



These Cruise FAQ's contain important information regarding your Cruise and form part of the "Passage Contract" (despite the FAQs themselves not creating obligations, duties, or warranties on the part of MSC Cruises. The Passage Contract is agreement that you as the Passenger have entered or will enter with MSC Cruises, the terms of which are evidenced by the Booking Terms and Conditions ("STCs") together with the Contract of Carriage and the answers to the FAQs, which together all form part of the Passage Contract. The most updated information will always be available on our website www.msccruises.co.za

MSC Cruises endeavours to update and verify the information contained in the FAQs as often as possible, it is, however, the responsibility of the Passenger to verify the contents hereof. Should there be any conflict between the contents of the FAQs, and the STCs and/or the Contract of Carriage, the terms and conditions contained in the STCs, and Contract of Carriage will take precedence. Accordingly, Passengers MUST NOT solely rely on these FAQs or treat these FAQs as a substitute for the STCs and Contract of Carriage.

Careful planning will go a long way in ensuring that this is your most memorable holiday, so we recommend that you take a little time to go through our list of "Frequently Asked Questions" to let us help you create your own checklist.

1) 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' area on our website (pre-paid packages) or by calling our Contact Centre.

2) 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 cannot be changed.
- 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.

3) 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 E-ticket in hand.

4) Where can I find more information on the MSC Cruises Health and Safety Protocols?

- a) For more information on our Health and Safety Protocols, please refer to our website www.msccruises.co.za or alternatively click on the following link <https://www.msccruises.co.za/manage-booking/before-you-go/travel-documents-visas>

**5) Do I need Visas and Vaccinations?
MOZAMBIQUE**

- a) South African passport holders do not require visas or vaccinations for Mozambique.
- b) 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

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travel in Mozambique.

- VISA cost: U\$D50.00 payable on-board
- VISA will be valid for 2 (two) entries.
- 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.

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.

IMPORTANT: All passengers (Adults and Children) are responsible for presenting the correct documents when boarding the vessel. Passengers must be in possession of valid **passports** (6-month validity from date of return) **and** any visa or immunizations required for all scheduled ports at which the cruise ship will call. (Not intending to disembark at a port does not exclude a passenger from obtaining the required visas and inoculations). Please take note of the new Immigration laws in respect of Adults travelling with children under 18 – available for your convenience on our website www.msccruises.co.za

6) 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.

7) 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 cruises not visiting foreign ports)
- d) A printed copy of your cruise ticket(s), one per person travelling.
- e) Mandatory insurance is included in the cruise fare to embark on local South African departures. More information on the insurance policy can be found [here](#).
- 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 or an unabridged birth certificate. (Not required for domestic (coastal) cruises, meaning no foreign ports on the website itinerary).
- g) Children under 18 years old travelling without their parent(s) need additional documentation. For more information, please visit 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 www.msccruises.co.za/manage-booking/before-you-go/travel-documents-visas for the most up to date information regarding requirements to travel.

8) Can I travel while pregnant?

Yes, provided you are not further than 23 (twenty-three) weeks pregnant at the end of 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 (please refer to point 30 on the policy document), available online [here](#)

9) 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.

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c) Alcohol bought by guests ashore during the Cruise will be returned during disembarkation.

South African 3 pin plug will require a European 2 pin round adapter. Hairdryers are available in the cabin.

10) 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.

15) 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).

11) Can a passenger with reduced mobility travel alone?

Yes, provided he/she is fully independent, otherwise, he/she must travel with a carer who can provide the necessary assistance.

16) 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.

12) How do I let MSC Cruises know about my Special needs?

MSC Cruises should be informed of all special needs via the Special Needs Form to be submitted to MSC Cruises no later than 30 (thirty) days before the intended cruise Departure Date in addition to the form, a medical certificate confirming that the Passenger is fit to go on a cruise may be requested. Special needs forms need to be emailed to msconline@msccruises.co.za for Travel Agents and to info@msccruises.co.za for guests that book directly with MSC Cruises.

- 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.hollardti.com

13) 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, however, we do confirm that all Halaal food is kept separate during preparation from all other foods.
- c) Please note that at the time of making booking Passengers are to advise the agents of any special requests such as Halaal and Gluten Free Meals
- d) Kosher meals are catered at an additional cost per meal and must be ordered at least 60 days (2months) 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 Special Needs form to the Sales Agent handling your Cruise 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 (thirty) days before sailing.

