

New levels and accumulation system

How is the new C | Club valid from 21/04/2022?

The new C | Club has:

- a new mechanic for accumulating points,
- new membership levels of the Club,
- new benefits and discounts both on shore and on board.

How are the points accumulated up to 21/04/2021 considered in the recalculation?

The points accumulated from 15/06/2019 until 20/04/2022 are considered valid for the purpose of recalculation (* except for joining the "Travel and Benefits" promo which adjusts the level) and will give access to new levels and new privileges. The Costa Club always continues to reward the loyalty of its members and to guarantee them an exclusive cruise experience thanks to many benefits.

How does the new C | Club works?

In summary, the main news:

The Clubs become 5 but a super exclusive and top level is added, the Platinum with new privileges and exclusive benefits and the Blue remains a basic level for those who have never traveled.

The three years of validity remain but will be calculated from April 30 to April 30 of each year, so this will be the new annual expiry date. In fact, every year only the points accumulated in the previous 3 years will be considered valid to maintain the status (considering from April to April and not from January to January).

Booking anticipation will no longer be considered as a determining factor in the calculation of points but cruise nights will continue to be calculation indicators based on the fare purchased, flights (if Costa) and onboard expenses for all fares.

Is there a "grace period" / "transition period"?

No, there is only the "Travel and Benefits" promo with effect both prior to the entry into force of the new regulation and afterwards but on the new levels.

Why does the new Club have 5 levels?

We wanted to simplify the functioning of the Club and make it more simple.

The new rules for earning points are also simpler and allow you to grow faster between the different levels within the Club.

What are the new C | Club levels? What are the scoring thresholds for the new levels?

C | Club Blue, reserved for Members who have not yet traveled and therefore accumulated points, but have joined the program, or those who have traveled with Costa in the past but who are no longer present in the Costa database following the application of the Privacy legislation 0 points.

C | Club Bronze: reserved for Members who have accumulated between 1 and 5,000 points in the last three years (with reference to April 30 of each subsequent year)

C | Club Silver: reserved for Members who have accumulated from 5,001 to 30,000 points in the last three years (with reference to April 30 of each subsequent year)

C | Club Gold: reserved for Members who have accumulated from 30,001 to 140,000 points in the last three years (with reference to April 30 of each subsequent year)

C | Club Platinum: reserved for Members who have accumulated over 140.001 (with reference to April 30 of each subsequent year)

How do I earn C | Club points and how has the C | Club point accumulation mechanic improved?

The mechanic of accumulating points has been simplified; in fact the booking anticipation has been eliminated in the calculation. The rules are clear and simple and allow you to grow quickly in the Club.

Cruise points are earned for each night spent on board based on the chosen category

In addition, extra points are assigned at a flat rate per cruise based on the chosen rate (All Inclusive or Super All Inclusive) for Costa flights (or for Costa flights included in the "flight + cruise" package) and for expenses done on board or on MyCosta according to the scheme below:

Points earned for every night on board

- MyCruise / All Inclusive / Super All Inclusive rates:

- Cabin category: Internal ◊100 points for each night

- Cabin category: Sea View ◊ 200 points for each night

- Balcony over the sea cabin category (or Terrace & Minisuite) ◊300 points for each night

- Suite cabin category ◊500 points for each night.

- Additional extra points per fare:

- MyCruise fare: 0 extra points per fare

- All Inclusive Rate: +400 extra points per rate

- Super All Inclusive Rate: +600 extra points per rate

Furthermore, at the launch of the new C | Club we will have a promo period for which +600 extra points will be given for the All Inclusive rates (instead of the +400 expected) while for the Super All Inclusive rates +1,000 extra points will be given (instead of the +600 expected)

- Extra points (associated Costa flight in the fare: either one-way, only return or round-trip):

- MyCruise / All Inclusive and Super All Inclusive rate: + 400 points

- On-board expenses points: +2 points for every euro spent on board regardless of the fare purchased. Expenses done at the on-board Casinos, medical expenses, and expenses performed by the Member but registered on a Card in the name of a person other than the Member while sharing the same cabin are excluded. Furthermore, please note that the points are calculated based on the actual cruise days taken. The hotel service charge fee, if included in the rate, does not contribute to the calculation of points as an on-board expense.

The extra points at a flat rate per cruise:

- for Costa Flights are attributed only if the cruise has been booked in a Standard Rate, i.e. non-promotional and tactical

- expenses on board or on My Costa are attributed regardless of the rate with which the cruise was purchased.

- For All Inclusive or Super All Inclusive Rates they are obviously attributed only if the cruise has been purchased with one of these rates.

What is meant by promotional or tactical (non-standard) rates that entitle only to the accumulation of points for onboard expenses or for packages purchased on MyCosta pre-cruise?

By promotional or tactical rates, we mean all rates other than the standard ones (MyCosta, All Inclusive, Super All Inclusive or adjustments of them depending on the market to which they belong).

If some Special Services are purchased in the Travel Agency outside the rate, will points be recognized for these expenses made before departure?

Yes, the points will be recognized and counted if they are not packages already included in the chosen rate type. The booking channel does not affect the number of points and the method of recognition.

If I book any Special Services out of the rate, will I be awarded points for these expenses on the website?

Yes, if any special services not included in the rate from the site are booked, they will be counted as onboard expenses points.

What rates are excluded from the accumulation of points?

The rates excluded from the accumulation of points are all those tactical and promotional rates that even before did not contribute to the accumulation of night points.

