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Pre-Cruise Information

1) **Do I need Visas and Vaccinations?**

It is the sole responsibility of the Guest to identify and obtain all required travel documents for the entire cruise vacation and have them available when necessary. Please check with your travel agent, government agency, Embassy or Consulate to ensure that you have all the proper documentation to board the ship and enter each of the countries on your cruise. Guests without proper traveling documentation will be denied boarding. Travel restrictions for each destination country may vary according to a Guest's citizenship. No refunds will be given to individuals who fail to bring proper documentation.

Mozambique

a) South African passport holders do not require visas or vaccinations for Mozambique.
b) All other nationalities should check countries eligibility for eTA or eVisa on https://evisa.gov.mz/
c) The MSC Cruises Immigration Purser will assist non-South African passport holders who require a Mozambican Visa, as follows:
   - The Mozambique Immigration Officer will issue a manual Visa on-board. This is a non-biometric visa.
   - This visa is ONLY valid for daily disembarkation at Mozambique ports of call for that day.
   - The visa will not be valid for pre or post cruise travel in Mozambique.
   - VISA cost: U$D150.00 payable on-board
   - VISA will be valid for 2 (two) entries.
   - The following passport holders will pay U$D 10 onboard to go ashore: Canada, Switzerland, UAE, Israel, USA, Russia, Japan, Saudi Arabia, Belgium, Denmark, Spain, Norway, Sweden, Netherlands, UK, South Korea, Ivory Coast, Finland, Indonesia, Ireland, Singapore, Ghana, Senegal, Germany, France, Italy, China, Portugal, Ukraine
   - The following passport holders are not required to pay the Visa Charge for Mozambique: Angola, Botswana, Lesotho, Madagascar, Malawi, Mauritius, Namibia, Seychelles, Swaziland, Tanzania, Zambia, and Zimbabwe.
   - Travelers from following countries are not allowed to apply for visa via eVisa portal, but can request Visa in the nearest embassy for Pakistan, Bangladesh, Ethiopia, Nigeria, Nepal and Somalia

Namibia

a) All citizens of countries with whom Namibia have a VISA Exemption Agreement are not required to obtain a visa and will be allowed to enter Namibia and get Visitor's Entry Permit (VEP) endorsement stamps at the Port of entry.
b) South African passport holders do not require visas or vaccinations for Namibia.
c) All other Nationalities need to check with the Namibian Consulate if they require a Visa.
d) Guests who do not present the necessary documentation will not be permitted to embark the ship.

Mauritius

a) South African passport holders do not require visas for Mauritius.
b) All other Nationalities need to check with the Mauritian Consulate if they require a Visa.
c) Guests who do not present the necessary documentation will not be permitted to embark the ship.

Reunion

a) South African passport holders do not require visas for Reunion.
b) All other Nationalities need to check with the Reunion Consulate if they require a Visa.
c) Guests who do not present the necessary documentation will not be permitted to embark the ship.

Madagascar

a) South African passport holders do not require visas for Madagascar.
b) All other Nationalities need to check with the Madagascar Consulate if they require a Visa.
c) Guests who do not present the necessary documentation will not be permitted to embark the ship.

If you have any further questions or if there is anything else we can assist you with, please feel free to contact us on 011 844 6073. *DISCLAIMER: The Frequently Asked Questions ("FAQs") meant to serve merely as guidance only and are not statements or representations of fact. All information in this document is subject to change or review, as MSC's discretion or if required by the relevant authorities. While reasonable care has been taken in providing this information in the FAQs, no representations or warranty, express or implied, is given by MSC as to the accuracy or completeness of the information, or its fitness for any particular purpose. MSC shall not be liable in any way for any damage or loss suffered by any person (indirectly or directly) because of a reliance on this information, or because of any error or omission herein.

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2) **Insurance**
   a) 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 an MSC cruise and this insurance is not optional, and we are required to pay the policy for ALL Passengers travelling (subject to the STCs and Contract of Carriage).
   b) For International Cruises, the same mandatory insurance is included in your cruise booking but is not inclusive of cover for hotels and flights that have been pre or post booked. This can be removed on request through your local MSC Office/Travel Agent. Please purchase comprehensive insurance through your preferred insurance provider as no passenger will be permitted to embark the ship without the required insurance cover.

