, products and services. You are required to activate your cruise card/s (only 1 member per family need do this) once you have embarked the ship.

This then opens up your onboard account and your cruise card can be used for onboard purchases. For all onboard purchases, you will present your cruise card and sign for these purchases which will then be added to your onboard bill to be settled in full on the night prior to arrival back in the port at the end of your cruise. It is important to note that it is required that you activate your cruise card before 11pm on the night of embarkation.

Limited purchases will be permitted until embarkation which gives you enough time to activate your cruise card.

If you have a cash balance, please make sure that you collect it onboard as this cannot be reimbursed after you have disembarked.

Q What about a service charge?

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During your Cruise you will meet staff throughout the ship who will provide you with excellent service. They are supported by just as many staff and crew who work hard behind the scenes to ensure that you enjoy every moment onboard. Hotel Service Charges will be prepaid at the time of your Cruise Booking.

Note: A 15% bar service charge is automatically added to all purchases in all Bars and all Restaurants

Q Can I use my cruise card for purchases at the ports of call?

No. The cruise cards can only be used onboard and are only used to charge expenses and purchases to your onboard bill. For these destinations you would require credit cards or cash.

Q What money do I use in the Casino?

The Casino only accepts CASH. The Casino does not accept credit cards or cheques.

Casino vouchers can only be cashed out on board at the casino. No vouchers can be cashed after disembarking the Cruise Ship.

Q Are there ATMs (Automatic teller machines) onboard?

There are no ATMs on board the Ships or in the Ports. It is therefore important that if you wish to draw cash that you do so prior to arriving at the Port and/ or embarking the Ship.

Q Is there a bank on board?

The Accounting office does not work as a bank. Small amounts of European currencies can be changed on board at the Accounting Office – commission charges apply. Credits on your cruise card may not be "cashed out" during the cruise. Any credits on your cruise card are paid back only at the end of the cruise when each guest settles their onboard bill.

***Reminder: cash is paid back only against cash deposits made and not where credit card pre-authorizations have been authorized.**

Q What about tipping?

No tips are requested onboard.

Q UNICEF Donation

MSC supports an innovative UNICEF programme to combat poverty and inequality by helping ensure disadvantaged children in Rio de Janeiro and São Paulo gain quality education. Guests are invited to "get on board for children" and make a difference by offering a small donation. This can be as little as € 1 per person (or \$ 1.50), which will be added to the bill at the end of the cruise. However this small donation is of course optional. Therefore, Passengers may freely decide whether to increase, decrease or cancel it, communicating their decision to the Accounting Office before 22h00 of the last day of the cruise. For more information please read the informational brochure left in every cabin or go to www.msc-unicef.org.

Q Can we snorkel at the destinations?

Yes, but please take note that there is no gear available onboard to hire, and if you intend on snorkeling, it is advisable to bring your own gear.

Snorkelling excursions are offered (with gear hire included) from a local source at the Portuguese Island, however, fin sizes and the condition of equipment cannot be guaranteed.

Q Are landings guaranteed?

No, as any landing is weather dependent and the sea conditions dictate whether a successful landing can proceed or not. The Captain (Master) has the final say as to whether a landing can proceed or not, based on the information he has in regard to sea and weather conditions, and with the safety of the Passengers and staff onboard as his primary concern.

Q What about shore excursions?

Shore excursions can be pre-booked (and pre-paid) on our website www.msccruises.co.za. Please take note of the cancellation policy before proceeding with any online bookings for shore-excursions.

CRUISE FREQUENTLY ASKED QUESTIONS

These excursions fill up very quickly so it is recommended that you book early.

Should the shore excursion of your choice no longer be available on our website for pre-booking, you are still able to go to the Shore Excursion desk as soon as possible after boarding to check what shore excursions are on offer and to pre-book.

Q Do I need to take bath and beach towels?

Bath towels and pool/beach towels are available on board.

Q What is the Dress Code?

During the day, casual wear is encouraged (no bathing suits are permitted in the main restaurant). Breakfast and lunch are available on deck, should you prefer casual dining.

Evenings are generally smart casual

Q What is the difference between available and guaranteed cabin?

