

CRUISE TICKET

Guest(s)	THOMAS BROWN
	JASON OBRIEN
Ship	MSC VIRTUOSA
Cabin	12028
Port	Southampton, United Kingdom
Embarkation Date	26/09/2023
Booking number	48184201

Dear Guest,

Welcome to MSC Virtuosa! We are delighted that you have chosen to cruise with us.

At MSC Cruises, our love for the sea goes back many generations and we're eager to share our passion for the blue planet, its beautiful places and inspiring cultures with you and our future generations. That's why we are dedicated to making each cruise a journey of discovery and unforgettable emotions for every guest. We offer an enriching, immersive and environmentally conscious cruise experience, where you can enjoy international dining, world-class entertainment, and award-winning family programmes while discovering the world's great destinations.

In the following pages of your personalised ticket, you will find all the information you need to prepare for your holiday, help you embark smoothly, and ensure a truly memorable and carefree experience during your stay with us.

We look forward to welcoming you very soon!



Pierfrancesco Vago
Executive Chairman, MSC Cruises

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01. EMBARKATION FORM
THIS FORM MUST BE PRESENTED AT EMBARKATION

Please note that this form must not be printed using double-sided printing

Cabin: **12028**

Embarkation form of:

THOMAS BROWN - (A) - BELLA


124647345

Ticket Nr.:00152703304

Dear THOMAS BROWN,

This form, completed automatically with the details you provided at the time of booking, must be presented at the embarkation. Please make sure that personal documents shown at embarkation are the same provided at the time of booking.

A valid passport with at least residual validity of 3 months is requested upon your arrival in the UK. EU ID card is not accepted, and the embarkation will be denied.

**NAME OF
EMERGENCY
CONTACT**

Name/Last Name

NATALIE HUDSON

Tel.no

+4407762722420

If the details entered are incorrect, please enter the correct details in the box below

**NAME OF
EMERGENCY
CONTACT**

Name/Last Name

Tel.no

ARE THESE DETAILS CORRECT?

If the answer is no, please visit the Web Check-In section of our website or ask your Travel Agent for help to update them.

Ship: **MSC Virtuosa**

Embarkation Port: **Southampton, United Kingdom**

Embarkation Date: **26/09/2023**
ALL BELOW FIELDS ARE REQUIRED

Your check-in opens: ⁽¹⁾ **14:00**

Your check-in closes within 1 hour from: **14:00**

LAST NAME	BROWN	COUNTRY OF ISSUE	GBR
FIRST NAME	THOMAS	ADDRESS ⁽²⁾	231 Holmes Avenue
NATIONALITY	United Kingdom	CITY	Hove
DATE OF BIRTH	25/11/1986	ZIP CODE	BN3 7LH
GENDER	M	STATE	
PLACE OF BIRTH	Kingston Upon Thames	COUNTRY	United Kingdom
PASSPORT/ID CARD NO.	558315908	MOBILE ⁽²⁾	+4407529189712
DATE OF ISSUE (DD/MM/YY)	28/12/2018	HOME TEL.	07762722420
EXPIRY DATE (DD/MM/YY)	28/12/2028	E-MAIL ⁽²⁾	tombrown86@gmail.com

⁽¹⁾ Please do not arrive for check-in before the time indicated. You will be requested to wait outside the terminal until your scheduled time. Please respect the assigned check-in time and to avoid any late arrival at the cruise terminal. The departure time could change without any notice and the embarkation closes 2 hours before the ship's sailing.

⁽²⁾ Guest mobile and e-mail contact information is mandatory to ensure important updates are received regarding the cruise. Please ensure accurate and up-to-date contact information for at least one member of your party is provided.

Signature

Cabin:

12028

LAST NAME:

BROWN

FIRST NAME:

THOMAS

GENDER(*):

M

Embarkation Date:

26/09/2023

Deck:

12

(only for guests required to leave their passport when embarking)



124647345

RECEIPT FOR THE SHIP


4647345

RECEIPT FOR THE GUEST

(only for guests required to leave their passport when embarking)

Cabin: **12028**
LAST NAME: **BROWN**
NOMBRE: **THOMAS**

12 Ticket Nr.:00152703304

Booking number **48184201**

Ship: **MSC Virtuosa**

Embarkation Date: **26/09/2023**

Cabin: **12028**

Ticket Nr.: 00152703304

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124647345

MANDATORY HEALTH QUESTIONNAIRE**Public Health Questionnaire**

Must be completed by ALL persons age 18 and above boarding the vessel - one form per adult

Date: 26/09/2023	Ship: MSC Virtuosa	Cabin: 12028	Booking Number: 48184201
Port: Southampton, United Kingdom	Last Name: BROWN	First Name: THOMAS	
To assist us in preventing the spread of Communicable Diseases during your cruise, we require you to answer the following questions:			
Do you, or any person listed below, have a Fever or Feverishness PLUS any ONE of the following additional symptoms:			
- Cough, Runny Nose, Sore Throat			
- Within the last 2 days, have you or any person listed below developed any symptoms of Diarrhea or Vomiting ?			
If you answer "Yes", you will be assessed free of charge by a member of our shipboard medical staff.			
Names of all minors travelling with you:			
1.			
2.			
3.			
4.			
I understand this Questionnaire may be forwarded to the health authorities. I have answered truthfully. I understand a false declaration can affect my health and safety as well as that of other Guests and crew.			
Signature of every adult.			
For guests under 18 years of age, their parent/legal guardian will sign.		Signature:	

MSC Cruises S.A., as data controller with headquarters in Geneva (Switzerland), and other companies of the MSC Cruises group acting as data processors, such as MSC Crociere S.p.A., with registered office in Naples (Italy), process your personal data for the purposes declared on this form in accordance with the EU Regulation on data protection 2016/679 ("GDPR"). Special categories of data are processed on the basis of Art. 9(2) GDPR and the processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health. You can exercise your rights set out in Articles 15-22 GDPR, as applicable, by sending an email to dpo@msccruises.com. For more information, please refer to the privacy policy available on the last page of your ticket and on all MSC Cruises websites.

