

# GENERAL INFORMATION

## CRUISE RATES INCLUDE

- Prices are per person based on double twin occupancy in either Australian or New Zealand dollars unless otherwise stated.
  - Accommodation in air conditioned cabins with ensuite as selected
  - Port and handling charges
  - All meals onboard including breakfast, lunch and dinner in selected main restaurants, afternoon tea and on occasions a midnight buffet, Captain's cocktail party and Gala dinners and on summer Mediterranean and Northern Europe cruises water, tea and coffee are provided in buffet area.
  - Complimentary pool towels obtained at the pool deck and returned to pool deck
  - 24 hour cabin service
  - Each evening international shows take place in the theatre and professional musicians will entertain you in the lounges of the ship. (Hiring of musicians for private functions can be arranged – surcharges apply). Throughout the cruise there may be bridge, table tennis, volleyball and shuffleboard tournaments, pool games, song festivals, treasure hunts, quizzes, fancy dress parades, beauty contests and many more activities. Complimentary use of selected on board facilities including mini golf (onboard MSC Poesia, MSC Orchestra, MSC Musica, MSC Sinfonia, MSC Opera, MSC Lirica & MSC Armonia), library, pools, whirlpools etc
  - MSC Aurea Suites (Category 13 onboard MSC Divina, MSC Fantasia and MSC Splendida) include accommodation, meals and activities as per above as well as welcome cocktail at the SPA bar; unlimited access to Thermal Suite; consultation with Spa Doctor; 1 x 30 min Bali massage; 1 x 30 min relax face treatment and 1 solarium use. (not valid passengers under 18 years of age)
- ^not available on MSC Magnifica

## MSC YACHT CLUB

(onboard MSC Divina, MSC Fantasia and MSC Splendida) RATES INCLUDE

- Prices are per person based on double/twin occupancy in either Australian or New Zealand dollars unless otherwise stated.
- Dedicated priority check-in and check-out
- Accommodation with butler service in Yacht Club suite with fine furnishings, marble bathrooms and pillow menu
- Favourite international newspaper delivered daily to your suite
- All meals onboard including breakfast, lunch and dinner with free dining choice at L'etoile Restaurant (MSC Fantasia) or L'Olivo Restaurant (MSC Splendida) and onboard MSC Divina (restaurant to be advised at time of booking), exclusive menus in VIP Lounges - MSC Yacht Club's private club including traditional English Tea served daily from 4.30pm and 24 hour in-suite food menu.
- Selection of exclusive alcoholic and non-alcoholic beverages in all MSC Yacht Club venues, private restaurants and mini-bar in your suite
- Exclusive VIP Top Sail Lounge Area, The One sun deck with pool, whirlpool spa baths, solarium and bar. Private access to MSC Aurea Spa from MSC Yacht Club
- Concierge service for booking personalized shore excursions via chauffer-driven limousine, hire car or mini bus (reservation, availability and prices on request).
- Concierge service for organizing onboard private shopping opportunities day or evening, even after hours with exclusive viewing of selected clothes or selected jewellery in your suite and personalized delivery of purchases to your suite.
- Access to all sports facilities, entertainment venues, and children's and teen's venues and services (surcharges may apply)

## MSC YACHT CLUB and REGULAR CRUISE RATES EXCLUDE

- Children's port charges, 3rd or 4th passenger cruise rates and port taxes or single passenger cruise rates and port taxes
- Hotel Service charges on board the ship (see hotel service charges section for full details)
- Items of a personal nature including selected non-alcoholic or alcoholic drinks at main restaurant, beverages at bars, specialty or a-la-carte restaurants, food purchased at the pools, lounges or in cabins; alternate dining in selected restaurants on selected ships, phone calls, internet, postage, laundry, photography and any items not specifically mentioned in the brochure as being included or listed as included on special package flyer offers or pre-paid packages or shore excursions as well as included items for MSC Yacht Club bookings.
- Medical treatments.
- Sauna, steam rooms, beauty and health treatments for which surcharges apply either paid on board or as a pre-purchase if not stated as included in the brochure or listed as included on special package flyer offers.
- Special diets, special requests or celebrations including birthday, anniversary or special celebrations onboard, shore excursions including purchases made on shore excursions, onboard shopping or external shopping tours booked via the concierge and any items not specifically mentioned in the brochure as being included
- Airport taxes & fuel surcharges may be added if and when applicable
- Insurance and additional land, additional services, packages or airfare costs if required and not mentioned in the brochure as included.

