

## CRUISE WITH CONFIDENCE



### ENSURING A SAFE AND ENJOYABLE CRUISE ON MSC ORCHESTRA

The enhanced health and safety measures are designed to ensure that MSC Cruises preserves the holiday experience. MSC Cruises is continuously assessing developments in response to the COVID-19 situation and is applying strict measures. We will adapt the health and safety measures as needed and in line with government regulations. Updates will be posted on our website.

### BEFORE THE CRUISE

#### ONLINE SERVICES AND INFORMATION

- The booking process is updated with additional information and new terms and conditions. Collection of contact details for each guest is mandatory in case of the important updates
- Effortless web check-in will allow guests to receive cruise tickets, travel documentation and mandatory health questionnaires
- Booking onboard packages prior to the cruise will be strongly encouraged to avoid queues
- MSC Cruises requires all Guests to have an insurance policy that covers and COVID-19 related risks, including cancellation, repatriation and medical expenses. For your convenience, the cost of our new MSC COVID-19 Protection Plan will be additionally charged and added to your cruise fare. It will provide coverage before, during and after your cruise. In collaboration with Hollard Insurance, the plan covers cancellation charges as well as medical and related transport expenses

#### AT EMBARKATION

Please note that MSC is only accepting fully COVID-19 vaccinated guests.

##### 1. Requirements to travel (Refer to Documentation required to embark under section 2 below)

- **All Guests 5 years and older need to provide a certificate of a negative Antigen test** taken within **48 hours** of the day of embarkation. Do not travel to the Embarkation Port if you are not in possession of your negative test results. Negative PCR Test results remains a requirement when visiting Pomene & Portuguese Islands in line with Mozambique Government Regulations
- **All Guests aged 12 years and older** must be fully vaccinated with an approved COVID-19 vaccine with the final dose administered at least 14 days before the date of embarkation
- **Guests aged 12 - 17 years**, having received a single shot a minimum of 14 days before the date of embarkation, will be accepted as fully vaccinated.
- **Guests 18 years and older** old that recovered from COVID-19 and received only one shot of the vaccine are not considered as fully vaccinated
- **All guests 5 years and older** will have to undergo an **additional** Antigen lateral flow test at the embarkation port at no added cost. Guests will be unable to embark if the result of the test is positive for COVID-19
- Please click <https://app.inceptionbio.co.za/register> to register for the antigen lateral flow test
- The South African Department of Home Affairs requires **all children under 18** travelling through any South African port of entry **to have a valid birth certificate** containing both parents' personal details including at a minimum their ID numbers and full names **or an unabridged birth certificate**. (Not required for cruises not visiting foreign ports)
- Children under 18 years old travelling without their parent(s) need additional documentation. For more information please visit <http://www.dha.gov.za/index.php/statements-speeches/621-updated-advisory-new-requirements-for-children-travelling-through-south-african-ports-of-entry>

##### 2. Documentation required for embarkation and to enter the port

- **All Guests aged 5 years old and older need to provide a certificate of a negative Antigen test** taken within **48 hours** of the day of embarkation. Do not travel to the Embarkation Port if you are not in possession of your negative test results
- **A printed copy** of your cruise ticket(s), one per person travelling
- **A printed copy** of your Health Questionnaire completed a minimum of 6 hours before embarkation
- **All Guests ages 12 and older to present original COVID-19 Vaccination Record Card or Digital Government Issued Vaccination Certificate**, which must contain: Personal identifiers (at a minimum: full name and date of birth) that match the personal identifiers on the passport/ID Document, name of official source issuing the record, vaccine manufacturer and date(s) of vaccination
- **Original Passport (ID Document)** is accepted for cruises not visiting foreign ports)
- **Unabridged Birth Certificate(s) or Birth Certificate(s)** containing the **Full Names and South African ID numbers of both parents for guests under 18 years of age** (Not required for cruises not visiting foreign ports)
- All Guests are required to have mandatory COVID-19 insurance to embark, covering against COVID-19 related risks. A proof of the COVID-19 insurance must be presented at the embarkation or boarding will be denied. Proof of your COVID-19 insurance policy is only necessary if you purchased separate insurance to MSC Cruises South Africa insurance. More information on the insurance policy can be found at <https://www.msccruises.co.za/manage-booking/before-you-go/covid-protection-plan>

Your cruise ticket contains your embarkation timeslot, please ensure you adhere to the **EXACT** time slot you have been allocated. To ensure an efficient boarding process for all guests **DO NOT** arrive earlier or later than the specified time. Guests will only be allowed entrance into the Port and Cruise Terminal during the timeslot assigned.

In order to receive your e-ticket, you need to finalize your payment and web-check in.

Visit <https://www.msccruises.co.za/manage-booking/web-check-in> to fill in your booking number and all the relevant data pertaining to your passport and contact details.

Should you not complete this process, your e-ticket cannot be issued. Please urgently complete this process online.