Booking number 48184201	Ship: MSC Virtuosa	Embarkation Date: 26/09/2023	Cabin: 12028
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01. EMBARKATION FORM
THIS FORM MUST BE PRESENTED AT EMBARKATION

Please note that this form must not be printed using double-sided printing

 Cabin: **12028**

Embarkation form of:

JASON OBRIEN - (A) - BELLA


124647346

Ticket Nr.:00152703304

Dear JASON OBRIEN,

This form, completed automatically with the details you provided at the time of booking, must be presented at the embarkation. Please make sure that personal documents shown at embarkation are the same provided at the time of booking.

A valid passport with at least residual validity of 3 months is requested upon your arrival in the UK. EU ID card is not accepted, and the embarkation will be denied.

**NAME OF
EMERGENCY
CONTACT**

Name/Last Name

NATALIE HUDSON

Tel.no

+4407762722420

If the details entered are incorrect, please enter the correct details in the box below

**NAME OF
EMERGENCY
CONTACT**

Name/Last Name

Tel.no

ARE THESE DETAILS CORRECT?

If the answer is no, please visit the Web Check-In section of our website or ask your Travel Agent for help to update them.

 Ship: **MSC Virtuosa**

 Embarkation Port: **Southampton, United Kingdom**

 Embarkation Date: **26/09/2023**
ALL BELOW FIELDS ARE REQUIRED

 Your check-in opens: ⁽¹⁾ **14:00**

 Your check-in closes within 1 hour from: **14:00**

LAST NAME	OBRIEN	COUNTRY OF ISSUE	GBR
FIRST NAME	JASON	ADDRESS ⁽²⁾	231 Holmes Avenue
NATIONALITY	United Kingdom	CITY	Hove
DATE OF BIRTH	12/07/1984	ZIP CODE	BN3 7LH
GENDER	M	STATE	
PLACE OF BIRTH	Roehampton	COUNTRY	United Kingdom
PASSPORT/ID CARD NO.	140118970	MOBILE ⁽²⁾	+4407732491776
DATE OF ISSUE (DD/MM/YY)	09/06/2023	HOME TEL.	07762722420
EXPIRY DATE (DD/MM/YY)	09/06/2033	E-MAIL ⁽²⁾	tombrown86@gmail.com

⁽¹⁾ Please do not arrive for check-in before the time indicated. You will be requested to wait outside the terminal until your scheduled time. Please respect the assigned check-in time and to avoid any late arrival at the cruise terminal. The departure time could change without any notice and the embarkation closes 2 hours before the ship's sailing.

⁽²⁾ Guest mobile and e-mail contact information is mandatory to ensure important updates are received regarding the cruise. Please ensure accurate and up-to-date contact information for at least one member of your party is provided.

Signature

Cabin:

12028

LAST NAME:

OBRIEN

FIRST NAME:

JASON

GENDER(*):

M

Embarkation Date:

26/09/2023

Deck:

12

(only for guests required to leave their passport when embarking)



124647346

RECEIPT FOR THE SHIP


4647346

RECEIPT FOR THE GUEST

(only for guests required to leave their passport when embarking)

 Cabin: **12028**
 LAST NAME: **OBRIEN**
 NOMBRE: **JASON**

12 Ticket Nr.:00152703304

 Booking number **48184201**

 Ship: **MSC Virtuosa**

 Embarkation Date: **26/09/2023**

 Cabin: **12028**

Ticket Nr.: 00152703304

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124647346

MANDATORY HEALTH QUESTIONNAIRE**Public Health Questionnaire**

Must be completed by ALL persons age 18 and above boarding the vessel - one form per adult

Date: 26/09/2023	Ship: MSC Virtuosa	Cabin: 12028	Booking Number: 48184201
Port: Southampton, United Kingdom	Last Name: OBRIEN	First Name: JASON	
To assist us in preventing the spread of Communicable Diseases during your cruise, we require you to answer the following questions:			
Do you, or any person listed below, have a Fever or Feverishness PLUS any ONE of the following additional symptoms:			
- Cough, Runny Nose, Sore Throat			
- Within the last 2 days, have you or any person listed below developed any symptoms of Diarrhea or Vomiting ?			
If you answer "Yes", you will be assessed free of charge by a member of our shipboard medical staff.			
Names of all minors travelling with you:			
1.			
2.			
3.			
4.			
I understand this Questionnaire may be forwarded to the health authorities. I have answered truthfully. I understand a false declaration can affect my health and safety as well as that of other Guests and crew.			
Signature of every adult.			
For guests under 18 years of age, their parent/legal guardian will sign.		Signature:	

MSC Cruises S.A., as data controller with headquarters in Geneva (Switzerland), and other companies of the MSC Cruises group acting as data processors, such as MSC Crociere S.p.A., with registered office in Naples (Italy), process your personal data for the purposes declared on this form in accordance with the EU Regulation on data protection 2016/679 ("GDPR"). Special categories of data are processed on the basis of Art. 9(2)i GDPR and the processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health. You can exercise your rights set out in Articles 15-22 GDPR, as applicable, by sending an email to dpo@msccruises.com. For more information, please refer to the privacy policy available on the last page of your ticket and on all MSC Cruises websites.