## CHILDREN AND TEENAGER FARES

Children under the age of 18 years cruise free when sharing one cabin with 2 paying adults in selected cabin categories. In all instances port charges are additional. Port charges ranging from \$175AUD up to \$700AUD or \$250NZD up to \$800NZD apply. Details of these charges will be provided by your cruise consultant and amounts confirmed at time of booking. All airline charges including taxes and fuel charges and any land arrangements are additional charges for children.

## ACCOMMODATION ON BOARD

Specific cabins, sizes, decks or bed types featured in the brochure are to be used as a guide only and cannot be guaranteed. Where cabins are described as twin cabins they may have two lower beds, or a double bed or a lower bed plus sofa bed. Some cabins may also have upper bunks for additional travelling companions. All cabins have en-suite bathrooms with shower or shower over bath. Cabin sizes and layout may vary. Please note that a cruise ship is a moving object and even with the latest technology and modern sound proofing there is likely to be some background noise or vibration – especially as the ship, unlike a hotel, operates 24 hours a day. Photos/diagrams and details in the brochure are for illustration and guide purpose only.

## BOOKING PROCEDURE, DEPOSIT AND PAYMENT OF FARE

Booking Form: In order to secure your cruise booking a signed and completed booking form must be received. For ease please visit our website [www.msccruises.com.au](http://www.msccruises.com.au), complete and submit the form online or complete the form in the brochure and fax. The person signing the booking form warrants that he/she has authority to accept the sea, air and land carrier's conditions and information as set out in this brochure on behalf of all persons named on the booking form. All names including middle and

additional names must be provided as per current passport.

Deposit: A non refundable/non transferable deposit of \$350 per person including children per cruise must be sent together with a signed booking form to our office within 7 days or earlier if advised at time of booking to secure your cruise fare.

Group/Special Packages: A non refundable/non transferable deposit of \$600 per person is required for group packages. Additional deposit amounts and/or final payment may be required dependent on special packages promoted and will be advised at time of booking. All deposit amounts are subject to change dependent on special offer or promotion or airline requirements which may arise, details will be advised at time of booking. Non payment of deposit within seven days will result in automatic cancellation of your reservation.

Balance of Cruise: Payment is required 90 days prior to cruise departure or departure from Australia or New Zealand unless special payment conditions apply. Credit card payments will incur a fee. ADDITIONAL SERVICES: (including shore excursions, transfers, airfares, pre/post hotels, onboard packages etc) must be booked prior to final payment. No bookings for additional services will be accepted three weeks prior to departure from Australia or New Zealand. Additional services booked after final payment and prior to three weeks before departure will incur an AUD \$55 or NZD \$55 amendment fee per booked service.

## AMENDMENT OF BOOKING

If you amend your cruise booking after receiving confirmation and non refundable/non transferable deposit has been paid a charge of AUD/NZD \$55.00 per person per amendment will be incurred. This cruise amendment fee is in addition to any amendment fees or charges applied for additional travel services, airfares, group or special packages. One name change is permitted on cruise bookings once deposit is received at a cost of AUD/NZD \$55.00. Additional name changes on cruise bookings will be charged as per cancellation fees above. Name changes on airfares, groups, special packages or additional travel services may not be permitted and additional cancellation fees or charges in addition to cruise fees will apply. Change of cruise is non refundable and non transferable at any time.

## EMBARKATION

Embarkation begins approx three hours before the departure time indicated on your cruise booklet/ticket. Check-in closes one hour before the ship is due to depart, except for American ports where check in closes two hours before scheduled departure time. For some destinations it is possible to check-in via MSC web check-in online for full details and requirements visit [www.msccwebcheckin.com](http://www.msccwebcheckin.com). MSC web check-in has been set up for your convenience before you leave home, however you cannot commence this process until your e-documents have been received. All passengers in the same booking will need to register in advance, filling in their personal details and printing the form that is provided at the end of the online registration process. On-line check in must be completed at least 48 hours before your departure date. To access the MSC web check-in priority embarkation at the port terminal you must present your printed online completed form, cruise ticket and valid passport and travel documents. MSC web check-in priority embarkation is available in the following ports: Amsterdam, Barcelona, Bari, Civitavecchia, Copenhagen, Genoa, Kiel, Marseille, Naples, Palermo, Valencia and Venice.