3) **Can I travel while pregnant?**
Yes, provided you will not be 23 weeks and 6 days pregnant at any point during the cruise. 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 here.

4) **Can a guest with reduced mobility travel?**
Yes, provided he/she is fully independent, otherwise, he/ she must travel with a carer who can provide the necessary assistance.

5) **How do I let MSC Cruises know about my Accessibility, Dietary or Medical needs?**
MSC Cruises should be informed of all medical, dietary and accessibility needs via the Medical & Accessibility request Form to be submitted to MSC Cruises online no later than 30 (thirty) days before the intended cruise Departure Date.

6) **Do you cater for special dietary needs?**
   a) A vegetarian choice is served at each mealtime.
   b) The ships galleys have structural limits which cannot be modified; therefore, all food is prepared in the same kitchen.
   c) Please note that at the time of making booking Passengers are to advise the agents of any special requests such as gluten free ingredients (cannot exclude cross contamination).
   d) Kosher meals are catered at an additional cost per meal and must be ordered at least 30 days (1 months) prior to sailing.
   e) It is important to advise MSC of food intolerances; diabetic requirements etc. at least 30 days prior to sailing by completing and submitting the Medical & Accessibility request Form online. 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 (thirty) days before sailing.

7) **Can I pre-book Hotel accommodation in Durban and Cape Town?**
Yes, for more information, please contact us on groundservices@msccruises.co.za.

8) **Can I prebook shuttle service between the airport and the port?**
   a) There is a continuous shuttle transfer service between Airport and the Port on vessel departure days.
      Durban shuttle departure times:
      Airport to Port: 07:30 – 09:30 (3 Night Departures, including 8 Feb '27)
      Airport to Port: 09:00 – 12:00 (4 Night Departures, including 21 Dec '26 & 12, 14 Feb '27 & 8 Mar '27)
      Airport to Port: 08:00 – 11:00 (23 November '26)
      Airport to Port: 09:00 – 14:00 (26 December '26)
      Port to Airport: 06:30 – 09:00
      and
      Cape Town shuttles departure times:
      Airport to Port: 10:00 – 14:00 (all CPT departures except 26 March'27)
      Airport to Port: 10:00 - 13:00 (26 March '27)
      Port to Airport: 06:30 - 09:30
      These services are available at a fee, please contact our Contact Centre for further assistance.
   b) Shuttle transfer tickets are also on sale at the airport on the day of the Cruise departure for embarking guests. For disembarking guests tickets are on sale onboard the ship until the day before disembarkation and at the terminal during disembarkation.
   c) Children under 3 (three) years of age 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 each way.

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d) Pre-paid shuttle services for pre booking are available up to 3 days prior to your departure date.

Please lookout for MSC staff or signage at the airport.

9) **Purchasing of Pre-Paid packages and Excursions:**
   a) You can purchase pre-paid packages directly through our office up-to 3 days prior to your departure (before 1pm).
   b) Pre-paid dining and drinks packages can be booked on our website.
   c) Other pre-paid packages can be found at the "Manage booking" page on our website or by calling the Call Centre.
   d) Packages cannot at any time be redeemed for cash and are non-transferable and non-refundable.
   e) Please refer to the website.

10) **What if I am celebrating a special occasion?**
   If you are celebrating a birthday, an anniversary, or another special occasion, we have a range of special packages which can be pre-purchased to ensure that your celebration onboard is a memorable one. To book or for more information on the prices and inclusions visit our website https://www.msccruises.co.za/cruise-deals/our-fares alternatively contact our Contact Centre on **011 844 6073**.

11) **Can we get married/renew our vows onboard?**
   Please refer to www.msccruises.co.za/our-cruises/special-occasions/symbolic weddings

12) **Group Bookings**
   Please note that for group bookings and discounts a minimum of 12 cabins need to be booked. To make group bookings please contact our Groups Department on **010 980 0672** or email groupsandevents@msccruises.co.za.

Embarkation/Disembarkation

13) **Online web check-in**
   For a quick and easy embarkation, complete your check-in through the MSC for Me app or on the MSC website as soon as your deposit has been received.
   a) Digital Boarding Pass, added to your Apple or Google wallet upon completing the check-in process. You can check in through the mobile website or the MSC for Me App.
   b) Paper Boarding Pass. If you prefer a paper boarding pass print the Cruise Ticket attachment (not the useful guide attachment) for embarkation.