Booking number 48184201	Ship: MSC Virtuosa	Embarkation Date: 26/09/2023	Cabin: 12028
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02. YOUR CRUISE > Itinerary

Day	Port	Arrival	Departure
TUE 26/09/23	Southampton, United Kingdom	--:--	20:00
WED 27/09/23	AT SEA	--:--	--:--
THU 28/09/23	Cork, Ireland	07:00	17:00
FRI 29/09/23	Portland, United Kingdom	12:00	20:00
SAT 30/09/23	Southampton, United Kingdom	07:00	--:--

Arrival and departure timings might differ from those indicated. For worry-free cruising we recommend booking your transfers and excursions with MSC, which guarantees adaptation to the ship's schedule.



Please note that this itinerary is subject to change without prior notice.

02. YOUR CRUISE > Booking Information

Ship	MSC VIRTUOSA		
Booking number	48184201		
Guest(s)	0124647345	(A)	THOMAS BROWN
	0124647346	(A)	JASON OBRIEN
Deck	12	Cabin	12028
Experience	BELLA		
Category	IR2 - Deluxe Interior (Module 17 sqm - Decks 11-14)		
Embarkation Date	26/09/2023	Your check-in opens	14:00 Southampton, United Kingdom
		Your check-in closes within 1 hour from	14:00
Disembarkation Date	30/09/2023	Disembarkation starts at	07:00
Dining Request	LATE DINING		

Your dining time will be assigned on board. Guests on the same booking, or traveling together, will be assigned to the same table.

Please do not arrive for check-in before the time indicated. You will be requested to wait outside the terminal until your scheduled time.

Please respect the assigned check-in time and to avoid any late arrival at the cruise terminal. The departure time could change without any notice. The embarkation closes 2 hours before the ship's sailing. When planning your returns individually, please consider that disembarkation might take up to 2-4 hours due to operational needs.

Travel Agency CRUISE NATION (HAYS TRANSPORT), GLOBAL HQ, FERRYBOAT CLOSE, SWANSEA ENTERPRISE PARK, Swansea, SA6 8QN, Tel: 08004080757

Booking number 48184201	Ship: MSC Virtuosa	Embarkation Date: 26/09/2023	Cabin: 12028
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02. YOUR CRUISE > What is Included

BOOKING FLEXIBILITY

Cruise change for a fee

COMFORT

Modern ships and elegant cabins

MSC for Me (where available)

FOOD AND DRINKS

Extensive buffet with a wide array of cuisine

Main restaurants serving gourmet meals accommodating a variety of dietary restrictions

SPORT AND ENTERTAINMENT

Varied programme of Broadway-style theatre shows

Pool area

Open-air sports facilities

Well equipped gym with panoramic view

Entertainment activities for adults, infants and children

Recreational activities for children

SERVICES

Qualified multilingual personnel

OTHER PRIVILEGES

MSC Voyagers Club points

03. YOUR PURCHASED SERVICES

All optional services and packages you have paid in advance should be included in this ticket. If any prepaid service or package is missing, please contact your Travel Agent or MSC Cruises before departure.



Special service

Date: **26/09/2023**

Guest(s)

THOMAS BROWN

JASON OBRIEN

Description: **SCUI17 - SERVICE CHARGES - GRATUITIES are included in the cruise fare**

Notes:

Booking number 48184201	Ship: MSC Virtuosa	Embarkation Date: 26/09/2023	Cabin: 12028
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03. YOUR PURCHASED SERVICES

All optional services and packages you have paid in advance should be included in this ticket. If any prepaid service or package is missing, please contact your Travel Agent or MSC Cruises before departure.



Beverage Packages

Date: **26/09/2023**

Guest(s)

THOMAS BROWN

JASON OBRIEN

Description: **603 - Complimentary mineral water, American coffee and/or tea during lunch and dinner in main dining room. reserved only for uk/irl guests**

Notes:

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04. CRUISE DESTINATIONS

DISCOVER YOUR DESTINATIONS

For information on where to go and what to do in each of the ports of call, check out our website. To find out more about your destinations, please visit our website msccruises.co.uk.



YOUR MSC SHORE EXCURSIONS

Guests will be able to go ashore independently according to local requirements which are continually monitored and subject to change. Guests who are travelling with unvaccinated children are also able to go ashore independently. For the best ashore experience, we recommend all guests explore destinations with the comfort, convenience, and safety of an MSC Cruises Shore Excursion.

Some excursions will require an official Covid certificate to access some venues (i.e. museums, churches,..) or to participate in any event.

Please read full information on our website msccruises.co.uk.

Visit the MANAGE BOOKING area on our website msccruises.co.uk and save up to 20% by booking in advance your MSC shore excursions!

MAKE THE MOST OF YOUR TIME ASHORE WITH MSC

Visit our website msccruises.co.uk to check out the excursions on offer in each port of call on your cruise.

05. ENHANCE YOUR CRUISE



YOUR WELLBEING

Relax in the award-winning MSC Aurea Spa, and discover a world of wellbeing. Save up to 40% by booking in advance.



STAYING CONNECTED

With the fastest internet at sea, don't miss out on receiving up to 20% off when purchasing Satellite Internet packages in advance.



YOUR SPECIALITY RESTAURANT

Celebrate a special occasion in style in one of our Speciality Restaurants.



YOUR DRINKS

Quench your thirst and save **up to 15%** by booking one of our great-value all-inclusive drinks packages before you depart.

Visit the MANAGE BOOKING area on our website msccruises.co.uk to discover more and book.