MSC Yacht Club guests (on board MSC Divina, MSC Splendida & MSC Fantasia), Suite bookings and MSC

Loyalty Card holders enjoy exclusive check-in areas and special staff assistance.

Upon Embarkation: Passengers should proceed as follows (in order specified):

Drop luggage to the designated area at the port and it will be delivered to your cabin door. Scanned baggage labels are provided in your Cruise Booklet received on arrival at the port. Should you not have scanned labels staff will be able to assist. Proceed to check in desk with e-cruise documents or booklet and passport. After document check, passengers receive a Cruise Card. This is a magnetic card used for access to your cabin and onboard purchases (see Currency on Board for full details). Proceed through immigration prior to boarding the ship. We would like to remind you that as a safety precaution, security staff may search a passenger and/or their luggage and can confiscate any articles that the Company considers could risk the safety of the passengers, crew or ship. On-board staff reserves the right to remove any food or beverages present in passenger's baggage. These will be returned the evening before disembarkation. Passengers are not permitted to bring unpackaged food on board.

### **AIR, LAND, PACKAGE and ADDITIONAL TRAVEL SERVICES**

MSC can arrange air and/or land travel arrangements in conjunction with your cruise as well as onboard drinks, spa and other packages for pre-purchase prior to your departure, subject to availability at time of booking. These land or additional packages or travel services have strict deposit and cancellation fees, which should be checked at time of booking with reservations. Transfer prices quoted are valid for major airport locations only. If you purchase an MSC Cruises transfer in conjunction with your cruise departure, passengers or relevant travel agents are responsible for advising MSC Cruises at time of booking and before e-documents are issued of correct airline flight arrival or departure times. The Company will not be held responsible for any missed transfers or cruise departure due to incorrect or incomplete flight information. On arrival at main international airports passengers once exiting, seek an MSC banner for transfer assistance. Airline bookings have special payment conditions that will be confirmed at time of booking. Airport taxes are not included in your cruise fare or fly/cruise fare and will be determined by your final routing and stopovers at time of booking. If you decide to depart earlier, the seasonal airfare may change, resulting in a higher or lower fly/cruise price. You may also have the option to have a stop over on your way to or from your cruise. The terms and conditions of the airline ticket will determine your length of stay, baggage allowance and all payment and applicable fees. MSC will apply a quotation fee (non-refundable) for additional travel services which will be incorporated into your final payment. Note: hotel or room images in the brochure are for illustration and guide purposes only. All air, land, package and additional travel services must be booked and confirmed prior to final payment. No bookings for additional services will be accepted three weeks prior to departure from Australia or New Zealand. Additional services booked after final payment and prior to three weeks before departure will incur an amendment fee AUD \$55 or NZD \$55 per booked service.

### **TRAVEL DOCUMENTS AND BAGGAGE.**

We will send your travel documents to you after final payment has been received and usually three weeks prior to your departure date. All air, land, package and additional travel services must be booked and confirmed prior to final payment and issue of travel documents. No bookings for additional services will be accepted three weeks prior to departure

from Australia or New Zealand. Additional services booked after final payment and prior to three weeks before departure and after travel documents are issued will incur an amendment fee AUD \$55 or NZD \$55 per booked service. Documents will not be released without a fully completed and signed Booking Form and all payments and fees received. MSC Cruise baggage labels are provided at the port. We recommend personal or airline baggage labels be affixed prior to departure from Australia or New Zealand. Your free baggage allowance will be that shown on your airline ticket. Airlines reserve the right to charge a supplement for excess baggage. Passengers are advised to check all baggage allowance directly with the air carrier or on airline tickets prior to check in from Australia or New Zealand. We advise all passengers to carry travel documents, passport, visas, medicines in line with size and capacity allowances etc in your hand luggage. The Company accepts no responsibility for any baggage allowances set by airlines or for any issues arising during airport arrival or departure, valuable luggage travels at the passenger's own risk. For security reasons, passengers and/or their luggage may be searched each time they board the ship. Any articles that the cruise company deems potentially dangerous to the passengers, the crew and/or the vessel, will be held in custody while the passenger is on board. Ship's security will scan all hand-carried baggage when you re board in all ports. If bottles of alcohol are detected they will request these are handed to the ships personnel at the gangway, who will issue a receipt and store the bottles safely for you and return them at the end of the cruise