### ON BOARD

#### ELEVATED STANDARDS OF SANITATION AND CLEANLINESS

- New sanitation methods including electrostatic sprayers to kill bacteria and viruses and use of hospital-grade disinfectant products
- Increased frequency of cleaning throughout the whole ship by well-trained housekeeping staff with a focus on high-traffic and frequently touch areas; public spaces sprayed with disinfectant each night
- Staterooms cleaned daily with careful attention to regularly touched surfaces and additional deep cleaning at the end of each cruise
- 100% external fresh air supplied to all staterooms and public areas and no re-circulation of air between staterooms or within the ship





## ENHANCED MEDICAL SERVICES WITH HIGHLY QUALIFIED STAFF

- New health monitoring through touchless temperature scans
- In case of flu-like symptoms, guests should immediately notify the Medical Centre
- Increased number of qualified medical staff onboard, supported by dedicated ashore Medical Team all trained to deal with COVID-19 with a response plan in place with local authorities
- Fully equipped Medical Centre including COVID-19 testing equipment and ventilators
- Dedicated isolation procedures for suspected cases and dedicated isolation zones with separate air supply



## WELL-TRAINED, WELL-EQUIPPED AND HEALTHY CREW

- Extensive health screening and medical checks including COVID-19 testing prior to embarking in addition to frequent COVID-19 testing's, daily health monitoring and temperature checks when on board
- Protective equipment worn by crew, such as face masks and gloves
- Specific ongoing training for all crew on the new enhanced protocol

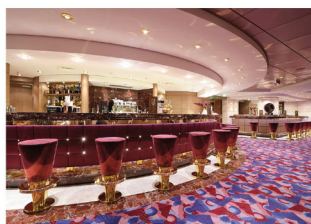


## RESPONSIBLE SOCIAL DISTANCING

- Reduced ship occupancy and regulated venue capacity
- A new information Centre available by phone to access key information and services, including the booking of room service and dining reservations. You should always call before going to any desk information

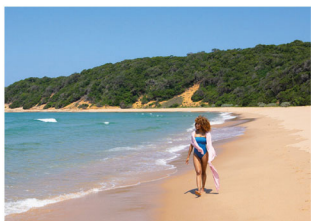
# THE MSC ORCHESTRA ONBOARD EXPERIENCE

MSC Cruises will preserve the uniqueness of the onboard experience whilst ensuring that the health and safety of the guests and the crew is protected. MSC Cruises will organize activities to ensure that guests can practice responsible social distancing. Face masks and social distancing will be required when in public areas. Guests will continue to enjoy unique experiences including award-winning shows, world-class dining, excursions, family activities, boutique shopping, beauty and fitness services, engaging events and much more.



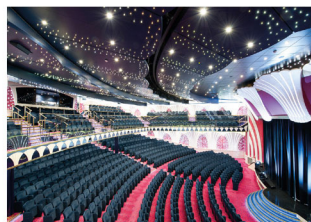
## RESTAURANT, BARS & LOUNGES

Service will be adapted to respect social distancing: all meals and drinks will be served to guests at their table. At the buffet restaurant, self-service will be temporarily unavailable and the food will be plated and served to guests. For a contactless experience, guests will access restaurant and bar menus from their personal mobile device by scanning a QR code. To minimize risks, MSC Cruises has adapted the processes for ordering, preparing, delivering, consuming and paying for food and beverage services. Please note that all venues will operate at a maximum capacity of 50% of the venue's maximum capacity, at all times, in line with current South African Government regulations.



## SHORE EXCURSIONS

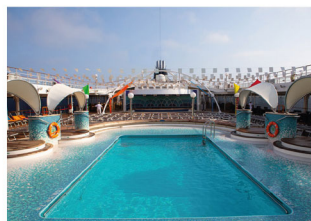
If you wish to go ashore during your cruise, for MSC Orchestra South African departures, you can do so in all ports in Namibia and South Africa or the Mozambique MSC Cruises exclusive destinations (the Pomene and Portuguese Islands).



## ENTERTAINMENT AND ACTIVITIES

Newly designed activities with smaller group sizes will be introduced with themed events, fun games, kids and family activities, talent shows, fitness, dance and more. A wide array of activities including shows, entertainment and the Kids Club will be available.

As the capacity of the theatre will be reduced to ensure responsible social distancing, the entertainment schedule will be extended so all our guests can still enjoy a great variety of award-winning shows.



## OUTDOOR AREAS AND POOLS

All open decks will be accessible. Pools, whirlpool baths and the aquapark will be available with a reduced occupancy to ensure social distancing. Sunbeds will be separated in clusters, sanitized after every use and deep sanitation will take place every night.



## TRAVELLING WITH KIDS

New exciting activities and family game shows will be added each day. New onboard areas will be reserved for children and teenagers as the Kids Club will operate with reduced capacity. Parents participating in shore excursions will be able to leave their children on board with the youth staff by making a reservation at least one day in advance. Kids lunch and dinner with the youth staff will be available, as well as our most popular activities.