

1.RESTAURANTS AND BUFFETS

MAIN RESTAURANTS

Dinner: There are two sittings for dinner in the main restaurants and an alternative Casual Dining Buffet, at the Lido Buffet, which is available for families or passengers who prefer more casual dining experience between 18h30 and 21h00.

Please Note: Your preference of dinner seating, either 1st or 2nd, is a request and your table number and allocated dining time is only confirmed to you upon embarkation.

Breakfast: Served in the ship's restaurants and at the Lido Buffet.

Lunch: Served in the restaurants and at the Lido Buffet. Lunches and breakfasts are generally open sittings and guests can choose between a casual buffet and the more formal restaurants for their meal.

IS THERE HALAAL FOOD ON BOARD?

Halaal meals form part of the regular menu choices across all vessels in the fleet. .

IS THERE KOSHER FOOD ON BOARD?

Kosher meals are catered at an additional cost per meal, and must be ordered at least 14 days prior to sailing. Kosher meals are pre-cooked and packaged meals that are heated on board prior to meal service. Please note: Breakfast is not included.

ARE THEIR VEGETARIAN OPTIONS AVAILABLE ON BOARD?

A vegetarian choice is served at each meal time.

Please Note: 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.

2.BARS AND CAFES

Martini Bars: evoking the classic American bar, thanks to an interesting and up-to-date selection of the world-famous Martini Cocktails.

Coffee Bars: where guests can enjoy the atmosphere of an authentic Italian café.

Cigar Rooms: offering a range of fine spirits that is matched by the elegance of the surroundings and that will satisfy even the most sophisticated connoisseur.

Jazz Bars: for which we have created a special range of "made to measure" drinks.

For wine lovers, we have different lists available: a selection of 100 wines for the standard restaurants including a few South African choices; a list for the Wine Bars comprising 90 highly characteristic Italian labels.

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 requested.

3.CASINO

Our onboard casino features the most popular attractions found in casinos all over the world, with games for players of all abilities. Try your luck at slot machines,blackjack,roulette and poker tables.

IS THERE A LIMIT IN THE CASINO?

In the onboard casinos, guests may gamble up to a maximum of €2,000 per day if they have activated their Cruise Card by registering a credit card. Guests who choose to activate their Cruise Card with a cash deposit, on the other hand, may gamble up to the amount available on the Cruise Card.

4. SHOPPING

WHAT CAN BE PURCHASED ON BOARD?

A vast selection of the best brands is available from the Duty & Tax free shops on board: clothing, beauty and perfume items, jewellery, film and photographic equipment, glasses, suntan lotion, tobacco and spirits, as well as a variety of products with the MSC logo. All ships have hair and beauty salons, a sauna and massage suite, gym, laundry and photographic service.

5. PHOTO GALLERY AND PHOTO SHOP

An onboard Photo Service is available throughout your cruise. Professional photographers will capture the highlights of your cruise both on board and ashore, and record anniversaries, and other special moments. You can view their work at your leisure in the Photo Gallery. .

PORTRAITS: Our photographers can also create portraits of you and your family or friends using a variety of high quality studio backgrounds or setting up at key locations throughout the ship, such as the Grand Staircase.

VIDEO DVD SERVICE: A dedicated team of skilled videographers is on hand to video special events during the cruise. At the end of each cruise, the team produces a special video record of your cruise on DVD. be purchased at the Photo Gallery.

6. ENTERTAINMENT AND FITNESS

During the cruise there may be bridge, table tennis, tennis, volleyball and shuffleboard tournaments, pool games, treasure hunts, quizzes, fancy dress parades, beauty contests and many more activities. Spectacular international shows will take place in the theatre and professional musicians will entertain you in all the lounges of the ship. On board guests can use the state-of-the-art fitness area

CAN EVERYONE ON BOARD ENJOY THE EVENING SHOW?

MSC Cruises built large theatre on their ships to ensure that each spectator has a comfortable, 'front row' quality seat. Guests can attend one of the two nightly seating plans, which are identical to the restaurant service seating plans. The performances are repeated twice each evening between 8:30 pm and 11:00 pm.

ARE THERE ANY ADDITIONAL COSTS FOR THE PERFORMANCES?

Performance attendance is free for passengers on all ships and for all on board performances. From time to time the departures from South African ports will have "themes", for which the organisers will require a participation fee and thus some guests may be excluded from certain performances and activities. These fees are subject to collection at the time of booking - ask your sales consultants about the themes available on your cruise or visit our website for more information.