### **SHORE EXCURSIONS**

Shore excursions offered by MSC Cruises either for pre-purchase or during the cruise are optional and provided by independent third party contractors. Shore excursions may be booked via our office prior to your cruise departure and issuance of cruise documents or onboard the ship, surcharges apply. Once confirmed shore excursions are non changeable and strict cancellation fees apply prior to departure. Any amendments or cancellations during your cruise, by the cruise ship or shore excursion operator will be refunded. If shore excursions have been pre-purchased before departure from Australia or New Zealand, copies of voucher with letter of cancellation explanation must be retained and you or your agent must lodge these documents with our office upon return to obtain the refund. No-show or change of mind is non-refundable. In case of illness, a medical certificate issued by the doctor on board is required to qualify for compensation. The refund will be applied on an individual basis. Shore excursions are conducted based on minimum or maximum passenger numbers and language requirements. If by any chance, only the minimum number of passengers is booked for an excursion, groups of passengers of different nationalities and/or languages maybe required to travel together in the same coach. Some archaeological sites charge supplements for the usage of videos and cameras. These extras are not included in excursion prices, full details will be given onboard. Passengers are requested to wear appropriate clothing for visits to religious sites (covered knees and shoulders, no low cut tops). For beach tours, swimming towels and bathing suites are required to be taken. MSC Cruises is not responsible for any changes to the program resulting from local holidays, days that sites are closed and/or any other local events that completely or partially prevent the original itinerary. Unless otherwise stated shore excursions will be conducted by coach. MSC Yacht Club guests (aboard MSC Divina, MSC Splendida & MSC Fantasia) can contact their concierge and organize to enjoy personalized land excursions via chauffeur-driven limousines, hire car or mini bus

at a surcharge price subject to reservation and availability at time of booking. MSC Cruises advises that excursion itineraries and prices are subject to change due to cost variations and contingencies without prior notice by MSC Cruises. All air, land, package and additional travel services must be booked and confirmed prior to final payment and receipt of travel documents. No bookings for shore excursions will be accepted three weeks prior to departure from Australia or New Zealand. Shore Excursions booked after final payment and prior to three weeks before departure and after travel documents are issued will incur an AU or NZ \$55 per amendment fee per booked service.

### **CURRENCY ON BOARD**

For Cruises in the Mediterranean, Northern Europe, Abu Dhabi and the Emirates the onboard currency is the Euro€. For Ocean Voyages departing from Europe or to/from Abu Dhabi & the Emirates the currency onboard is Euro€. For cruises in the Caribbean, South America and South Africa and Ocean Voyages departing from these destinations to Europe the onboard currency is USD\$. When you embark and after passport, visa and travel documents have been checked; you will be issued with a "Cruise Card". This magnetic card acts as your identity card, cabin key and is used for onboard payments for excursions, bar tabs, laundry services, in-cabin services, hairdresser; beauty and spa centers, duty-free stores, photographers and service charges (except the casino which is cash only) to a central account. To activate purchasing with the cruise card, passengers must either register a current valid credit card or leave a cash sum at time of embarkation. A cash deposit of EUR€150 per person or €250 per family (2 adults and 2 children) per day must be provided. Personal cheques are not accepted. A daily onboard credit amount will be held in suspense on your credit card to cover expenses; this will not be released until day of departure from the cruise. Once the onboard expenses exceed the Cruise Card amount, a top up will be required for the Cruise Card. At the end of the cruise if the deposit is more than the purchases made, the balance will be refunded to the passenger.

Travelling with Cash: Abu Dhabi & Emirates: Cash exceeding AED 40,000 or its equivalent in foreign currency must be declared to airport customs control on arrival and departure. Europe: EC Regulation 1889/2005 states that: "any natural person entering or leaving the European Community and carrying cash of a value of EUR€ 10,000 or more shall declare that sum to the competent authorities of the Member state through which they are entering or leaving the Community in accordance with this regulation."

Teen Card: For children aged 12 up to 17 years parents can also purchase a "Teen Card" per child which also acts as an identity card, cabin key and enables younger guests to enjoy some freedom onboard. The "Teen Card" comes in pre purchased selected amounts of

EUR €50.00 or €30.00 per card. Parents just complete a form provided at check-in and hand it to the receptionist in the foyer of the cruise ship. The card will be delivered to your cabin onboard. The teen card is non-refundable; therefore any credit remaining on the card at the end of the cruise will not be reimbursed. Once card is used a new card must be purchased at reception.