Booking number 48184201	Ship: MSC Virtuosa	Embarkation Date: 26/09/2023	Cabin: 12028
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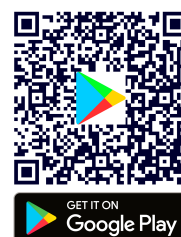
05. ENHANCE YOUR CRUISE > DISCOVER THE MSC FOR ME APP

DISCOVER MSC FOR ME

Download the free MSC for Me App before you leave home to make the most of your cruise experience. Use the app to avoid lines, chat with family and friends on board, and make reservations for spa treatments, excursions, speciality dining and more.

HOW TO DOWNLOAD IN 3 EASY STEPS:

- 1 Make sure your mobile device is connected to the internet
- 2 Scan the QR code and download the free MSC for Me app
- 3 Log into the app using your booking number



GET EVEN MORE OUT OF YOUR CRUISE WITH MSC FOR ME Before you sail

- Start organising your cruise experience even before boarding
- Plan your fun time and book your favourite activities taking advantage of our pre-cruise rates

On board

- Manage your cruise whenever and wherever you like. The app allows you to browse all onboard events, activities and special offers as well as make reservations
- Use the MSC for Me to chat with friends and family (available for guests 16 and older)

Before or On board

- Use the MSC for Me app to customise your cruise by making reservations for Speciality Restaurants, MSC Aurea Spa, shows and shore excursions. You can also choose from a wide variety of packages and enjoy savings on Internet, beverages, photos, and more
- Keep track of your onboard expenses and transactions



Booking number 48184201	Ship: MSC Virtuosa	Embarkation Date: 26/09/2023	Cabin: 12028
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To use the **free** app when on board, make sure you're connected to the **MSC VIRTUOSA** HOTSPOT Wi-Fi network and not to your data connection.

Booking number 48184201	Ship: MSC Virtuosa	Embarkation Date: 26/09/2023	Cabin: 12028
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06. GET READY FOR DEPARTURE



Travel documents & visas

Please make sure you have all the necessary travel documents and visas required to visit the ports of call on your itinerary. For further information, visit our website. Remember to bring your completed **mandatory health questionnaire** which must be submitted during embarkation.

Please remind as well that all Guests, including the one of Schengen Area, must present a valid passport with at least residual validity 3 months at their arrival in the UK. Moreover, all Countries listed [here](#) mandatorily need as well a pre-issued UK visa issued from Embassy/Consulate of referment. **EU ID Card is not accepted**, and the embarkation will be denied even in case willing to remain on board during the call in the UK.



Payment Methods

The Cruise Card eliminates the need to carry cash on board, giving you access to all products and services available. Cruise Card Activation Points are available on board to register credit/debit/pre-paid cards. Please remember to bring your credit/debit card and PIN code and ensure your card is enabled for use abroad. The ship will be sailing in international waters and the payment will be processed in Switzerland therefore there might be charges applied by your Bank. It is also recommended to verify that your card is enabled to be used in Switzerland and all the countries visited during the cruise.



Your Luggage

Things to pack: casual clothes for life on board, a swimsuit, a tuxedo, dinner jacket or dark suit and tie for men, a dressy outfit, formal gown or cocktail dress for women, shoes and clothing for gym lovers, a pullover or a shawl for the change in temperature, a travel adapter for any electrical devices.

Things NOT to pack (all forbidden on board): alcohol, food or beverages, firearms, sharp objects such as blades and scissors, flammable and explosive material, items with heating elements or open flames are prohibited such as clothing irons, kettles, candles, incense, and drones.

Things to keep in your hand luggage: travel documents, money, jewellery, electronic devices, medicines, nappies, and any other valuables or items you may need at short notice.

Booking number 48184201	Ship: MSC Virtuosa	Embarkation Date: 26/09/2023	Cabin: 12028
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07. MAIN STEPS FOR EMBARKATION

Embarkation port:

Southampton

HORIZON CRUISE TERMINAL
Berth 102, Herbert Walker Avenue,
Western Docks, Southampton, SO15 1HJ

Car:

From M3/A31 motorway follow the signs for Southampton and join the M27 towards West to leave at the Junction 3 roundabout and the exit signposted M271 towards Southampton/The Docks. Then either: at the Redbridge roundabout, take the first exit left and continue along the A33 towards Southampton, then follow the signs to the dock gate for your cruise shown on the ticket; or: Keep on the A33 and follow the signs to for Horizon Cruise Terminal.

Train:


Southampton Central Station can be reached: By taxi, with a 10 minutes ride


Plane: Southampton Airport is the closest to the city. Located approximately 6 miles away, it takes just 20-30 minutes by taxi to reach the terminals. Southampton Airport Parkway train station is just a few minutes walk away. Regular services to Southampton Central run throughout the day. Alternatively London Heathrow is about 62miles away or Gatwick 77 miles.

Southampton Parking
ABParking Official Cruise Car Parking,
Port of Southampton
City Cruise Terminal, Solent Road,
Western Docks, Southampton SO15 1HJ


Get ready for a carefree experience, prepare all necessary documents to embark the ship: health questionnaire, embarkation form, your ID or Passport.

When you arrive at the **TERMINAL**:

- 


1 Attach the luggage tag found in the ticket. Leave your luggage to the butler team and it will be delivered to your cabin. For a full list of items allowed on board, please check the last page.
- 


2 Hand in your completed and signed mandatory health questionnaire to the MSC check-in staff.

Present a printed copy of the embarkation form included in this document.
- 


3 Proceed to the security control. Staff may search you and/or your luggage and confiscate any articles that could represent a safety risk.


Once you're on **BOARD**:

- 

4 Embark in the time frame indicated in your embarkation form.
- 

5 Use your Cruise Card to access your cabin.

For families with children: you will find also the obligatory safety wristbands for your children and the Welcome on Board Family Folder. If the children's wristband is not delivered to your cabin before the departure, please contact the Reception - Guest Service.
- 

6 Your Cruise Card is already activated for shipboard use. However, you must register your credit/debit card or make a cash deposit within 48 hours at one of the Cruise Card Activation Points to continue making purchases onboard.
- 

7 Browse the Daily program and watch the MSC Cruise Guide presentation on your cabin TV to explore everything your ship has to offer!