Guaranteed cabin is a cabin with a guaranteed price but the number and category of which are allocated at a later stage. The advantage of guaranteed cabins is that guests **may** qualify for a free cabin upgrade. Cabin numbers and categories are allocated 1 (one) week before Departure (as Cruise tickets cannot be issued until a final cabin number has been assigned).

Q Can I request Double / Single beds in the cabin?

The beds on board MSC Orchestra are generally convertible lower beds, which means that the cabin can be set up either as a double or as 2 singles as required. In some instances, the cabins have a "wedding bed" (double bed) only and cannot be converted to 2 single beds.

Q Can we get married/renew our vows onboard?

Weddings onboard are not legally binding and are merely "ceremonial". You will therefore have to be legally married in a civil service prior to having your wedding onboard. There are 3 packages which can be pre-paid for Weddings/ Renewal of Vows onboard. Please refer to the website for further information on the packages on offer and the inclusions.

Q Can I take the Mandatory cruise insurance off my cruise fare?

MSC Cruises has a mandatory insurance charge which is designed exclusively for cruise Passengers. This charge, which is very reasonable, is required for all Passengers travelling on a MSC cruise and this insurance is not optional and we are required to pay the policy for ALL Passengers travelling (subject to the STCs and Contract of Carriage).

Q Due to limited numbers of indoor entertainment centres, how can one book and how many people are allowed in the centres.

Our guests will continue to enjoy the rich experiences that have been central to a MSC Cruises holiday, including award-winning shows in the theatre, world-class dining, family activities, boutique shopping, engaging events and much more, but with some changes and adaptations to ensure that their health and safety is protected.

Onboard activities and entertainment have been redesigned to enable smaller group sizes and guests should book in advance. A rich programme of activities will be available throughout the cruise, including themed events, fun games, talent shows, fitness and dance, and more.

Award-winning kid activities and live family game shows will be available each day. New spaces on board will be reserved for children and teenagers as the Kids Areas will operate at a reduced capacity. Parents on excursion can still leave children with the youth staff by making a reservation one day in advance. Lunch and dinner with the youth staff will still take place along with the most popular kid activities.

We will continue to offer a wide choice of live entertainment around the ship. As the capacity of the theatre will be reduced to ensure responsible social distancing, the entertainment schedule will be adapted so all our guests can still enjoy a great variety of award-winning shows.

Q What is the check in procedure?

Guests will arrive at staggered times as indicated on their cruise ticket and must be in possession of all necessary documents. Guests arriving outside

their given times will be processed as soon as the load factor in the terminal allows in order not to exceed the maximum guests allowed in the terminal as agreed with health authorities.

Universal health screening of guests prior to embarkation that comprises three comprehensive steps: A temperature check, a health questionnaire and a COVID-19 swab test. Depending on the screening results and according to the guest's medical or travel history, a secondary health screening or testing will take place. Any guest who tests positive, displays symptoms or a temperature will be denied boarding. Following guidelines from the European Centre for Disease Prevention and Control, guests travelling from countries categorized as high risk will be required to take a molecular RT-PCR test, to be done within 72 hours prior to joining the ship. All crew members will be tested for COVID-19 prior to embarkation as well as regularly during their contract.

Q Is access to the Portuguese Islands, Pomene and Maputo guaranteed based on Covid-19 restrictions (and not only weather permitting)?

Ashore, guests will be able to enjoy the different destinations the ships visit, but this will be only as part of an MSC Cruises organised excursion, delivered with the same high standards of health and safety as on board. By taking this decision our Company is able to ensure that every aspect of the guest's time ashore meets the appropriate standards of health and hygiene, from ensuring that transfers are properly sanitised, that tour guides and drivers are correctly wearing adequate PPE, that venues and sites are pre-screened, through to ensuring that there are reserved areas for our guests at attractions.

Q What is the smoking policy onboard with Covid?

There will be designated smoking areas on-board. There will be a limited number of guests allowed in the smoking areas and social distancing measures put in place.

Q Would guest be sent updates on their cruise, prior to the sailing date?