Settling Accounts: All accounts are settled the day before the cruise finishes, you may settle the account with cash, travelers cheques or the following acceptable credit cards: Visa, Mastercard, Diners and American Express. Accounts can not be settled by personal cheques. Facilities are available on board to purchase local currencies or change travellers cheques (commission charges apply) for use ashore.

# GENERAL INFORMATION (CONTINUED)

## HOTEL SERVICE CHARGES

During your cruise you will meet staff throughout the ship who provide you with excellent service. They are supported by just as many staff and crew who work hard behind the scenes to ensure you enjoy every moment of your cruise. For your convenience MSC Cruises automatically add a daily Hotel Service Charge to your shipboard account, based on your chosen itinerary and the number of days for which the services are actually provided. The Hotel Service Charge serves to ensure we maintain the highest quality standards of service to our guests. The daily amounts below are calculated with this in mind and cannot be modified. However, should you wish to remove any of the daily Hotel Service Charge in the unlikely event that you do not receive satisfactory service, you may do so by contacting the Guest Relations Manager on board. MSC Cruises does not recommend tipping individual members of staff.

### Mediterranean, Northern Europe, Abu Dhabi and Emirates cruises:

- Adults (18 years and over)

9 days/8 nights or less: €EUR7.00 per adult per night  
10 days/9 nights or more: €EUR 6.00 per adult per night including Ocean Voyages to/from Abu Dhabi and the Emirates

- Children (Between 14 and 17 years)

9 days/8 nights or less: €EUR3.5 per child per night  
10 days/9 nights or more: €EUR 3.00 per child per night including Ocean Voyages to/from Abu Dhabi and the Emirates

There is no hotel service charge for children under the age of 14 years.

### All Caribbean cruises and Ocean Voyages from Caribbean to Europe:

- Adults (18 years and over): \$USD12.00 per adult per night

- Children (under 18 years): \$USD6.00 per child per night

There is no hotel service charge for children under the age of 3 years for Caribbean cruises and Ocean Voyage Caribbean to Europe

### Ocean Voyages from Europe to Caribbean:

- Adults (18 years and over) €EUR6.00 per adult per night

- Children (Between 14 and 17 years): €EUR3.00 per child per night

There is no hotel service charge for children under the age of 14 years for Ocean Voyage from Europe to Caribbean.

### All South America cruises and Ocean Voyages from South America to Europe:

- Adults (18 years and over): \$USD9.00 per adult per night

- Children (under 18 years): \$USD4.50 per child per night

There is no hotel service charge for children under the age of 3 years for South America cruises & Ocean Voyage South America to Europe

### Ocean Voyage from Europe to South America:

- Adults (18 years and over) €EUR6.00 per adult per night

- Children (Between 14 and 17 years): €EUR3.00 per child per night

There is no hotel service charge for children under the age of 14 years for Ocean Voyage from Europe to South America.

### All South African cruises and Ocean Voyage from South Africa to Europe:

- Adults (18 years and over): \$USD6.00 per adult per night

- Children (under 18 years): \$USD3.00 per child per night

There is no hotel service charge for children under the age of 3 years for South Africa cruises & Ocean Voyage South Africa to Europe

### Ocean Voyage from Europe to South Africa :

- Adults (18 years and over) €EUR6.00 per adult per night

Children (Between 14 and 17 years): €EUR3.00 per child per night

There is no hotel service charge for children under the age of 14 years for Ocean Voyage from Europe to South Africa.

## MSC for UNICEF

From July 13th, 2009 MSC Cruises has been supporting an innovative UNICEF program to combat poverty and inequality by helping ensure disadvantaged children in Rio de Janeiro and Sao Paulo gain quality education. Guests are also invited to "Get on board for the children" and make a difference by offering a modest donation of as little as € EUR1.00 per person (or USD\$1.50 per person), which will be added to your bill at the end of the cruise. This small offering, valid on all ships in the MSC Cruises fleet, is of course optional. Passengers may freely decide whether to increase, decrease or cancel it, communicating their decision to the Accounting Office before 22.00 of the last day of the cruise. For your convenience, should you give no indication to change the amount, the sum of € EUR1.00 per person (or USD\$1.50 per person) will be automatically debited to your final account. The Accounting Office is at guests' disposal for further information. For more information, please read the informational brochure left in every cabin or visit [www.msc-unicef.org](http://www.msc-unicef.org).