08. ONBOARD SAFETY AND CODE OF CONDUCT



Safety Information

COMPULSORY SAFETY EMERGENCY DEMONSTRATION

A compulsory safety emergency demonstration will take place before departure on embarkation day. In accordance with the International Convention for the Safety of Life at Sea (SOLAS).

LIFEJACKETS

In case of emergency, lifejackets will be provided at your assigned Assembly Station.

CHILDREN 0-12 YEARS

If you are travelling with infants or children under 12 years, on embarkation they will be provided with an ID wristband to be worn for the entire cruise. In the unlikely event of an emergency, while your children are involved in Kids Club activities, our staff will escort them to the Children's Pick-up Area. They will wait for you to arrive, then proceed to your Assembly Station.

FIRE EMERGENCY SIGNAL: TWO LONG BLASTS

Smoking in the cabin and on cabin balconies is prohibited. Never throw lit cigarettes, cigars, or matches over the ship's side as they may be blown back on board. Use the ashtrays provided in designated smoking areas. If you see a fire, raise the alarm immediately by activating one of the manual fire alarms, or by alerting a crew member. In the event of a fire, fire doors will close automatically. If corridors are filled by smoke, crawl on the floor and follow the low-level lighting on the corridor and stairway walls. Never use the lifts in an emergency situation.

EMERGENCY SIGNAL: 7 SHORT BLASTS FOLLOWED BY 1 LONG BLAST

If you hear this signal, whether the ship is at sea or in port, go quickly to your cabin, collect your protective clothing, head covering, reliable footwear, and any medication you may require, then go to your Assembly Station. Do not use the lift. In a power failure, you may be trapped. When you reach your Assembly Station, remain as quiet as possible, in order to hear any instructions which may be broadcast over the speaker system or by the officers in the Assembly Station. If you are incapacitated or need assistance to reach your Assembly Station in an emergency, please inform the Reception - Guest Service.

MAN OVERBOARD SIGNAL: 3 LONG BLASTS

If you see a person fall overboard or if you see someone in the water, immediately throw a lifebuoy to the person. Lifebuoys are clearly available in several locations around the outer decks. Do not take your eyes off the person in the water, and shout out loudly 'Man overboard' and specify the Left or Right side of the ship (looking forward). Do this until the officers on the bridge or a member of the crew hear you and take action.

PREVENTION OF ACCIDENTS

An accident or injury could ruin your cruise. Please carefully follow the instructions in the safety video available on your in-cabin TV.

CODE OF CONDUCT

We want every Guest to have a truly enjoyable cruise experience. Therefore, MSC Cruises does not tolerate any behaviour affecting the comfort, health, safety, and security of other Guests or our crew. Please refer to the contract conditions for more details on this important policy.

SECURITY PROTECTION

Guests are protected by a comprehensive security system, such as the MSC Cruises Access Control and Screening System, which requires proof of identity to access with tickets and on a pre-approved list. Also, all luggage must pass through strict checkpoints. Cabins are protected by locks and are individually equipped with safe boxes. All public areas are monitored by cameras, while highly trained Security Officers continuously patrol the ship and are on call 24/7.

TRAVELLING WITH MINORS

Minors may only go ashore if accompanied by their parents or a legal guardian travelling in the same cabin. Guests can add additional guardians by signing a dedicated waiver available on board at the Reception - Guest Service desk or the Kids Clubs.

USE OF GYM

Participation in the gym is voluntary and may involve a certain degree of risk. Guests represent not to have any medical condition preventing the use of equipment in the gym and take full responsibility for whatsoever risks, injuries, or damages arising from the presence into the gym and the use of its equipment. Guests aged 13-15 may enter the gym accompanied by an adult on the signature of a waiver and 16 and 17-year-olds may enter unaccompanied on the signature of a waiver.



MSC FOUNDATION


The MSC Foundation develops and leads the MSC Group's conservation, education, health and humanitarian initiatives, both independently and in partnership with trusted life-changing organisations such as UNICEF and Marevivo.

Together we can make a difference! Join us by donating €/\$/£1 per person per cruise, and we'll match your donation, doubling the impact of your generosity. We hope you'll allow us to add this donation to your onboard account at the end of your cruise, but you're welcome to cancel it at any time or make an additional donation of your choosing. More information will be provided during your cruise and is available on our website [mscfoundation.org](https://www.msccruises.co.uk/mscfoundation.org).

Booking number 48184201	Ship: MSC Virtuosa	Embarkation Date: 26/09/2023	Cabin: 12028
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09. LUGGAGE TAGS

You are responsible for ensuring that these labels are correctly attached to all luggage at all times during transit.

Please double check upon arrival at the airport, if applicable, and embarkation port.

Please note that there may be a delay in receiving your luggage in the stateroom if your luggage is unlabelled or not clearly labelled.

1. Fold along the dotted line.
2. Wrap the tag around the luggage handle and close by using tape or stapling (see picture).



