



Port and Embarkation:

All passengers must **embark at least three hours prior to sailing** (times are indicated on the cruise tickets). Check-in closes promptly one and a half hours prior to sailing and any passengers not yet embarked risk missing the ship. (Walvis Bay departures close two hours prior, and USA departure three hours prior.)

MSC Cruises can arrange transfers between the airport and the port at all the major cruise ports. It is recommended that the arrival transfer is added to cruise bookings for international cruise departures.

For cruises departing Durban or Cape Town, MSC Cruises runs a continuous transfer service between the airport and the ports when the ship is in harbour. The current costs are R130 per person one way (Durban) and R140 per person one way (Cape Town).

Car parking is available at Durban port and is available on a first come, first served basis. The fare is around R90 per car per night, which will be converted to USD and will be added to the guest's on-board account. Car parking is available in Cape Town at a nearby parkade at a cost of R110 per car per night. Drop and go is recommended in Cape Town.

Pre- and Post-Cruise Accommodation:

MSC Cruises can book pre- and post-cruise hotel accommodation in **most major cities**. Attractive rates have been negotiated at a range of hotels selected for their excellent facilities and location, for guests who wish to spend time exploring the port city before or after their cruise.

Deposits:

A **non-refundable deposit per cabin is required** (which includes the mandatory insurance premium for SA cruises only- deposit amount due will reflect on your invoice). Insurance is not included in any positioning cruises i.e. Italy-SA and vice versa, or on international cruises – passengers must obtain their own travel insurance and provide MSC Cruises with proof of insurance.

This must be received by MSC no later than close of business 72 hours after confirmation of the cruise booking where the cruise is more than 60 days from sailing. Where the cruise is within 60 days of sailing, full payment must be received by MSC Cruises no later than close of business 48 hours after confirmation of the cruise booking. All deposits are non-refundable.

Changes and Cancellations

Changes to Bookings:

If after making a booking there is a request to change the cruise date booked, the name in which the booking has been made, or to add passengers to a booking, requests must be sent to MSC Cruises in writing. The difference between the fare for the cruise booked and the new fares will become payable, along with applicable administrative fees. MSC Cruises may charge the following **administrative charges** for requested changes to bookings:

| Days | Name Change | Date Change |
|-------------------|-------------|-------------|
| More than 60 days | Free | Free |
| 45-60 days | Free | ZAR 400 |
| 30-44 days | Free | ZAR 600 |
| 16-29 days | ZAR 400 | ZAR 1'000 |
| Less than 15 days | No change | No change |

Force Majeure:

Important notice - The operation of cruise ships is affected by weather and sea conditions, mechanical problems, duty to assist ships in distress, instructions of the port and other authorities relating to the departure and/or arrival and/or stoppages, the availability of port facilities and other factors that may be beyond MSC's control. For these reasons, the date and/or time at which the ship is scheduled to sail are approximate and may be delayed for reasons beyond MSC's control.

MSC does not guarantee that the ship will be able to depart the port of embarkation or at the scheduled date or time or at all, and/or call or stop at the ports at which it is scheduled to call/stop, and/or that the passenger will be able to go ashore on a planned shore excursion during the scheduled travel route. The Captain is the Master of the ship and **MSC may change the travel route and/or ports** at which the cruise ship calls or stops if the Master considers it necessary to do so for any of the reasons above, and outlined fully in our Terms and Conditions of Carriage.

Cruise Documentation:

Cruise tickets and any tickets for additional services pre-booked and pre-paid are issued between three and two weeks prior to the cruise departure. These **E-Documents** are e-mailed and guests must print the cruise ticket to present at the harbour for embarkation. All passengers must present a valid cruise ticket to be permitted to embark. Passengers without correct documentation will not be allowed to embark.

Family Fun

Four clubs for kids, juniors, young and teens provide supervised play, learning, sports activities and a host of entertainment thought out the day, from 09:00 to 23:00. There is also a range of entertainment and activities for your children from 23:00 to 02:00.

The Mini Club, for kids aged **three to six years**, has its own dedicated play area. The friendly, qualified staff knows just how to inspire a sense of discovery among our youngest guests with a fun-packed programme of activities in a safe environment. Here kids can dance at the Baby disco, play games, watch cartoons, and interact with our magical, musical mascot Do-re-mi.

The Juniors' Club offers non-stop fun and adventure for **seven- to 11-year-olds**, from team games and sports to pizza parties and junior discos. Activities utilise the pool and sport areas and in their own dedicated area, kids enjoy arts and crafts, play popular board games and video games and watch cartoons.