## WHAT TO WEAR

Lightweight, loose clothing, sunscreen and head covering are ideal for daytime. For informal evenings, we recommend casual dresses for women and a lightweight jacket for men. For formal evenings, gala dinners or Captain's cocktail parties, a cocktail dress for the ladies and lightweight or dark suit or dinner jacket for the men is recommended. There are usually at least 3 gala or formal evenings per cruise. A sweater or shawl is handy for unexpected changes in temperature or air-conditioning from interior to outside the ship. For excursions including visits to sacred or religious sites we advise appropriate clothing or covering. A laundry service is available onboard for a nominal fee. The dress of the day is published in the daily program.

## DINING

Dining times are published in the daily program which will be delivered to your cabin each evening. Dining times are subject to change at anytime and may vary to suit arrivals, departures and shore excursion arrangements, below details are to be used as a guide only.

Breakfast – Continental breakfast is available in your cabin on all mornings except departure morning and is included in your cruise fare. A request order form on your doorknob must be completed or contact Reception. Full breakfast is served in the main restaurants from 7.00 until 9.30am and buffet breakfast is from 7.00 until 10.00am.

Lunch - is served from 12.00 until 14.30pm in the restaurant and buffet.

Dinner – is served in the restaurants in two seating's at 19.00 and 20.45pm, please check the onboard daily program guide for exact timings

Indication on the Booking Form of preferred dinner sitting time and table size is highly recommended prior to departure from Australia or New Zealand. The Company will make all reasonable endeavours to accommodate your seating requests but requests are subject to change until embarkation on day of cruise.

Additional meals - 24-hour cabin/room service is available, surcharges apply and a price list will be

found in your cabin. The times and locations for afternoon teas and midnight buffets will be advised in the onboard daily program guide.

Alternate a-la-carte or Specialty Dining: Dining at specialty restaurants or a la carte restaurants is at a surcharge paid onboard and are subject to availability. This dining requires a reservation to be made with the Maitre d'Hotel or your Dining Room Waiter on board.

El Sombrero (MSC Fantasia) and Sante Fe (MSC Splendida) are Tex-Mex restaurants offering "wild west cooking and atmosphere.

Shanghai (MSC Orchestra), Oriental Plaza (MSC Magnifica) are Asian Fusion restaurants offering a variety of Chinese, Japanese, Indonesian, Indian and Thai dishes for an oriental style evening

Galaxy (MSC Divina) and Kaito Sushi Bar (MSC Poesia & MSC Musica) are Japanese fusion cuisine

4 Seasons (MSC Orchestra) Il Giardino (MSC Musica) L'Obelisco (MSC Poesia), L'Oasi (MSC Magnifica) are Italian restaurants offering an elegant atmosphere.

MSC Yacht Club Dining included in rates: All MSC Yacht Club guests (on board MSC Divina, MSC Splendia & MSC Fantasia) can enjoy a round-the-clock room service menu. Throughout the day they will be offered a vast choice of snacks served by Butlers in the VIP lounges and pool area. A fully dedicated restaurant with free choice of dining times is available as well as traditional English Tea served daily in VIP lounges or in your suite.

All food, drink and related services not included in the cruise price shall be paid at the end of the cruise. A 15% service charge will be added and detailed in the final bill. No tips are therefore required for bar and restaurant staff.

## SPECIAL DIETS/ SPECIAL REQUESTS

Any special dietary requirements/allergies or special requests must be advised in as much detail as possible on the Booking Form prior to departure from Australia or New Zealand. Descriptions such as "Vegetarian" are not sufficient. A supplementary charge may apply to these dietary or special requests including birthday cakes, anniversary cakes etc. MSC Cruises works closely with Italian Celiac Association to provide gluten-free menus in the restaurants when cruising in the Mediterranean and Northern Europe onboard MSC Splendida, MSC Fantasia, MSC Magnifica, MSC Musica, MSC Orchestra & MSC Poesia. Aboard MSC Lirica, MSC Opera, MSC Sinfonia, MSC Armonia, MSC Melody and MSC Divina guests receive pre-packaged gluten-free products such as snacks, biscuits, croissants, sponge cakes and muffins. MSC Divina will offer gluten free menus once confirmation of certification has been achieved after the ship is launched. The Company will make all reasonable endeavours to comply with requests but cannot be held liable in relation to the inability to provide the required dietary or special requirement or the inability to provide a variety of special dietary meals or to meet any other special requests advised onboard.