- 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.

17) Parking at Durban Port?

- a) Parking is available for the duration of the cruise on a first come first serve basis. Parking charges will be settled at the Terminal Parking Ticket Pay Station during disembarkation.
- b) 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.
- c) Please note NO CASH will be accepted as payment at the Parking Pay point machine.

14) 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

18) 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) The parking areas are a 5-minute walk from the Cape

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Town Cruise Terminal on a clearly marked pedestrian route from the parking to terminal area.

19) Do you have 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.
- b) Durban and Cape Town shuttles are available at a fee, please contact our Contact Centre for further assistance.
- c) Shuttle transfer tickets are also on sale at the airport on the day of the Cruise departure, and onboard the ship for disembarking Passengers.
- d) 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.
- e) Pre-paid shuttle services for pre booking are available up to 3 days prior to your departure date.
- f) Please lookout for MSC staff or signage at the airport.

20) 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.

21) Can I pre-book Hotel accommodation in Durban and Cape Town?

For more information, please contact us on groundservices@msccruises.co.za

22) 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. 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

23) How do I activate my Cruise card using my Bank Credit Cards? IMPORTANT – You must register.

- a) Credit card details can be registered online through the "Manage booking web check-in".
- b) Or you can register your credit card at one of the Cruise Card Activation Points (CCAP) onboard. This can be done at any time from embarkation.
- c) We accept Visa and Master Card. 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.

- d) My Smartcard, this fun prepaid card of €/\$50, €/\$100 or €/\$150 can be used by children to make small purchases on board and doubles up as a cabin key. Without My Smartcard parents authorize all purchases made by their children on board without any spending limits. You can purchase the My Smartcard directly on board at Reception – Guest Service
- e) 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 card you can enjoy the speed and simplicity of our express checkout prior to disembarkation.
- f) The CREDIT CARD on-line system will request an initial pre- authorization in the currency used onboard.
- g) 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, and the amount is BLOCKED on your credit card for the period of 7-30 working days after your cruise.

24) Purchasing of Pre-Paid packages and Excursions

- a) You can purchase pre-paid packages up-to 3 days prior to your departure date before 1pm.
- b) Pre-paid dining and drinks packages can be booked on our website. [Click here](#)
- 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 point 2 in the cancellation policy on the website. [Click here](#)

25) Purchasing Photos and DVDs of our Cruise

Please note that at the end of each cruise the photos and DVDs that have not been sold are destroyed, we are therefore unable to obtain any copies of Photos or DVDs for you once you have disembarked the Ship. It is the guest's responsibility to collect any photo/DVD packages purchased at the photo studio prior to disembarking the vessel.

26) 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.

27) 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

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be according to exchange rate at the time of payment transaction.

28) 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 www.msccruises.co.za or alternatively contact our Contact Centre on 011 844 6073.

29) Can we get married/renew our vows onboard?

Please refer to <https://www.msccruises.co.za/our-cruises/special-occasions/symbolic-weddings>

30) What about tipping?

Service Charge/Gratuities are included in the cruise package. MSC Cruises does not recommend tipping individual members of staff.

31) 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.

32) 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.

33) 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.

34) Are landings guaranteed?

No, as any landing is weather dependent, and the sea conditions dictate whether a successful landing can proceed or not. The Captain (Master) has the final say as to whether a landing can proceed or not, based on the information he has regarding sea and weather conditions, and with the safety of the Passengers and staff onboard as his primary concern.

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.

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.

39) Safes

There are safes available in the cabins.

40) Gym

Access to the onboard gym is free. You are required to wear the correct training shoes when entering the gym.

41) 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.

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42) 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) Specials 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.

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 www.msc-unicef.org.

43) Brochure Discounts

Please refer to <https://www.msccruises.co.za/cruise-deals/our-fares>

44) UNICEF Donation

46) Office locations

a) SOUTH AFRICAN HEAD OFFICE

WOODMEAD NORTH OFFICE PARK, BUILDING 5
54 MAXWELL DRIVE
WOODMEAD, JOHANNESBURG
PO BOX 786331, SANDTON 2146

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

45) MSC Office Hours

Our offices operate nationwide during the following business hours: Monday, Tuesday, Wednesday & Friday from 8am – 5pm. On Thursday we are open from 9:30am – 5pm and Saturday 9:00am – 12:00pm. We are closed on Sundays and public holidays.

Contact Centre number: **011 844 6073**

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