14) **What are the time slots for embarkation?**
   a) To minimize congestion during embarkation, guests will be assigned a specific embarkation time, which will be indicated on their cruise tickets. Guests are asked to respect the timing and will not be allowed to enter the terminal until their time slot.
   b) Your assigned embarkation time can only be changed during web check-in, subject to availability.
   c) When booking your flights please take into consideration your assigned embarkation time slot.
   d) Please make sure you give yourself enough time for any unforeseen delays.

15) **Group Embarkation**
   You will be advised of Group check-in procedures by the Groups Sales Agent/Group Organizer handling your booking. It is important to note that each Group Participant is to arrive at the port with their Cruise tickets or QR code to embark. MSC Cruises timeslots and check-in process should always be followed.

16) **Requirements to travel and Documentation needed for embarkation and port access:**
   a) MSC welcomes all guests on board our ships without any testing requirements or their vaccination status.
   b) Please remember that it is the responsibility of each guest to ensure they meet the requirements of any country they may be traveling through before, during and after the cruise.
   c) Original Passport with 6-month validity from date of return (SA ID Document is accepted for coastal cruises not visiting foreign ports)
   d) A printed copy of cruise ticket attachment or digital QR code, one per person travelling. It is crucial for guests to complete the passenger online registration form online for cruise tickets or QR codes to be issued.
   e) MSC is entitled to refuse boarding unless proof of insurance cover or alternative cover (depending on the travel route) is provided.

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f) 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. (Not required for coastal cruises, meaning no foreign ports on the itinerary).
g) Children under 18 years old travelling without their parent(s) need additional documentation. For more information, please visit https://www.dha.gov.za/.

Information is provided as guidance only and accurate at the time of publishing. Always check MSC Cruises website, government websites and using the link https://www.msccruises.co.za/manage-booking/before-you-go/travel-documents-visas for the most up to date information regarding requirements to travel.

17) **Can we take liquor on board?**
a) Personal supplies of alcohol will be confiscated if found in Passengers' luggage or if observed in Passengers' cabins. Luggage will be thoroughly searched before embarkation. No exceptions will be permitted. Liquor purchased onboard at the duty free will be held until disembarkation.
b) Liquor confiscated in the terminal during embarkation will NOT be returned at the end of the Cruise.
c) Alcohol bought by guests ashore during the Cruise, either ashore or in the onboard gift shops needs to be collected before finally disembarking at the end of the cruise. Information regarding this will be provided on board before final disembarkation.

18) **What should I pack in my hand luggage?**
a) Travel Documents.
b) Any essential medication that you require.
c) Items of a personal nature (Personal items, valuable items, electronic devises).
d) Clothes for the evening

19) **Parking at Durban Port?**
a) Parking is available for the duration of the cruise on a first come first serve basis. Parking fees of R160 per vehicle, per trailer respectively charged per night to your onboard account in USD and subject to currency fluctuations, calculated according to the exchange rate at the time of settling your onboard account.
b) Kindly adhere to your allocated embarkation timeslot.
c) Please be sure that upon entering our long-term parking, you have your cruise embarkation ticket on hand where a staff member will scan both the ticket and your vehicle license disc upon entry.
d) Please note: 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.

20) **Parking at Cape Town Port?**
a) Secure parking is available at Silo, Ports wood Square, Breakwater & Granger Bay Parking Facilities. Parking rates are pre-determined by the car park facility.
b) These parking areas are a 5-minute walk from the Cape Town Cruise Terminal on a clearly marked pedestrian route.
c) Parking is not available at the Cape Town Cruise Terminal. Vehicles found parked at the Terminal are subject to fines or being clamped.

21) **Which flights should I book to ensure that I arrive in time to embark?**
a) Please check the embarkation times on your Cruise Ticket to ensure that you are at the Port within your allocated embarkation time.
b) Please note that MSC Cruises is not responsible for delayed flights.

22) **What if purchased items are not collected on-board?**
It is the guest's responsibility to collect all purchased items before disembarking the ship, items not collected cannot be retrieved thereafter. The guest needs to ensure that all purchased items are in good conditions before accepting the purchase. There is no exchange policy on any items purchased onboard.