## MSC LOYALTY PROGRAM – MSC CLUB

MSC Club is the world of privileges for MSC Cruises loyalty members, to enjoy your advantages onboard, please bring your MSC Club card with you. The card is required to be shown each time you make a purchase or use a service to which a member's discount applies. MSC Club is free to join however you must have already taken a cruise with us since 2006 and be 18 years of age. Please visit [www.msccruises.com.au](http://www.msccruises.com.au) to join, check points or for further information or complete the section on the comment form in your cabin at end of your cruise and hand it to reception.

## SMOKING POLICY

MSC Cruises respects the needs and desires of all guests and have considered carefully the preferences of those who smoke and those who do not. In line with global standards, smoking areas are generally fewer than non smoking areas. Smoking is freely permitted in areas specifically indicated throughout the fleet (selected mainly because of increased or modified air extraction.) Smoking is permitted in several designated bars on each ship and on one side (indicated by signage) of the principal outer pool deck areas, where ashtrays are provided. Smoking is not permitted in any food service areas (buffets and restaurants), medical centre's, child-care areas, corridors or elevator foyers, areas where guests are assembled in groups for safety exercises, disembarkation or tour departures, public toilets or in bars directly near areas where food is served. Smoking in all cabins is highly discouraged and because of specific and proven risk of fire, smoking on all cabin balconies is not permitted at any time. Guests are advised by the Cruise Director and in the daily program to avoid throwing cigarette butts over the side of the ship, where they could be blown back on board and start a fire.

## SHOPS ON BOARD

A vast selection of goods and products are available from the Duty and Tax Free shops on board: clothing, beauty and perfume items, jewelry, film and photographic equipment, glasses, lotions, tobacco, spirits, as well as MSC logo's products. Alcohol purchased at the ships shops will be kept by the ship and you will be issued with a receipt. The night prior to the vessel's disembarkation, cabin attendants will deliver it to your cabin. MSC Yacht Club guests can enjoy private shopping opportunities during or after hours, exclusive viewing of selected jewelry in their suite, with personalized delivery of purchases to their suite.

## SERVICES ON BOARD – DAILY PROGRAM

Each evening the daily onboard program will be delivered to your cabin, placed at the foot of your bed. The program provides a coverage for the next 24 hours including events, activities on offer, movies, shows, meal hours, port information, shore excursion arrangements, service hours, navigation news and disembarkation information for all ports and departure time for port calls. It is highly recommended guests consult this program for all up to date onboard information. INFORMATION DESK – our multilingual team are on duty to provide assistance and information as requested.

## SERVICES ON BOARD:EXTRA SERVICES (Charges apply)

All ships offer hair and beauty salons, sauna and massage rooms, health and wellness centers, state of the art fitness centers, laundry and photographic services, video games, 4D cinema, F1 simulator, bowling alley at a surcharge price. Not all services mentioned are available on all ships please visit [www.msccruises.com.au](http://www.msccruises.com.au) for relevant details or contact our reservation staff. Onboard casinos feature slot machines, blackjack and roulette and poker tables. The casino does not accept Cruise Card for payment only cash. INTERNET: Wireless Internet "HOTSPOTS" service for all ships can be accessed by your laptop or PDA. Connection to ship's network is available via a wireless connection in all common areas of the ship, or in your cabin, using the cable available from the Information Desk. Charges apply and will be charged to your onboard account. The Daily program offers internet package price offers for great value. MSC Magnifica, MSC Poesia, MSC Orchestra, MSC Musica, MSC Opera, MSC Lirica, MSC Armonia, MSC Sinfonia

and MSC Melody offer Internet Cafes at a surcharge rate displayed on the board. MSC Splendida, MSC Fantasia and MSC Divina offer a Cyber library at a surcharge rate displayed on the board. POSTAGE: Mail can be taken to the onboard information officer who will provide postage (surcharges apply) and pass to local representative for mailing. MSC Cruises will not be held responsible if mail does not arrive or goes missing and no refund will be given.

## SILENCE IS GOLDEN

On your MSC Cruises, we wish to provide the most relaxing and undisturbed holiday possible, so we limit public announcements to the emergency communications. For other times and activities, please check details in the Daily onboard program. In order not to disturb other guests who may be resting, we kindly ask you to keep the TV/ Radio volumes low in the evening and at night.

