

CRUISE FREQUENTLY ASKED QUESTIONS

These cruise FAQs contain important information regarding your cruise and form part of the “Passage Contract” – which is the contract that you as the passenger has entered into with MSC, the terms of which are evidenced by the Booking Conditions together with these answers to the Frequently Asked Questions (“FAQs”) and the Terms and Conditions of the Contract of Carriage, which together all form part of the Passage Contract.

Careful planning will go a long way to ensuring this is your most memorable holiday so 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?

All ships in the MSC fleet have a Satellite telephone on board. This service is VERY expensive and should be used for emergencies only.

	TELEPHONE	FAX
MSC Sinfonia	+ 870 335 671 611 / 621	+870 335 671 614 / 623

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

Your ticket, passport, spending money, camera, sun cream and essential medication are the most important things to carry with you.

Note: Keep your passport on you as you need to present it to Immigration Officials before boarding ship. Keep your medication and all valuable items on you or locked safely in your hand luggage.

Q What Travel Documents do I need?

CRUISE TICKET

Cruise tickets, along with any tickets for additional services are **issued at least 21 days prior to your departure**. You will be required only to print off the Cruise Ticket to present at the harbour for embarkation.

Note: If you have not received your tickets 7 days before the date of departure please call us at the MSC Office where your booking was made.

Special circumstances for collecting tickets on Departure: If you have booked close to departure and there isn't enough time for us to e-mail your ticket, you will need to proceed to the information desk in the terminal and show your cabin or booking number as stated on your booking invoice.

PASSPORT

Every passenger will need a valid passport to clear immigration at the Port. **NO PHOTOCOPIES ARE ACCEPTED.**

NEW TRAVEL REGULATIONS RELATING TO TRAVEL WITH CHILDREN

Following the announcement of the new regulation put into place by the Ministry of Home Affairs regarding travelling with children in and out of South Africa, please take urgent note of the below summary in regard to documentation required when travelling with children under 18 years.

- Both parents travelling with child (ren) under the age of 18 years have to produce a full/unabridged birth certificate for the child (both parents' details must be on the birth certificate).
- One parent travelling with child (ren) 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 permission to travel with child (ren).
- One parent travelling with child (ren) and other parent passed away must, in addition to the unabridged birth certificate, produce death certificate of deceased parent.
- Guardians travelling with child (ren) must, in addition to the unabridged birth certificate, provide a letter of consent provide affidavits from parents giving permission for child (ren) to travel.
- Original unabridged birth certificates only 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.**
- Non-South African Citizens/Permanent Residents must have their permanent residence endorsed in their foreign passport.

Failing to provide these documents will result in being denied boarding.

Exceptions: The only exception is for cruises that do not leave South African waters as in a “Cruise to Nowhere”, “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 **original** birth certificate is required.

Note: For some destinations passports are required to be valid for 6 months after your return from your cruise – please check with the relevant Embassy.

Q Do I need Visas and Vaccinations?

MOZAMBIQUE

South African passport holders do not require visas or vaccinations for Mozambique. Foreign passport holders will need to obtain a visa at a cost of US\$25. This can be obtained on board and does not have to be pre-arranged. (SADAC passport holders do not require a visa for Mozambique. 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 & Zimbabwe.)

MAURITIUS

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

MADAGASCAR

South African passport holders require a visa for Madagascar. Visas can be obtained onboard through the passenger manifest. Madagascar has confirmed that there will be no fee payable for the visa.

MOSSSEL BAY

For these cruises an official photo Identification is required – your ID Book, Passport, or in the case of children, an **original** birth certificate is required.

WALVIS BAY, NAMIBIA, LUDERITZ

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

POSITIONING CRUISES 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 Cruises SA may provide you with guidelines only, and all passengers are to refer to the relevant Embassy/Consulate to ensure that they have the most current information in relation to 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 business days after the date which you pay the deposit, you may cancel your cruise ticket booking without any charge by giving MSC a written notice of cancellation. MSC shall within 15 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.