7. SPAS, GYM AND POOL

Use your cruise to enhance your wellbeing, balance and beauty and visit the luxury MSC Aurea Spa. Choose a variety of treatments from Balinese massage, sauna and whirlpool to help you relax and rejuvenate in beautiful, tranquil surroundings. The luxurious MSC Aurea Spa provides a sanctuary of tranquillity on-board, ranging in size from 800 to 1000s.q.m. on the MSC Opera. A team of expert masseuses, manicurists, pedicurists, hair stylists, yoga instructors, personal trainers and a spa doctor are at your service.

MUST I PRE-BOOK MY SPA TREATMENT?

Yes, you are able to book on board at the MSC Aurea Spa.

IS THERE A GYM ON BOARD?

Fully-equipped gym gives you an ideal opportunity to keep in shape, powered by TechnoGym. Available on-board all our ships, next to the MSC Aurea Spa.

WHAT ARE THE POOL TIMES?

All outdoor pools and Jacuzzis are open from 7:00 to 22:00

8. PAYMENTS ON BOARD AND CURRENCY ONBOARD

WHAT FORMS OF PAYMENT ARE ACCEPTED ON BOARD?

Cash, credit cards but NO Debit cards. CASH is the preferred means of payment to activate your on-board account, the CREDIT CARDS accepted are Visa, Mastercard, American Express, and Diners

HOW MUCH MONEY DO WE NEED?

The amount of money required is at your discretion and subject to your budget. But rest assured all meals and entertainment are included in your cruise fare. You will need spending money for drinks, Duty Free Shopping, Photos, Arcade games, Gambling, Bingo, Laundry, Beauty Salon and any optional shore excursions you would like to book. Please note a 15% bar service charge is levied on all drinks sold.

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 on-board, and is also your own personal identification.

HOW DO I ACTIVATE MY CRUISE CARD USING MY BANK CREDIT CARDS?

During the check-in procedure your cruise card will be activated, by signing a receipt authorizing MSC Cruises to utilize the credit card number for the total payments on board. The credit card on-line system will request an initial pre-authorization of USD 150. 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.

HOW DO USE MY CRUISE CARD TO PAY MY EXPENSES ON-BOARD?

Once you have embarked the ship and followed the check in procedures your on board account is open and your cruise card can be used for all on board purchases. To use the card - present your cruise card and sign for these purchases when requested, all payments will 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.

HOW DO I CONFIRM AND SETTLE MY ON BOARD ACCOUNT?

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 copy.

WHEN WILL THE PRE AUTHORISATION'S ON MY CREDIT CARD BE CLEARED?

A pre-authorization is only an estimate of the amount that could be utilised during your time onboard. This is not an actual debit, the amount is BLOCKED on your credit card for a period of 7-15 working days after your disembarkation. After this period has lapsed your bank automatically releases the pre-authorized amount. The amount actually debited to your credit card will be the amount that corresponds with the invoice signed prior to disembarkation.

ARE DEBIT CARDS ACCEPTED?

Debit/Cheque cards & Cash passports are NOT accepted on board. The on board 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 on board account.

WHAT IS THE CURRENCY AND EXCHANGE RATE ON BOARD?

US Dollar, please keep in mind all credit card charges are processed as overseas transactions and you may incur additional fees from your bank. MSC Cruises utilises the prevailing exchange rate of the day.

9. INTERNET ACCESS

IS THERE WIFI ON BOARD?

If you are an avid Internet user, you can continue surfing the web during your cruise by connecting to the Internet with your laptop or PDA. Just connect to the ship's network, via cable available from the Information Desk, following the instructions provided on the home page to register. To access the hot spot service, just select the amount of credit you require and it will be charged directly to your on-board account. The internet performance of the Ship is not like a shore broadband connection, it works through the satellite links and it may result significantly slower during certain moments, and it could be interrupted due to interferences or bad weather conditions. The system provides you with a prepaid code once you have registered. The debits for internet time will be made directly to your on board account. The credit can be accumulated and can be used to your desire for the duration of your time on-board.

10. SAFETY AND SECURITY

As always, your health, safety and security are of vital importance to all of us at MSC Cruises. That's why our comprehensive security program includes carefully controlled ship access and screening, plus expert security and medical teams on board each ship. These teams provide around-the-clock security and medical care to ensure a cruise vacation that's as safe and worry-free as possible for our guests.

WHAT MUST I DO IN THE CASE OF AN EMERGENCY?

In case of an emergency, such as a missing person or criminal activity, please call the ship's emergency telephone number listed in your stateroom's directory of services. Or go directly to the Guest Services Desk. Our security team will respond quickly and effectively in order to intervene and/or preserve evidence and information, and assist any law enforcement investigation and prosecution. If medical assistance is needed, our medical staff can also be contacted through the ship's emergency number or Guest Services.

WHERE CAN I LEAVE MY VALUABLES WHILST ON BOARD?