All guests will receive an SMS prior to arrival. The SMS will provide information on the designated departure information, such as date and time.

Q How do I get between the Airport or Hotels in Durban and the Port and back?

SHUTTLE SERVICE

Airport shuttle to Cruiselineer or v/v

PRIVATE TRANSFERS

Airport to Garden Court South Beach, Elangeni and Garden Court Umhlanga or v/v Beach front hotels to Cruiselineer or v/v Garden Court South Beach and Elangeni

Garden Court Umhlanga to Cruiselineer or v/v

For more information about our hotel and transfer packages you can contact us on groundservices@msccruises.co.za

Q How Passengers embark?

Embarkation in Durban takes place at N Shed – Durban Harbour
Embarkation in Cape Town takes place at E Berth, Duncan Dock.

Group Embarkation

You will be advised of Group check-in procedures by the Groups Sales Agent/ Group Organizer handling your booking. **It is important to note that each Group Participant is to arrive at the port with their E-ticket in hand in order to be permitted access through the main gates at the port. Tour Leaders are not permitted to arrive with all the group tickets for distribution and check-in at the port as this will result in delays in embarkation.**

Facilities at the Ports are VERY limited, and a lengthy wait at the Port is not necessarily the ideal way to start a good holiday. Embarking Passengers will not be permitted to enter the ports main gates before their embarkation time stipulated on their Cruise Tickets as the port Authorities will not permit entry before this time. As all cabins have been assigned prior to the day of departure, no real purpose is served in arriving at the Port prior to the check-in times stated on your E-ticket.

Check-in and embarkation times vary and are set and regulated by immigration officials and custom control authorities. We like to remind our guests that the Port facility is maintained and operated by the National Ports Authority (NPA) and not by MSC Cruises.

If you have any further questions or if there is anything else we can assist you with, please feel free to contact us on 087 630 0333

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CRUISE FREQUENTLY ASKED QUESTIONS

Additional Health and safety information

For more information on our Health and Safety Protocols, please refer to our website www.msccruises.co.za or alternatively click on the following link <http://www.msccruises.co.za/health-and-safety-measures>

GLOSSARY OF CRUISE TERMINOLOGY THAT WILL HELP YOU ENJOY YOUR TRIP

Add-on: An additional charge to the cruise fare that usually refers to airfare, transfers or land tours.

Air/sea package: A package deal that includes the cruise price, airfare & transfers between the airports & the ship.

Amidships: The middle section of the ship.

Astern: Toward the back of the ship or behind the ship.

Balcony: A private balcony adjacent to the ship's stateroom/cabin.

Berth: A built in bed or bunk in the cabin; or the place where the ship is docked in the port.

Cabin: A passenger room on board the ship- sometimes called a stateroom.

Cabin steward: The person who cleans the cabin.

Coastal cruises: These are 3 or 4 night cruises from Cape Town to Durban and visa versa – down the S.A. coastline.

Cruise card: Your on board cruise card which serves as both your ID and your on board charge card for purchases made on board which are billed back to your cabin.

Cruise Director: Head of the ship's entertainment staff, often emcees events on board.

Cruise to Nowhere: These are 2 night cruises from Durban out to sea and back to Durban and from Cape Town out to sea and back to Cape Town. Passengers do not disembark the ship at any point - it is simply a round trip out to sea and back to the originating port.

Dinner seating: The time a passenger is assigned to a particular dining venue on the ship.

Dock: A large structure or excavated basin for receiving ships, equipped with gates to keep water in and out; A place to moor the ship.

First seating: The earlier of the two meal servings (dinner seating) in the ship's main restaurants – also referred to as the main seating.

Handicapped cabins: Cabins that have been especially designed for passengers with disabilities.

Hotel Manager: Shipboard director of hotel operations such as housekeeping and passenger services.

Landing: The transfer of passengers from the ship to the shore via PTB's where there is no port or dock for the ship to come alongside such as for Portuguese Island and Pomene.

Life Boat: One of the small boats carried by the ship for use if the ship must be abandoned.

Lower beds: Beds located at floor level in the cabin – not bunk beds which are recessed into the wall.