Q How much luggage can we take?

Checked Luggage: There is no weight restriction for cruising, however to avoid delays, each guest (adult & child) is permitted only 1 (one) bag as checked luggage on cruises of 4 nights and less. On longer cruises guests are encouraged to limit their checked luggage to two suitcases per person. We recommend that guests take smaller bags so as not to clutter the cabin area where space is limited.

Carry-on Luggage: Passengers on cruises of 4 nights and less can carry on 1 (one) small bag each. Carry-on luggage may not exceed 126cm in combined

CRUISE FREQUENTLY ASKED QUESTIONS

length; width and height including any handles and wheels. (Length of 56 cm, width of 45 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; for delivery to the ship. **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 luggage. (Please refer to insurance wording on www.msccruises.co.za for description of "valuables" in terms of 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 and distinctly labelled with your name; contact details and cabin number. 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 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 2-3 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.

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 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.

On disembarkation: Please approach the information desk at the port where an MSC Cruises Representative will hand you a copy of a "Lost/Damaged Luggage Form" that the Representative will sign acknowledging damage to the luggage.

It is important that these procedures are followed if passengers are considering instituting a claim from their travel insurance for loss or damage of luggage.

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

All passengers must embark at least 3 hours prior to sailing, 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 HOURS prior to sailing and all passengers not on board 2 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 etc in order that you may 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 & 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 secure parking at the port.

Q What if I am flying from Port Elizabeth / 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

unfortunately we have 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 Portswood 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 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 hours prior to sailing as any delays in the flights could cause you to miss the ship. Please refer to the recommended check in times under "How do I make sure I don't miss the boat". Please check the embarkation times on your Cruise Tickets in order that you are at the port well in advance of sailing.

Flying home after the cruise:

The ships arrive back into the ports between 05h00 and 06h30 on the final day of your cruise. If you plan to fly home on the same day as your return to port, we recommend that you don't book flights out before 11h30am.

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

There is a continuous transfer service between King Shaka International Airport and the Port when the ship is in harbour. Transfer tickets are on sale at the airport and the harbour at R 130 per person each way, or give yourself peace of mind by phoning our Sales Offices and booking and pre-paying your transfers at least 7 days prior to departure in order to receive the tickets at the same time as your cruise tickets. Children under 3 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 08h00 and the last will depart the airport 3 hours prior to the ship departure time. For the return shuttle from the port to the airport the first shuttle will depart the port at 07h00 and last shuttle will depart 08h30 for the airport.

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

Taxis are plentiful and are a relatively inexpensive way to get around. We are able to offer Private Transfers should you prefer to take advantage of these.

King Shaka Airport to the Hotel

1-2 Passengers: R220 per person per way (supplementary charge applies for single passengers)

Hotel to Durban Port

1-2 Passengers: R80 per person per way (supplementary charge applies for single passengers)

Private Transfer from Umhlanga Hotel to Durban Port

1-2 Passengers: R160 per person per way (supplementary charge applies for single passengers)

The shuttle will depart the Hotel for the port between 10h00-10h30. For the return the shuttle will depart the port at 08h00 for the Hotel. Must be pre-booked at the time of Reservation. Transfers only booked in conjunction with hotels booked by MSC.

Q If I arrive by car can I park at Durban harbour while I am away?

Car parking is available only in Durban on a first come first served basis. The fare is R100 per car per night (valid for all car types), which will be converted into USD at the actual exchange rate and added to your onboard account.

VERY IMPORTANT All vehicles are parked at the owner's risk and MSC Cruises will not be liable for any loss or damage to any vehicles or articles therein, through any cause whatsoever. Drivers are required to sign an indemnity at the Port.