Safe deposit boxes are provided in all cabins. The Company assumes no responsibility for loss or theft of money or valuables stored in the cabin, in luggage or left unattended.

WHAT IF I LOSE SOMETHING ON THE SHIP?

MSC is not responsible for personal items lost on the ship. Passengers who have lost personal items on board should ask the Information Office if their properties have been found. If a passenger finds an unattended item, they are kindly requested to take it to the Information Office.

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.

11. COMMON ON BOARD FAQs

IS THERE A DOCTOR ON BOARD?

All of our ships have a well-equipped Medical Centre, supervised by a doctor and medical personnel. The Medical Centre is open at the times advertised in the ship's Daily Program. Emergency services are available around the clock by calling the Medical Emergency number. Although, many injuries are capable of being treated on board, the shipboard medical infirmary has limited medical equipment and not all injuries or conditions can be adequately treated aboard the vessels. In some circumstances, the medical personnel may arrange for a visit to a shore side medical facility at a port- of-call. Depending on the itinerary, available shore side medical facilities may also have limited treatment capabilities. Due to the nature of sea travel urgent medical evacuation at sea is not always feasible due to reasons beyond MSC's control. Although the ship's doctor and medical personnel may wear uniforms or badges with an MSC insignia, the doctor and medical personnel are independent contractors. MSC does not control the medical treatment rendered to guests by the medical personnel aboard its vessels. While the range of medications held on board is comprehensive, they may not satisfy your precise personal needs, and for this reason, we always suggest that Guests carry a supply of their own prescribed medicines. Charges will be made on board for medical services. These charges are displayed in the Medical Centre and will be debited automatically to your Cruise Card. Guests should confer with their family physician to ensure they are fit for travel by sea.

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 medication 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.

WHAT PLUGS ARE USED ON BOARD?

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.

WHAT IS THE VOLTAGE ON BOARD?

Electricity on board all ships is supplied at a voltage of 110/220 V. Passengers may request electrical outlet adapters from the Information Office. Please note that no heat-generating devices (like electric kettles, bottle warmer for babies, electric blanket, etc.) are allowed on board.

WHAT IS THE DAILY PROGRAMME?

Each evening a detailed program for the following day will be delivered to your cabin. It contains full information on the activities and entertainment to be presented by the entertainment staff.

CAN I SMOKE WHEN I AM ON BOARD?

MSC Cruises respects the needs and desires of all guests, and we have given careful consideration to the preferences of both those who smoke and those who do not. In line with global standards, smoking areas are generally fewer than non-smoking areas, but smoking is freely permitted in specified areas. Smoking is not permitted in any food service areas, medical centres, 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 not allowed, and because of the specific and proven risk of fire, smoking on cabin balconies is not permitted at any time. Smoking is permitted in several bars on each ship, and on one side (indicated by signage) of the principal outdoor pool deck areas, where ashtrays are provided. Guests are advised by the Cruise Director and in the Ship's Daily Programme to avoid throwing cigarette butts over the side of the ship, where they could be blown back on board and start a fire.

ARE THERE TOWELS ON BOARD?

Bath towels and pool/beach towels available on board.

IS THERE ROOM SERVICE AVAILABLE?

A limited room service menu is available. Continental breakfast from Room Service is delivered to cabins on request on all mornings except the day of disembarkation. This service may be requested using the doorknob order form provided in the in-cabin directory or by calling the Reception desk.

ARE VISITORS ALLOWED ON BOARD?

For security reasons, visitors are not permitted on board.

CAN I BE CONTACTED WHEN I AM AT SEA ?

MSC Opera has a Satellite telephone on board. This service is VERY expensive and should be used for emergencies only.

- MSC Opera + 870 335 762 710

ARE MSC CRUISES SHIPS WHEEL CHAIR AND DISABLE FRIENDLY?

MSC Cruises welcomes guests with needs and makes every effort to accommodate the needs of persons with disabilities. In order for us to provide the appropriate assistance, we request you provide us in writing at the time of booking, but no less than 72 hours prior to departure, details of any disability or medical or mental condition which may require or make advisable special accommodations, or the use of a wheelchair or other equipment or medical treatment. We advise guests using a wheelchair to travel with someone who is able to assist them both aboard and ashore. Some ports-of-call require tenders to go ashore and may preclude guests using wheelchairs from leaving the vessel; this decision must be made by the ship's Master and is binding. Guests must bring wheelchairs for their own use. Only a limited amount of wheelchairs are available on board. MSC Cruises offers a limited amount of wheelchair accessible staterooms. Please note that in non-wheelchair accessible staterooms there is a 2-inch riser in front of the bathroom and doors are 29.5 inches wide.

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 on board as his primary concern.

12. UNICEF DONATION

MSC Crociere 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.