↑ TO CORRECTLY SECURE YOUR LABEL, STAPLE OR TAPE HERE. ↑

Your Experience	BELLA
Booking number	48184201
Guest(s)	THOMAS BROWN

124647345



Deck

12

Cabin

12028

MSC VIRTUOSA 26/09/2023



LUGGAGE LABEL

LUGGAGE LABEL



MSC VIRTUOSA 26/09/2023

Cabin	12028
Deck	12

124647345



Guest(s)	THOMAS BROWN
Booking number	48184201
Your Experience	BELLA

↓ TO CORRECTLY SECURE YOUR LABEL, STAPLE OR TAPE HERE. ↓

REMOVE NOW



KEEP WITH YOU



Guests are advised that Port Security has the duty to search Guests and luggage to confiscate any article internationally known as dangerous for the safety and security of Guests, Crew and ship. Such items will be confiscated and not returned. Also, if explosive material, guns or illegal drugs are detected, law enforcement will be immediately alerted. In connection with this, MSC Cruises will be forced to deny access to any guests not complying with these mandated regulations. In the interest of health and safety, beverages and food (including partially eaten or home cooked items) may not be brought on board either. Exception: dry, packaged and commercially produced foods as well as confectionary. Objects that are considered to be fragile, personal and/or valuable (jewelry, electronics, money, travel documents, backpacks, medicines, diapers... etc.) must be carried as hand luggage only since MSC Cruises cannot accept liability for their damage or loss. Make sure to keep your ID/Passport and all check-in documents handy.

09. LUGGAGE TAGS

You are responsible for ensuring that these labels are correctly attached to all luggage at all times during transit.

Please double check upon arrival at the airport, if applicable, and embarkation port.

Please note that there may be a delay in receiving your luggage in the stateroom if your luggage is unlabelled or not clearly labelled.

1. Fold along the dotted line.
2. Wrap the tag around the luggage handle and close by using tape or stapling (see picture).



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Your Experience	BELLA
Booking number	48184201
Guest(s)	JASON OBRIEN





124647346

Deck

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LUGGAGE LABEL



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Guest(s)

JASON
OBRIEN

Booking number

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Your Experience

BELLA

Guest(s)

JASON
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MSC Cruises Privacy Information Notice based on Article 13 of Reg. (EU) 2016/679

1. Who we are: MSC Cruises and the companies of our group

MSC Cruises S.A., headquartered in Avenue Eugène-Pittard 16, Geneva, Switzerland, registered for tax purposes under number 060.667.071 (CHE- 112.808.357), acting as data controller, and the companies of our group (as mentioned at section 4.a) of this notice), acting as data processors (collectively, "we" or "us"), are committed to the fair processing of the passengers' personal data ("your data"). In order to provide you with a great cruise experience, we collect personal data about you on different occasions, such as when you browse the websites of our companies, when you book a cruise or when you make on-board purchases.

Please read carefully this information notice, which is based on article 13 of the General Data Protection Regulation (Reg. (EU) 2016/679 or simply "GDPR").

For any doubts regarding the content of this document, please contact our designated Data Protection Officer via email at dpo@msccruises.com. You can also send requests in writing to MSC Cruises S.A., Avenue Eugène-Pittard 16, Geneva, Switzerland; in that case, please specify "For the Attention of the Data Protection Officer" on the envelope.

2. Why, when and how we collect personal data about you

Our main objective is to provide you with a great experience during your cruise. Below you will find the main purposes why your data is processed. Please click on each to find out what categories of data are collected and how we use such data in each case.

a. Providing you with information regarding your requests about our cruises (via website, call centre or email)

We need to know your name, contact details as well as the content of your request. Without this data, we cannot provide you with the requested information. We will only use this information to answer your request. This processing is carried out to take steps at the request of the data subject prior to entering into a contract (Article 6.1(b) GDPR). In addition, and only where you indicate your express and specific consent, we will use your contact details to send you newsletters and marketing communications via email or SMS about our products and services that may interest you. This processing is based on your consent, pursuant to Art. 6.1(a) GDPR, and you can revoke the consent at any time emailing us using the contact email address provided in section 1 of this notice.

b. Completing and handling the booking of a cruise

To travel on-board our ships, you need to provide your name, contact details, date of birth and nationality at booking stage. We also register some information about your cruise choices, such as cabin type and type of cruise experience. We process this data on the basis of our contract with you (Article 6.1(b) GDPR).

You also need to provide information about valid travel documents and visas, where applicable. We process this information to comply with regulatory requirements in the ports of call, therefore on the basis of an existing legal obligation (Article 6.1(c) GDPR). During the booking, in some cases, you could communicate data revealing information about your health or even your religious preferences (for example, food preferences that indicate the observance of a specific religion – such as kosher or halal food – or medical conditions requiring special attention on-board – such as disabilities, or celiac disease). We collect this data in our Special Needs form and process it only on the basis of your informed and specific consent (Art. 9.2(a) GDPR). It is not mandatory to provide this data, but please be informed that if you do not provide it, we are unable to accommodate your needs on-board.

When you book with a Travel Agency, that Travel Agency will insert the above data into our booking systems, acting as autonomous data controller; the Travel Agency will be responsible for the processing it carries out on your personal data and for taking the adequate data protection measures. Please contact your local Travel Agency for information about how it processes your personal data.

c. Sending you personalised newsletters and communications according to your preferences

When you write us a message using the "Contact us" page and indicate that you wish to receive personalised information about our products and services by clicking the consent box, we will contact you via email or SMS to let you know our latest offers and cruise products that we think might be of interest to you. Similarly, you have the opportunity of providing your informed and specific consent to receive personalised information from us when you sign up for our Newsletter, when you enrol in the MSC Voyagers Club, when you request a brochure or a call from us, as well as when you sign up for a ship visit or participate in one of the competitions we organise. In all the cases above, it is not mandatory to provide your consent to receive personalised messages and offers from us, but without your consent we will not be able to send you personalised offers. Since the processing of your data for the purposes indicated above is based on your specific consent (Article 6.1(a) GDPR), you can revoke this consent at any time by clicking on the "unsubscribe" link at the bottom of a marketing email received from us or by using the contact email address provided in section 1 of this notice. Before you board the cruise ship, we will also register your interest in receiving special personalised offers in your cabin. For example, if you are travelling with children, we will send you specific information about the events we organise for children on board. You can choose not to provide this consent, but in that case you will not receive personalised messages in the cabin during the cruise. We will process your personal data on the basis of our legitimate interests in informing you of the on-board promotions that are active during your cruise and that may enhance your cruise experience (Article 6.1(f) GDPR). You can obtain information about the balancing test upon request by using the contact email address provided in section 1 of this notice.