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

There is a continuous transfer service between Cape Town Airport and the Port when the ship is in harbour. Transfer tickets are on sale at the airport and the harbour at R 140 per person each way, or give yourself peace of mind by phoning our Sales Offices and booking and pre-paying your transfers at least 7 days prior to departure in order to receive the tickets at the same time as your cruise tickets. Children under 3 travel free on the transfer – provided they do not take a seat (they would have to sit on

CRUISE FREQUENTLY ASKED QUESTIONS

parents' lap). The first shuttle departs the Airport for the port at 08h00 and the last shuttle will depart at least 3 hours before the ships departure time. For the return shuttle from the port to the airport the first shuttle departs the port at 08h30 and at 09h30 (Walvis Bay Cruises) and the last shuttle departs the port at 13h00 for the airport.

Q **How do I get between the Airport or Hotels in Cape Town and the port and back?**

We have negotiated Private Transfer Rates valid only for bookings made through us for the Southern Sun Waterfront. Airport/hotel transfers are offered. Rates are as follows: Airport/hotel and v.v R180 per person per way; Hotel/Port R80 per person per way. Single supplement applies when only 1 passenger is travelling.

The shuttle will depart the hotel for the port at 10h00. For the return the shuttle will depart the port at 08h00 for the Hotel. Must be pre-booked at the time of Reservation.

Passenger Embarkation

Embarkation in Durban takes place at N Shed – Durban Harbour. Embarkation in Cape Town takes place at E Berth, Duncan Dock. (Driving directions are on our website www.msccruises.co.za.)

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 Durban port main gates before 0800am 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 embarkation times stated.

Embarkation times do occasionally 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.

Group Embarkation

You will be advised of Group check-in procedures by the Groups Sales Agent handling your booking.

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 msccruises.co.za.

Q **Does it matter how old I am?**

Children: A maximum of 2 children under 18 are permitted to share a cabin with 2 adults. When advising a child's age, it must be the age that the child will be on the date of return from the holiday. In the Balcony Suites onboard a maximum of 2 Adults and 2 Children under 12 only are permitted. **Travel may be refused or costings adjusted if the date of birth on the child's passport differs from the age given on the ticket.**

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 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.

70 years and older: Passengers over 70 years of age do not need to provide a doctor's certificate verifying their fitness to travel, however they are advised to study the Insurance brochure available on www.msccruises.co.za very carefully as there are very specific exclusions for passengers over 70 – whether pre-existing conditions exist or not.

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. An alternative Casual Dining Buffet is available for families or passengers who prefer more casual dining. Please check onboard as to which restaurant will be serving the Casual Dining Buffet (generally served from 18h00-20h15). Most tables accommodate 8, 6, 4 diners. Tables are assigned for the duration of the cruise.

MSC Sinfonia: Il Galeone and Il Covo Restaurants are used for both dinner sittings. The first is at approximately 18h00 and the 2nd at 20h15.

Note: Your preference of dinner seating, either 1st or 2nd is a **request ONLY** at the time of booking, and **your table number and allocated dining time is only confirmed to you upon embarkation.** If you want to sit with friends and family, please request this at the time of booking. Lunches and breakfasts are generally open sittings and guests can choose between a casual buffet and the more formal restaurants for their meal.

Q **Are we able to have Lunch on the day of embarkation and Breakfast on Disembarkation day?**

Lunch is served on the day of embarkation and passengers embarking by 12h00 are able to enjoy lunch on board on that day.

Breakfast is served on the morning of disembarkation from 06h00. All passengers are required to vacate their cabins by 06h30 on the morning of arrival back into the Port.

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 governing ships. Please listen very carefully to all announcements and read the emergency instructions posted behind the cabin door. During the Emergency Drill all the ship's services are closed.

Q **Do you cater for special dietary needs?**

A vegetarian choice is served at each meal time. The meat loaded onboard is certified Halaal and Halaal food is prepared separately from other foods. Kosher meals are catered at an additional cost per meal, and must be ordered at least 14 days prior to sailing. It is important to advise MSC Cruises 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 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 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 your luggages or if observed in your cabin. Luggages 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 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, guests and crew may not bring on board any beverage or food items.

