

STRESS FREE CRUISING

Ensuring a safe, healthy and enjoyable cruise

BEFORE THE CRUISE

From the moment a guest starts planning a cruise, MSC Cruises provides simple and practical information, clear booking conditions and supporting technology to make their cruise safe, smooth and seamless.



ONLINE SERVICES AND INFORMATION

- The booking process will be updated with additional information. Collection of all guests contact details will become mandatory in case of updates linked to the COVID-19 situation
- Web check-in will be highly recommended for a smooth and contactless experience on the embarkation day
- Booking onboard packages prior to the cruise will be highly encouraged to minimise contacts and to secure space



AT EMBARKATION

- A mandatory health questionnaire (sent before the cruise) and contactless temperature checks for a comprehensive health screening before embarkation
- Newly designed processes for embarkation with assigned arrival times at the port to facilitate responsible social distancing and enhanced sanitation measures that follow the same high standards as on board
- Boarding will be denied to any guest showing signs of illness such as fever (≥ 37.5 C°) or flu-like symptoms, including chills, cough or difficulty of breathing or in case of exposure to a suspected or confirmed case of COVID-19, in the 14 days prior to embarkation

ON BOARD

The enhanced health and safety measures are designed to ensure that MSC Cruises preserves the experience onboard as well as ashore so that guest can enjoy their holiday stress-free (more details on the following page).



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 touched areas; public spaces sprayed disinfectant each night
- Cabins cleaned twice daily with careful attention to regularly touched surfaces and additional deep cleaning at the end of the cruise
- 100% external fresh air supplied to all cabins and public areas, additionally sanitised through UV-C light technology (that kills 99.97% of all microbes) and no re-circulation of air between cabins or within the ship



ENHANCED MEDICAL SERVICES WITH HIGHLY QUALIFIED STAFF

- Ongoing health monitoring for all guests
- Increased number of qualified medical staff onboard, supported by dedicated ashore Medical Team all trained to deal with COVID-19 with a response plan that will be activated with local authorities
- Fully equipped Medical Centre including COVID-19 testing equipment and ventilators
- Free treatment is available in the Medical Centre to any guest with flu-like symptoms
- Comprehensive isolation procedures for suspected cases and dedicated isolation zones with separate air supply



WELL-TRAINED, WELL-EQUIPPED AND HEALTHY CREW

- Extensive screening and medical checks including testing prior to embarking in addition to ongoing health monitoring and temperature checks
- All crew will wear protective equipment where appropriate, such as face masks and gloves
- Comprehensive training for all crew on the new enhanced protocol

THE 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 organise activities to ensure that guests can practice responsible social distancing. The guests will continue to enjoy rich 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. Self-service buffet will be temporarily unavailable but there will be options for some take-away food throughout the day. To minimise risks, MSC Cruises adapted the processes for ordering, preparing, delivering, consuming and paying for food and beverage services.



SHORE EXCURSIONS

It is recommended that guests go ashore with an MSC Cruises Shore Excursion, as they will follow the same high standards of health and safety as on board.



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, sports and more. Theatre shows, entertainment, kids clubs and activities will be available through pre-booking. To ensure proper social distancing among guests, the capacity of the theatre will be reduced, more performances of the shows will be offered as well as live streamed around the ship. Technology such as MSC for Me* (mobile app, in-cabin TV, interactive screens) will help guests plan and book their favourite activities.



OUTDOOR AREAS AND POOLS

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



GUEST SERVICES AND CUTTING-EDGE TECHNOLOGIES

A new Remote Guest Service Centre will be available by telephone and remote desks will be set up on embarkation day to manage in-person questions in order to avoid queues at the Guest Services desk. In addition, guests will be encouraged to use digital services to find information such as MSC for Me* (mobile app, in-cabin TV, interactive screens) and ZOE, the in-cabin virtual personal Cruise assistant. Cashless payments will be highly recommended.

MSC Cruises is continuously assessing relevant developments in the response to the COVID-19 situation and will adapt even the Health & Safety measures as needed. Updates will be posted on MSC Cruises websites.

*MSC for Me digital programme is available on MSC Meraviglia, MSC Bellissima, MSC Grandiosa, MSC Seaview, MSC Seaside.