d. Sending you information about similar products and services to the ones you already booked

When you give us your email in the context of booking a cruise with us, we will send you information about products or services that are similar or related to the ones you booked, unless you exercise your right to opt out of receiving marketing communications from us at the time of booking. For example, we will send you information about drinks package deals or excursion deals that are available on the cruise you booked. If you do not wish to receive this kind of information, please select the opt-out box when booking or click the relevant "unsubscribe" link in any of the emails that we sent you. This data processing is carried out on the basis of our legitimate interests in informing you of similar or related products and services that we offer and that may enhance your cruise experience (Article 6.1(f) GDPR). You can obtain information about the balancing test upon request by using the contact email address provided in section 1 of this notice.

e. Handling requests, complaints and comments

We keep track of the comments and complaints that you make on board in order to adequately respond to your requests. We process these data in connection with our provision of services to you, therefore on the basis of the booking contract (Article 6.1(b) GDPR). You have the option of making an anonymous complaint or comment, but please be aware that in such case it will be impossible for us to follow up on the complaint or to provide assistance and support.

In addition, we can use the content of the request, complaint or comment to improve our services on board. We limit as much as possible the use of data that may identify you personally in this case. This processing is carried out on the basis of our legitimate interests in developing our services in a way that ensures our guests get a pleasant experience on board, in accordance with Article 6.1(f) GDPR. You can obtain information about the balancing test upon request by using the contact email address provided in section 1 of this notice.

f. Ensuring on-board security

We keep track of the people who are on board at all times in order to be able to handle crisis situations and to ensure everybody's security throughout the cruise. We therefore record your name, cabin number, picture (taken when you come on board), date of birth, people you are travelling with, port of embarkation, port of disembarkation and information about special needs that may require specific assistance in case of emergencies. We further equipped the ships with CCTV recording systems for safety and security purposes with the aim to protect the legitimate interest of our guests and crew on board. We process these data on the basis of the need to ensure public security and to manage potential crisis situations (Article 6.1(d) GDPR). For this processing, the data controller is MSC Cruise Management (UK) Ltd, 5 Roundwood Avenue, London, and the data processor is MSC Cruises S.A., Avenue Eugène-Pittard 16, Geneva.

g. Additional data processing activities on-board

Some additional information about you may be collected during the cruise on paperback forms, in order to enable you to participate in specific activities (for example, the gym or the Spa) or to handle the request of specific packages (for example, the Romantic Sunset package). The data processed varies depending to the specific activity on board, however, we make sure to only collect the strictly necessary data to achieve the specific purposes. You will be required to complete the form if you want to receive that specific offer/event/package requested and we will process the data on the basis of our contract with you (Article 6.1(b) GDPR). We also process some personal data about you to assign you to a dinner table at one of our main restaurants during the cruise, to make sure that you are able to enjoy your meal without having to look for an adequate table for yourself and the people you are travelling with. To assign the tables, our Maître D' takes into account elements such as the size of the group you are travelling with, the place where you booked the cruise and your preferred language. You can request a different table at all times by contacting the Maître D' or the Guest Service on-board. This data processing is conducted on the basis of our legitimate interests in ensuring that all passengers are assigned adequate dinner seating on-board (Article 6.1(f) GDPR).

The information collected on board is stored for as long as necessary for each purpose. You can obtain information about the balancing test upon request by using the contact email address provided in section 1 of this notice.

3. How long we store the data

In accordance with Article 5.1(e) GDPR, the personal data that we collect is kept in a form which permits the identification of data subjects for no longer than is necessary for the purposes for which the personal data are collected and processed in each specific case, and in any case not longer than as specified by the relevant applicable laws. We have defined a Corporate Data Retention Policy that specifies the time frame for data processing at the end of which all copies of the personal data are either destroyed or anonymised using adequate techniques that do not permit the re-identification of the data subject. To obtain more information about our Corporate Data Retention Policy please contact us using the contact details provided at section 1.

4. Categories of data recipients and personal data transfer

a. Companies of our group

Depending on the country where the booking is made from, and to provide you with specific services, we share information about you with the companies of our group. All companies are processing the personal data in compliance with the GDPR.

Depending on the country where the booking is made from, your personal data could be processed by one of the companies of our group, acting as data processors upon instructions from the data controller. The companies of the MSC Cruises group that process personal data of European passengers are: MSC Cruises S.A., MSC Crociere S.p.A., MSC Cruise Management UK Ltd, MSC Cruises UK Ltd, MSC Food & Beverage Division Spa, MSC Kreuzfahrten AG, MSC Cruises Belgium NV, MSC Cruises Scandinavia AB, MSC Kreuzfahrten (Austria) GmbH, MSC Netherlands B.V., MSC Cruises Ltd – Cyprus, Mediterranean Shipping Cruises Cruceros Sau and MSC Kreuzfahrten GmbH. Personal data of passengers in the EU is not usually shared with companies of our group that are located outside of Europe. However, should data need to be transferred to a non-EU/EEA country, MSC Cruises will adopt relevant safeguards to ensure that the transfer is carried out in compliance with the applicable privacy legislation, in particular the provisions of the GDPR.

b. Commercial partners

Some services that you book with us are provided by our commercial partners. For example, some shore excursions or experiences may be provided by local tour guides that have been carefully selected by MSC Cruises for their knowledge and experience. We need to communicate your name to such partners in order to provide you with the service you booked. In such cases, we only communicate the data that is strictly necessary and we have agreements in place with our commercial partners to ensure that the data we communicate to them is used only for specific purposes related to the fulfilment of your request.