Master: The person who is in charge of the ship, the Captain.

Mustering station: A meeting place on board the ship that usually refers to the area where one would go to get into the lifeboats in case of an emergency.

Partially Obstructed View Cabins: Outside cabin (cabin with a porthole) but with a partially obstructed view, meaning that the lifeboats partially obstruct the view from the porthole. These cabins with partially obstructed view are no different in price from any of the other outside cabins.

Passenger Registration Form: Registration form required to be completed online within 72 hours of booking, to secure your cruise (together with the required payments outlined). Cruise tickets are issued from the information provided in these Passenger Registration Forms.

Port: The left side of the ship when facing forward; also the harbour where the ship docks.

Port of call: A port at which the ship anchors, moors, and the passengers are allowed to disembark.

Positioning cruise: A one-way itinerary that brings a ship from one region to another at the change of the cruise season.

Private transfer: Transportation from the airport to the port and visa versa that is not scheduled and must be requested and booked individually.

PTB: A type of speed boat used to transport passengers from the ship to the

shore. PTB's are used where there is no port and the ship has to drop anchor offshore and transfer passengers to the shore in this way.

Purser: The officer on board who serves as a financial or administrative manager for guest services.

Second seating: The later of the two meal servings (dinner sittings) in the ship's main dining room – also referred to as the late seating.

Shore excursion: A tour guided activity in which guests participate whilst ashore.

Shuttle transfer: Transportation from the airport to the port and visa versa. Works on a rotation basis so as the one minibus/coach fills up and leaves so the other arrives to load passengers and transport them.

Single Supplement: An extra charge solo travellers pay to have just one person in a cabin.

Sofa bed: A sofa/couch that is folded out to make up an additional bed in the evening.

Tender: A small boat used to transport passengers from the ship to the shore. Tenders are used when the harbour is not deep enough for the ship to dock.

Upgrade: A change in cabin assignment to a better category.

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OUR EXPERIENCES AT A GLANCE



BOOKING FLEXIBILITY

Opportunity to choose the cabin and its location*	•	•	
1 free cruise change**	•	•	
Cruise change for a fee			•

COMFORT

Modern ships and elegant cabins	•	•	•
Suites and Balcony in the best locations	•		
MSC for Me***	•	•	•
Breakfast in cabin (delivery + breakfast for free)	•	•	
24-hour room service (delivery for free)	•		

FOOD & DRINKS BENEFITS

Extensive buffet with a wide array of cuisine open for breakfast, lunch, dinner and late night snacks	•	•	•
Main restaurants serving gourmet meals accommodating a variety of dietary restrictions	•	•	•
20% discount on a dedicated speciality restaurant prepaid package	•	•	
Chance to request preferred dinner sitting (subject to availability)		•	
Free time dining with My Choice dining	•		

SPORT AND ENTERTAINMENT

Varied programme of Broadway-style theatre shows available almost every day	•	•	•
Pool area	•	•	•
Open-air sports facilities (Power Walking Track, Basketball etc.)	•	•	•
Well equipped gym with panoramic view	•	•	•
Entertainment activities for adults, infants and children	•	•	•
Recreational activities for children	•	•	•

RELAXATION & WELLBEING

Free access to the Top Exclusive Solarium****	•		
Access to thermal area (upon reservation)	•		
Relaxation amenities in each cabin (including bathrobe and slippers)	•		
Pillow menu	•		
40% discount on a dedicated Spa prepaid package	•		
10% discount on all spa treatments purchased on board	•		

SERVICES

Qualified multilingual personnel	•	•	•
Priority boarding & luggage drop off	•		

OTHER PRIVILEGES

MSC Voyagers Club points	•	•	•
Welcome package (Prosecco + chocolate)	•		

*In the event of cabin change due to operational reasons, guests will be granted a cabin category upgrade. **The free cruise change needs to be performed within 1 month before departure, for a cruise within 3 months from the original departure. ***Available on board Meraviglia, Seaside and World class ships. Available with reduced features on MSC Splendida and on MSC Magnifica. ****Upon reservation for Aurea Guests onboard Lirica class ships.