Q **What beverages, if any, are included and are available 24 hours?**

Ice; cold water; hot water; American coffee (by dispenser only); decaffeinated coffee & selection of teas (at dispenser area).

Breakfast Buffet: Ice, cold water; hot water; American coffee by dispenser; concentrated juices; instant coffee; decaffeinated coffee; tea; milk.

Breakfast Dining Room: Products offered as per "Dining room breakfast

CRUISE FREQUENTLY ASKED QUESTIONS

menu": Selection of teas and infusions; American coffee; decaffeinated coffee; instant coffee; hot chocolate; whole or semi-skimmed milk; fruit juices.

Lunch Buffet: Ice; cold water; hot water; American coffee by dispenser; decaffeinated coffee; instant coffee; tea; milk.

Lunch Dining Room: No free beverage service.

Tea time / afternoon snack: Ice; cold water; hot water; American coffee by dispenser; decaffeinated coffee; instant coffee; tea; milk.

Dinner Buffet (when in place): Ice; cold water; hot water; American coffee by dispenser; decaffeinated coffee; instant coffee; tea; milk.

Dinner Dining Room: No free beverage service.

Midnight snacks (when in place): Ice; cold water; hot water; American coffee by dispenser; decaffeinated coffee; instant coffee; tea; milk.

Q **Can I take my firearm on board?**

Cape Town and Durban harbour 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 Guests and their luggage and confiscate any item that the Company considers could risk the safety of passengers or crew members such as 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, 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 cruise 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: There is an onboard satellite telephone and fax facility but this is expensive and should be reserved for emergencies only. Internet facilities are available onboard at a charge.

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 note the mandatory cruise insurance included in your cruise fare does not cover this Doctor. 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.

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 people 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 (e.g. Stugeron, or Avonimine) and various homeopathic remedies are available on the market. It is best to start taking this medication 24 hours prior to cruising. Fresh air and being on deck are excellent natural remedies. Movement of the ship is also reduced with stabilisers.

Q **What if I have reduced Mobility?**

All decks and public areas and tenders (not zodiacs) are designed to be as accessible as possible for guests with reduced mobility.

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

All on-board staff receives special in-house training so that they are aware

of the needs of passengers with disabilities or reduced mobility and are able to give them the necessary assistance.

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 can I let MSC know about my Special needs?**

MSC Cruises should be informed of all special needs via the Special Needs Form. 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.

Q **What if I need help on board?**

The information/reception desk is open 24 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 onboard 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 on board?**

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 Company's ability to deal with it. Complaints relating to any other part of a package must be made promptly to the Company or the supplier.

Q **What if I am celebrating a special occasion?**

Congratulations! If you are celebrating a birthday, an anniversary or a special occasion we will try and help make it truly memorable! Simply advise reception as soon after embarkation as possible to give them time to prepare your special cake or treat.

Note: A charge will be involved. Packages are also available to be pre-paid. To book or for more information on prices and inclusions call our Customer Contact Centre.

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.

Q **Is there an activity programme for youngsters?**

Kids will have bags of fun with our qualified entertainment staff on hand all day, every day to entertain children and teens aged 3-17, free of charge.

Q **Is there babysitting on board?**

Due to Insurance Regulations, private babysitting is not available on board.

Note: Infants aged from 12-24 months old are not permitted in the child care centre as there are no sleeping facilities separated from playing areas.

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, Gambling – including Bingo; Laundry, Beauty Salon 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 **Cruise Card / How do we pay for goods & services?**

For the convenience of all guests, the ship uses a cashless system. Every passenger (including children) will receive a personalised ID cruise card.

This card may be used for all your purchases onboard, and is also your own personal identification onboard, and for that reason you will be required

CRUISE FREQUENTLY ASKED QUESTIONS

to show it to the gangway security team whenever you go ashore and return to the ship.