## BREAK OF VOYAGE

If for any reason you are departing the ship prior to the end of the cruise, please contact Reception. You will be asked to complete a "Break of Cruise" form to provide clearance to leave the ship. Surcharges may apply and will be advised at time of confirmation of break of cruise whether pre booked before departure from Australia and/or New Zealand or arranged onboard the ship.

## WE VALUE YOUR THOUGHTS / COMMENT FORM

Your comments are of great value in our unending drive to better meet your requirements and to exceed your expectations. Just before the end of the cruise, we will offer you a brief questionnaire to complete and leave at the secure box at the Information desk before you disembark.

## VOLTAGE

The current onboard MSC Melody is 110V AC. The current onboard all other MSC ships is 110V/220V 60 cycles AC. International adaptors including European and USA plugs are recommended to be taken with you as only a limited supply are available from the Information Office.

## SATELLITE COMMUNICATIONS

Whilst the ship is at sea, passengers can be contacted by telephone or fax via the ships' radio office. Please note satellite communication is very expensive. Phone, fax and email communications are available for all passengers at rates advertised on board the ship. Prior to departing Australia or New Zealand, if taking a mobile phone please make sure you have contacted your local service provider and connected to international roaming. Approved phone cards can be used in most ports.

## VALUABLES

Passengers are strongly advised to use the complimentary safety deposit boxes for valuables. Safe deposit boxes are provided in all cabins in all ships (except MSC Melody, where in selected cabins a safe deposit service is provided at reception). If passengers are traveling with expensive camera equipment or video equipment, it helps to carry receipts in order to avoid unnecessary delays in clearing customs. Passengers must ensure they are properly insured. The Company assumes no responsibility for loss or theft of money or valuables stored in cabins, in luggage or left unattended.

## PASSPORTS AND VISAS

All passengers must be in possession of a current full passport, valid for the entire period of the cruise holiday with the required correct number of blank pages and must be valid for at least 6 months

after the return date to Australia or New Zealand. Certain countries insist on machine-readable passports in particular Russia and the USA. All individual passengers are responsible for reviewing and obtaining any required visas. The Company will collect and hold Australian/New Zealand and Non EU passports in exchange for a receipt. At time of print if clients did not book a cruise shore excursions in conjunction with their cruise in Russia then a visa with letter of invitation must be organized prior to departure from Australia or New Zealand by the clients. South America cruises require a Brazilian visa organized by clients before departure from Australia. For travel to the USA, passengers are advised that new regulations apply and they should visit <https://esta.cbp.dhs.gov/> for full details before departure from Australia or New Zealand. Passengers are required to check with their travel agent or relevant country consulate for full passport and/or visa requirements and details pertaining to all ports of call in plenty of time prior to departure from Australia or New Zealand.

## AUSTRALIA & NEW ZEALAND GOVERNMENT TRAVEL ADVISORIES

The Department of Foreign Affairs issues Travel Advisory Notices and helpful information for the benefit of all travellers, we recommend visiting [www.smarttraveller.com.au](http://www.smarttraveller.com.au) prior to your departure for useful travel assistance.

## TRAVEL INSURANCE

A comprehensive travel insurance policy should be considered for the duration of your holiday at your own expense. Your travel agent or an MSC Cruise consultant can discuss your insurance requirements. Such insurance should ensure that you are fully covered against unexpected cancellation charges, medical expenses, and loss of luggage, money or personal liability. A waiver form will be required by MSC Cruises should you decide not to take out travel insurance.

## PRICE ADJUSTMENT

All prices and charges are correct at time of brochure print, 22 July 2011. We reserve the right to amend fares and charges to take into account any currency fluctuations or other cost variations or other reasons over which we have no control with or without prior notice. We guarantee not to amend fares once the deposit has been paid or after travel vouchers have been issued. Prices may vary based on availability at time of reservation.

## ERRORS, OMISSIONS and CHARGES

Every effort has been to ensure accuracy of the brochure content however certain changes and revisions may take place after the printing of this brochure. It is recommended to check with your travel agent or by visiting [www.msccruises.com.au](http://www.msccruises.com.au) website for the most up to date general information, terms and conditions.

## MSC CRUISES (AUSTRALIA) PTY LTD

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