The Y-Team Club lets **12- to 14-year-olds** do their own thing in a dedicated area where they can spend time with people their own age. Every day there are loads of games and sports tournaments, the option to get connected at the Internet Point, or chill out by the pool and save energy for the parties and special events every evening. Our MSC Fantasia-class ships have a dedicated teen disco, as well as a Virtual World Arcade and water slide just for them.

MSC Generation Teen Club makes it easy for **15- to 17-year-olds** to get connected with the coolest crew on board and spend time with other people their age.

Our cruise accommodation

Our cabins range from a standard cabin, perfect for solo travellers to a sumptuous suite for those special occasion voyages.

We have four types of cabins, including Inside; Ocean View; Balcony; Balcony suites. All cabins have the following amenities as standard: spacious wardrobe, bathroom with shower (suites have bathtub), interactive TV, telephone, internet connection (payable), mini bar, safe, air conditioning. Room sizes range from 11 square metres, up to 22 square metres.

Who's for a cruise?

Cruising today is the choice of those who wish to see the world in a relaxed and fun way, enjoying surroundings that are as gorgeous as the destinations they visit. As our lives become ever more hectic and fast-paced, holidaymakers are choosing cruising as a wonderful alternative to stressful airport travel, multiple hotel bookings and the uncertainty of not knowing exactly what you're getting. MSC Cruises prides itself on its traditional heritage and ensures that each one of its fabulous cruise liners pays testament to the style and hospitality that Italy is renowned for. As cruising changes, travellers change. Today, MSC welcomes a diverse array of passengers on board. Honeymooning couples take advantage of all our extra services, from in-cabin chocolates to aperitifs and à la carte dining. Active families make the most of our Kids Go Free programme and our day-long schedule of children's activities with qualified supervisors. Groups of friends can get together and relax or join in excursion packages. Solo travellers are guaranteed to make friends as they meet like-minded passengers on a themed cruise or on a friendly group day out. With all-inclusive packages and full board, a cruise holiday, surprisingly, is ideal for those seeking style on a budget.

Your daily programme

The daily onboard programme is both relaxed and structured. Passengers can choose to do as little or as much as they like. It is quite possible to spend a full day on ship relaxing onboard, with a swim and a sunbathe, a book, a dinner and a show. Others will be up with the dawn, ready to take on the day with an action-packed itinerary of activities. Cruise... your way.

Excursions – full day, half day, short visits

To take full advantage of your cruise holiday, we heartily recommend you join us on an MSC shore excursion. These take the form of full- or half-day visits or shorter trips of a couple of hours. Join us in a discovery of art and architecture, archaeology and adventure, shopping or sightseeing. As well as guided tours and city visits we have a huge array of exciting activities. These are not to be missed! Please consult our dedicated Excursions section for more details.

Q. How do I book a cruise?

A: You can browse all the details of your cruise holiday online (ship, type of cabin etc) and make the final booking through your local Travel Agent.

Q. Do you offer different types of cruises?

A: A cruise can be tailored to your preferences by the type of excursion or activity you choose to join in. Whether you're a couple seeking relaxation and exploration, a family after activities, newlyweds making memories, or a group of friends looking for good times, a cruise has everyone covered.

Q. Will I get bored?

A: Each MSC cruise liner is like a wonderful floating village – and each cruise ship displays our hallmark of chic Italian style. There are smart shopping piazzas and a shop for 'essentials'. There are games areas and state-of-the-art consoles. There are lively casinos and tranquil spas. There are fine bistros and multi-screen sports bars. There is a library and internet café for connecting back home or curling up with a book. Swim and gym or drinks until dawn... we are confident that you will find everything you want from a holiday, onboard.

Q. Feel confined?

A. All of our luxury MSC liners are spacious and pleasantly designed. Even our larger-capacity liners have plenty of room – up to 16 decks of cabins, public spaces and entertainment facilities. It is always possible to reach the exterior decks and spend time outdoors – you can even take an outdoor evening stroll around the decks. Being at sea with the expanse of the ocean often brings a sense of calm and tranquillity, and the open space all around means that travellers rarely feel confined. It is always possible to find a quiet spot in our library or public space, and cabins are situated on quiet decks below the main entertainment areas.

Q. Is cruising affordable and a good-value holiday?

A. An MSC cruise can be tailored to suit all budgets whether you prefer a simple standard cabin or a luxury Yacht Club Deluxe Suite. All our cruises include full board, so you can choose to eat in the main restaurants or splash out on à la carte dining. Treat yourself or loved ones to all the little extras such as in-cabin services or simply use your cruise to see the sights, make new friends and enjoy our warm hospitality. There are a huge number of activities on board that are free of charge (evening shows, casino, kid's club activities, 24 hour room service, fitness, library and general activities organized on board (quizzes, games, etc).