Children's cards are linked to the main account. In order to manage their spending, it is important that you request the accounting desk to disable their cards if you do not wish them to make any purchases, or that you request a "Teen card" for them, on which you load a specified amount of money for them to spend.

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 unauthorised 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?

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 anything can be purchased onboard.

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

IMPORTANT

Debit/Cheque cards & Cash passports are NOT accepted onboard. The onboard accounting system will identify the card as a debit /cheque card or cash passport and the transaction will be blocked. Please ensure that you arrive with only a Credit card or CASH to activate your onboard account.

The following credit cards are accepted on the ship: VISA CARD / MASTERCARD / AMERICAN EXPRESS CARD / DINERS / JCB.

During the check-in procedure you will activate your cruise card, you will be required to sign a receipt authorizing MSC Cruises to utilize the credit card number for the total payments onboard. The credit card on-line system will request an initial pre-authorization of USD 150 (the currency in force onboard) (Euros on Ships sailing from Europe to S.A.) The on-line system will then automatically ask for incremental USD 100 single authorization as soon as your expenses exceed the amount of the pre-authorization. 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 utilised 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 7-15 working days after your disembarkation. 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 Can I use my cruise card for purchases at the ports of call?

No. The cruise cards are only used to charge expenses and purchases to your onboard bill, and have no value besides for purchases and expenses onboard the ship. For these destinations you would require credit cards/cash / travellers cheques etc as you would normally when travelling.

Q What is a 'Teen Card'?

The 'Teen Card' is a prepaid card exclusively for our younger guests. Children and teenagers under 18 can use the card for whatever they want to buy, and also as the key to their cabin.

Available in \$30.00 and \$50.00 versions, these easy-to-use cards are a convenient way to give teenagers a taste of independence. Depending on the card selected, you will receive an additional bonus of \$5.00 (with the \$30.00 card) or \$10.00 (with the \$50.00 card). To purchase a Teen Card, just complete the form you receive during check-in, and hand it to a receptionist in the foyer. Additional forms are also available at the Information Desk). The card will be delivered directly to your cabin.

Please note that:

- The Teen Card cannot be used by teenagers to buy alcohol or tobacco;
- The Teen Card is non-refundable, therefore any credit remaining on the card at the end of the cruise will not be reimbursed.

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 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 and Travellers Cheques 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 a service charge?

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 scene to ensure that you enjoy every moment onboard. Hotel Service Charges will be prepaid at the time of booking based on the below amounts:

SOUTHBOUND CRUISES - FROM EUROPE TO SOUTH AFRICA	
Adults 18 years and over	R 100 per person per day
Children 14 years and over	R 50 per person per day
Children under 14 years	No Service Charge applied
NORTHBOUND CRUISES - FROM SOUTH AFRICA TO EUROPE	
Adults 18 years and over	R 100 per person per day
Child 3 years and over	R 50 per person per day
Child under 3 years	No Service Charge applied
ALL OTHER CRUISES DEPARTING A SOUTH AFRICAN PORT	
Adults 18 years and over	R 60 per person per day
Child 3 years and over	R 30 per person per day
Child under 3 years	No Service Charge applied

(Example of charges – a 3 night cruise is calculated as 3 DAYS)

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

Q What about tipping?

No tips are requested onboard.

Q UNICEF Donation

MSC Cruises 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 (or \$ 1.50), which will be added to the bill at the end of the cruise. However this small donation, valid on all ships in the MSC Cruises fleet, is of course optional. Therefore, 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 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 to snorkel, it is advisable to bring your own. Inhaca and Portuguese Island do offer a snorkel excursion with gear hire included from a local source although fin sizes and condition of equipment are not guaranteed.

Q Are landings guaranteed?