Our commercial partners operate in the following industries:

- Tourism (e.g. tour operators, local tour guides);
- Transportation services (e.g. bus, train, airplane or other means of transportation depending on type of service required on a case by case basis);
- Insurance companies (e.g. when there is a need to activate your insurance package during a cruise);
- Restaurants and shops (e.g. where you sign up for a lunch, dinner or for special offers); in some cases, where lunch/dinner is included in a package offered by us and provided by one of our commercial partners, we communicate data about allergies or food preferences that may reveal health information about you. We take utmost care to only reveal your identity when this is strictly necessary and, where possible, we work with anonymous data.

Thus, personal data of are transferred to a non-EU/EEA country if the commercial partner is based outside the EU/EEA. MSC Cruises adopts relevant safeguards to ensure that the transfer is carried out in compliance with the applicable privacy legislation, in particular the provisions of the GDPR, either by signing a specific contract with the commercial partner or by signing appropriate safeguards as approved by the European Commission, as the case may be.

c. Data sharing with port agents and authorities

As a travel operator, we need to share some information about our passengers with local port agents and authorities for immigration purposes. The sharing of data with these agents and authorities can trigger the transfer of data outside the EU/EEA if these entities are

based abroad, outside the EU/EEA. These data are shared and transferred based on the legal obligation that MSC Cruises has in relation to the provision of information to the relevant authorities, and only the strictly necessary data is communicated.

5. Your data subject rights

The GDPR provides for enhanced rights and MSC Cruises is committed to giving you the appropriate control of your own personal data. In particular, you have the following rights in connection to your personal data:

- a. The right to access your personal data** and obtain specific information about how we process it, in accordance with Article 15 GDPR; please be aware that you can only exercise this right in relation to your own data or to the data of a minor or another vulnerable person, where you have provided such data as a holder of parental authority or legal responsibility. MSC Cruises reserves the right to ask for proof of identity, as well as to refuse to provide the personal data if the identity or relevant connection to the data subject cannot be proven.
- b. The right to rectify your personal data**, in accordance with Article 16 GDPR, including by means of providing a supplementary statement.
- c. The right to obtain the erasure of personal data concerning you**, in accordance with Article 17 GDPR, unless the data are necessary for exercising the right of freedom of expression and information; for compliance with a legal obligation which requires processing by Union or Member State law to which MSC Cruises is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; for reasons of public interest in the area of public health in accordance with points (h) and (i) of Article 9.2 as well as Article 9.3 GDPR; or for the establishment, exercise or defence of legal claims.
- d. The right to obtain the restriction of the processing of your personal data.** In accordance with Article 18 GDPR, this right may be exercised in the following cases:
 - Temporary restriction, where you are contesting the accuracy of the personal data; in this case, we will restrict the processing of your data for a period enabling us to verify the accuracy of your data and we will provide feedback to you as to the lifting of the restriction;
 - The processing is unlawful and you oppose the erasure of the personal data and request the restriction of their use instead;
 - MSC Cruises S.A. no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defence of legal claims;
 - Where you have objected to processing pursuant to Article 21.1 GDPR, the processing is restricted pending the verification whether our legitimate grounds override your rights as data subject.
- e. The right to data portability.** In accordance with Article 20 GDPR, you may exercise this right in those cases where the processing is based on your consent or on your contractual relationship with MSC Cruises S.A. or one of the companies of our group, and the processing is carried out by automated means.
- f. The right to object, at any time, to the processing of the personal data concerning you.** In accordance with Article 21 GDPR, you may exercise this right where the processing is based on the performance of a task carried out in the public interest or in the exercise of official authority vested in us, or where the processing is based on our legitimate interests.
- g. The right not to be subject to a decision based solely on automated processing**, including profiling, which produces legal effects concerning you or which similarly significantly affects you. In accordance with Article 22 GDPR, you may exercise this right unless the processing is necessary for entering into, or performance of, a contract between you and MSC Cruises S.A. or one of the companies of our group; or is authorised by Union or Member State law to which we are subject and which also lays down suitable measures to safeguard your rights and freedoms and legitimate interests; or if the processing is based on the your explicit consent.
- h. The right to lodge a complaint with a supervisory authority**, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement, if you consider that the processing of personal data relating to him or her infringes this Regulation, in accordance with Article 77 GDPR.
Please find the list of all European Data Protection Supervisory Authorities at the following link:
http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm

To exercise your data subject rights, please write an email to privacyhelpdesk@msccruises.com. Requests may also be sent in writing to MSC Cruises S.A., Avenue Eugène-Pittard 16, Geneva, Switzerland; in that case, please specify "For the Attention of the Data Protection Officer" on the envelope.

6. Changes to this Information Notice

We reserve the right to update, modify, add or remove portions of this information notice at any time. Significant changes to the processing of your personal data will require your approval, in accordance with the applicable legislation. If you would like to obtain a copy of the current or a previous version of the information notice, please contact us using our contact details provided in section 1 of this notice.

7. Contact us

MSC Cruises S.A. and the companies of the MSC Cruises group are fully committed to ensuring that your privacy is respected at all times and that the personal data processing put in place is compliant with the applicable data protection legislation. If you have any doubts or questions about the data processing carried out by us or by one of the companies of our group, please contact us using our contact details provided in section 1 of this notice.

Last update: 16.05.2018