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Onboard Experience

23) **How can I stay in touch with friends and family back home?**
You can contact our office on **011 844 6073**. On board communication facilities: Internet facilities are available onboard at a charge. We suggest you stay connected by purchasing a pre-paid internet package either in the 'My Booking', My Cruise' booking area on our website (pre-paid packages) or by calling our Contact Centre.

24) **Is there a doctor on board?**
The ship has a medical Doctor onboard. 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.

25) **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.

26) **What do I do if I find that my luggage has been damaged?**
   a) 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. Please request a copy of this document
   b) On disembarkation: Please approach the staff in the Luggage Area at the Port where an MSC Representative will hand you a copy of a "Lost/Damaged Luggage Form" that the Representative will sign and acknowledge that the damage to the luggage has been viewed by them and has been reported to them.
   c) Please follow the below link, which you will be re-directed to the Hollard Travel Insurance website, where you can complete the necessary documentation needed to submit a claim – www.hollardtravel.co.za
   d) Policy Number: OOJ10AP2013
   e) Insurance claims are not possible without presenting the lost/damaged luggage form. It is important that these procedures are followed if a guest considering instituting a claim from their Travel Insurance for loss or damage of luggage.

27) **What is a Cruise Card?**
Every Passenger (including children) will receive a personalized Cruise Card which is required to be shown to the Security personnel at the gangway to be permitted to go ashore or return to the Ship during ports of call. This card is also your personal ID card, your cabin key and your "cruise credit card" during your holiday. Please note under our MSC Voyagers Club Programme your cruise card also becomes your membership card for the MSC Voyagers Club.

28) **How do I activate my Cruise card using my Bank Credit/Debit Cards? IMPORTANT – You must register.**
   a) Credit/debit card details can be registered online through the "My booking, Web check-in" or MSC For Me App.
   b) Alternatively, you can register your credit/debit card at one of the Cruise Card Activation Points (CCAP) onboard. This should be done within 24 hours of embarkation.
   c) Credit cards accepted are Visa, MasterCard, Diners, JCB, Discover and American Express. It is also possible to use a debit card to make a deposit on your cruise card or leave a cash deposit at Reception/Guest Services onboard. Debit cards accepted are Maestro, Visa Debit, Visa Electron and MasterCard debit.
   d) An itemized statement will be sent to your cabin at the end of the cruise, and you may check your account at any time during the cruise. Remember that if you pay by credit/debit card you can enjoy the speed and simplicity of our express checkout prior to disembarkation.
   e) The online system will request an initial pre- authorization in the amount of USD 250 for credit cards.
   f) The pre-authorization is only an estimate of the amount that could be utilized during your time onboard. The pre-authorization is not an actual debit, the amount is a **HOLD** on your credit card and, due to the nature of international banking processes, will be released within 30 working days after your cruise.
   g) For debit cards a once off USD 1 deposit is taken at registration. Daily onboard expenses will be deducted during the cruise.
   h) It is therefore highly recommended to register a debit card for ease of use and peace of mind.

29) **Where can guests find their onboard account statement?**

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Guests can view a record of their onboard expenses and payments at any time during their cruise through the MSC for Me App. They can also download their onboard account statement by selecting the Download now button and acknowledging the information pop-up.

Please note that the onboard account statement can only be viewed and downloaded through the MSC for Me App while guests are on board. Once guests have disembarked, they no longer have access to their onboard account in the app.

To make accessing final cruise documentation easier, guests can opt in to receive their final invoice by email after disembarkation. This preference can be selected before departure during Web Check-In or while onboard through MSC for Me. Guests who have opted in will automatically receive their final invoice electronically after their cruise, eliminating the need to download it before disembarking.

30) **Purchasing Photos**
Please note that at the end of each cruise the physical photos that have not been sold are destroyed, we are therefore unable to obtain any copies of Photos for you once you have disembarked the Ship. It is the guest's responsibility to collect any physical photos and download any digital photos purchased prior to disembarking the vessel.

31) **What about tipping?**
Service Charge/Gratuities are included in the cruise package. MSC Cruises does not recommend tipping individual members of staff.

32) **Do you provide any equipment for parents with young children?**
We do everything we can to make life easier and as comfortable as possible for all our guests. Partnering with world-leader Chicco, we provide a limited quantity of bottle warmers, strollers, bouncers, and backpacks on board for your combined comfort and convenience. Among the shops on board, you'll find a Chicco corner with a selection of great products for babies and toddlers, including nappies. Also, a limited number of cots and highchairs are available on board, although please be prepared for increased demand for these during the high season. Please be sure that the travel agency sends your request for these items at the time of booking via e-mail or contact our Contact Centre on **011 844 6073**.