Landings are weather dependent and the sea conditions dictate whether a successful landing can proceed or not. The Captain has the final say as to whether a landing will 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 (but not paid) on our website www.msccruises.co.za. Please take note of the cancellation policy before proceeding with any online bookings for shore-excursions. The charges will be added to your onboard account to be settled onboard. These excursions

CRUISE FREQUENTLY ASKED QUESTIONS

fill up very quickly so it is recommended that you go to the Shore Excursion desk as soon as possible after boarding to see what shore excursions are on offer and to pre-book.

Q Do I need take bath and beach towels?

Bath towels and pool/beach towels available on board.

Q What is the Dress Code?

During the day casual wear is encouraged although no bathing suits are permitted in the main restaurant. A buffet breakfast and lunch are available on deck should you prefer casual dining. Evenings are generally smart casual (from 18h00) with a formal night on any cruise 4 nights or longer. Every cruise has a PARTY NIGHT where guests are encouraged to dress up bright & bold and anything goes. Although the summer evenings are generally warm, it is advisable to bring a light jumper in case of a sea breeze or to wear indoors as most venues are fully air-conditioned.

Q What is the difference between available and guaranteed cabin?

Guaranteed cabin is a cabin whose price is guaranteed but whose number and category 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 week before departure. Cruise tickets cannot be issued until a final cabin number has been assigned, and tickets are therefore only issued 1 week prior to sailing.

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

The beds on board MSC Opera 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 legal 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 of 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 cruises in and around South Africa. The insurance covers the repatriation of passengers from the vessel as there are no ports of call in reach of the vessels on the routes which they sail. This insurance is not optional and we are required to pay the policy for ALL passengers travelling.

Q Is the Mandatory cruise insurance included for positioning cruises: i.e. South and Northbound International cruises?

This insurance is NOT included and all passengers on these cruises are to obtain their own fully comprehensive Travel Insurance and to provide such proof to MSC Cruises. No cruise documentation will be processed until such time as this proof has been received as no passengers will be accepted for travel without Travel Insurance in place.

GLOSSARY OF CRUISE TERMINOLOGY TO 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 and transfers between the airports and the ship.

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

Balcony 2 Berth: A passenger room onboard the ship that accommodates a maximum of 2 passengers and has a Balcony adjacent to the ship's stateroom/cabin.

Balcony Multiple Berth: A passenger room onboard the ship that accommodates a maximum of 3 or 4 passengers (depending on bedding configuration) and has a Balcony adjacent to the ship's stateroom/cabin.

Balcony Suite: A stateroom/cabin with a small sitting area as well as a Balcony.

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.

Category: The price level of a cabin based on location, size and amenities.

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.

Deck: Each level (floor) of the ship.

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 dining room – 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.

Inside 2 Berth: A passenger room onboard the ship that accommodates a maximum of 2 passengers and does not have a porthole.

Inside Multiple Berth: A passenger room onboard the ship that accommodates a maximum of 3 or 4 passengers (depending on bedding configuration) and does not have a porthole.

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

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

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

Lower berths convertible: Cabins on board Sinfonia & Opera all have 2 lower beds – convertible to double. This means that a specific cabin number does not need to be requested in order to have a double bed in the cabin. Housekeeping will make the beds up as a Double or 2 singles as required.

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

Muster: To assemble all passengers and crew.

Muster 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.

Oceanview 2 Berth: A passenger room onboard the ship that accommodates a maximum of 2 passengers and has a porthole.

Oceanview Multiple Berth: A passenger room onboard the ship that accommodates a maximum of 3 or 4 passengers (depending on bedding configuration) and has a porthole.

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.

Porthole: A round window on a ship.

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.

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.

Separate Lower beds: Separate lower beds and are fixed and cannot be converted to a Double bed.

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.

Suite Multiple Berth: A passenger room onboard the ship that accommodates a maximum of 3 passengers and has a small sitting area as well as a Balcony adjacent to the ship's stateroom/cabin.

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.

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

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