33) **How do dinner sittings work?**
Dinner sitting times are as follows:
- The first sitting is at approximately 18h00 and the second is at approximately 20h15
- An alternative Casual Dining Buffet is available for families or guests who prefer a more casual dining.
- "My Choice" dining is assigned to guests booked on the Aurea Experience.

34) **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. Please listen very carefully to all the announcements and read the emergency instructions posted behind the Cabin door. During the Emergency Drill all the Cruise Ship's services will be closed.

35) **Do I need to take bath and beach towels?**
Bath towels and pool/beach towels are available on board.

36) **What is the Dress Code?**
Please refer to our website on https://www.msccruises.co.za/manage-booking/before-you-go.

37) **What is the smoking policy onboard?**
- In line with global standards, smoking areas on board are fewer than non-smoking areas and are indicated by signage and ashtrays.
- Smoking (including e-cigarettes) is not permitted in cabins, on cabin balconies and anywhere not expressly indicated by signage and ashtrays.
- The Company reserves the right to levy a fee should passengers be found smoking in non-designated areas of the vessel. Repeatedly smoking in non-smoking areas can ultimately lead to disembarkation.

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- We remind you that throwing cigarette butts or anything else overboard at sea is strictly prohibited as it may seriously put in danger safety at sea.

38) **Kettles, coffee, and water in cabins**
There are no kettles, coffee, or tea facilities in the cabins as they pose a fire hazard onboard a cruise ship. Bottled water is available in the cabins (this forms part of the mini bar, which if consumed is charged to your onboard account with other minibar charges). There are tea, coffee and water stations found around the ship that you can make use of free of charge. For more information on prohibited items, you can visit our website at https://www.msccruises.co.za/manage-booking/before-you-go/luggage

39) **Safes**
There are safes available in the cabins.

40) **Gym & Spa**
- Access to the onboard gym is free. You are required to wear the correct training shoes when entering the gym.
- From ages 13 years to 15 years, a parent or guardian must complete a gym waiver, and they must accompany the minor when using the gym/gym Sauna.
- From ages 16 years to 17 years, a parent or guardian must complete a gym waiver only.
- 12 years and under are not permitted to use the gym, gym Sauna, Fitness Classes or Personal Training Sessions.
- Please confirm the possibility of booking spa treatments for minors during the booking process or once on board.

41) **UNICEF Donation**
MSC supports UNICEF. The donation is automatically added to your onboard account. Passengers may freely decide whether to increase, decrease or cancel it. For more information, please read the informational brochure left in every cabin or go to MSC Foundation website.

General

42) **Exchange Rate**
South African Rands will be exchanged to USD/EUR according to the current exchange rate at the time of boarding. If you are using a credit card your conversion will be according to exchange rate at the time of payment transaction.

43) **Pricing Policy**
a) MSC Cruises operates a dynamic pricing policy. Once the number of cabins allocated to those special prices have been sold out, the discounts are no longer applicable, and the remaining cabins are available at the next tier in pricing.
b) Promotions are always capacity controlled, and a limited number of cabins are opened for sale at discounted prices. Prices are subject to change without notice.
c) Please note that Promotions are not retroactively applicable to existing bookings.

44) **Brochure Promotions**
Refer to https://www.msccruises.co.za/cruise-deals/our-fares.

45) **MSC Office Hours**
Our offices operate nationwide during the following business hours:
Monday – Friday from 8am – 5pm.
Saturday 9:00am – 12:00pm.
We are closed on Sundays and public holidays.
Contact Centre number: **011 844 6073**

46) **Office locations**

a) South African Head Office
Woodmead North Office Park, Building 5
54 Maxwell Drive
Woodmead, Johannesburg
Po Box 786331, Sandton 2146

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www.msccruises.co.za (Flv091126)

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b) Durban Office
1st Floor, Lincoln On The Lake,
2 The High Street,
Parkside 4319
Kwazulu-Natal, Durban

c) Cape Town Office
1 Mediterranean Street
Msc House, 10th Floor.
Foreshore 8001
Cape Town



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