Members who book with a group / corporate incentive / free rate will not be awarded C | Club points, with the exception of points for any expenses on board / on My Costa. The same rule also applies to Business Incentives and student groups. By way of example but not limited to, some of the rates (fare type) that do not contribute to the accumulation of points are: BASIC (old Basic as the name of the rate, the cheapest that did not include drinks and service fees included, to date replaced from the My Cruise rate for most markets), GRP, (rates reserved for groups and managed directly by the groups office), PIND (old Last minute rates, currently not active), PROMO (Flash Sales rates, can be Flash sales for Black Friday or Valentine's Day for example), TRAVELAG (rates reserved for travel agents / bankers), WBASIC (Basic rate dedicated to Costa 100 agencies), GBASIC (Basic rate dedicated to GEOTABLOID agencies), COLECTIV (practices with net rate for travel agencies), LIGHT (for split cruises with different port of embarkation and disembarkation) GEBASIC (the Basic dedicated to the agencies of the GEO group), PAXBORDO (practices managed by Despatchers for technicians / on-board maintenance), PAXGAR (guaranteed cabin), FF (Family and Friends rates), PEP, DIP (dependent cruises), INDW (individual rate dedicated to Welcome agencies), NET, VTGBASIC, WEBASIC (Basic rate dedicated to Welcome agencies), PAXGARW, GEBASIC (Basic dedicated to GEO agencies), VTGCOSTA, INTERLINE (practices done by Interline agencies), SPECIAL (special practices with net total) PASTPAX, PAUSCHAL, GTECOSTA (All-inclusive practices made with special discounts dedicated to the group Gattinoni). The tactical and promotional rates change in relation to the period and the market to which they belong, and new ones can be created.

How will customers in markets that do not have MyCruise, All Inclusive and Super All Inclusive fares be considered?

The points will be awarded according to the above scheme adjusted to the existing rates for those markets, for example for South America: the Premium will be considered as All Inclusive, the Super Premium will be considered as the Super All Inclusive. For U.K. the Comfort Plus is considered as All Inclusive.

All markets will progressively migrate to the New Pricing model and will be adapted to this calculation and scoring scheme, some will have different tariff names.

What extra expenses made before leaving MyCosta contribute to the accumulation of points as onboard expenses?

All services booked and / or prepaid before the cruise that are not expressly indicated as included in the rate will give the right to accumulate points, (e.g. always SPA packages, extra services in conjunction with the cruise). Excursions and beverage packages depending on whether or not they are included in the type of fare purchased.

Those services already included for free in the cruise ticket are excluded (e.g. if you buy a cruise and have XX euros of on board credit (NB credit deriving from any source or attributed for any reason) in this case the XX euros do not contribute to the points calculation; or if by purchasing a cruise you have a drinks package free / already included in the rate, also in this case the drinks package will not give points as an on-board expense).

Do the points have a validity of time?

Yes, the points are valid for 3 years and the new annual points cut date will be April 30th of each year. From 2023, on April 30 of each year, the points of cruises with departure dates in the previous 3 years are considered valid.

Example: on April 30, 2023, the points relating to cruises departing from May 1, 2020 will be considered valid.

How are the points that have been awarded for cruises canceled by Costa with departure in 2020 and up to August 2021 considered in the recalculation of the new Club?

They are considered in the same way as all other points. Their validity is always 3 years, as foreseen in the terms & conditions for the other points.

How are the "other points / other score" points awarded after 15.06.2019 considered in the recalculation of the new Club?

They are considered in the same way as all other points. Their validity is always 3 years, as required by the regulation.

Are Extra Points recognized for all cabin categories?

Yes, they are assigned regardless of the type of cabin chosen, according to the rules set out in the Terms & Conditions and the scheme above.

Are the Extra points provided for the purchase of Costa Flights valid for all types of flights?

By Costa flights we mean the flights included in the "flight + cruise" travel package, both charter and scheduled, therefore purchased together with the cruise with only standard rates, that is non-promotional and tactical (eg. By way of example but not limited to: My Cruise, All Inclusive and Super All inclusive).

Other transfer costs such as buses, trains, private transfers are not considered for the purpose of awarding points.

Flight points are awarded only for rates that allow the accumulation of points per night.

Extra points will be awarded regardless of the cruise booking channel (e.g. Costa site, travel agency, Contact Center?)

Yes. The recognition of Club points does not depend on the channel of purchase of the cruise.

For the World Cruise (which today has a dedicated IND Fare Type) which points will be awarded in addition to those depending on the chosen cabin category?

600 points will be recognized as extra points relating to the IND rate which is considered a Super All Inclusive plus night points based on the type of cabin chosen. Example: if your World Tour lasts 100 nights and you have purchased a Balcony cabin with the Super All Inclusive rate, 300 points X 100 nights will be awarded = 30,000 points.

All what is included in the All Inclusive and Super All inclusive rates (e.g. hotel service fees, drinks included, My Exploration pkg) counted in the flat rate of +400 and +600 points?

Yes, they are already included.

The discount applied only on the ship part for All Inclusive and Super All-inclusive rates ensures a lower price than the fact that a member can purchase the cruise with a My Cruise rate by adding from My Costa, packages for which discounts are available up to 20 %?

No, the price for those who buy with the All-inclusive and Super All Inclusive or MyCruise + packages rate is the same. However, the new C | Club will be launched in the same time with a promo that will deliver 600 points for All Inclusive and 1,000 points for Super All Inclusive.

Will discounts on services purchased in Pre-Cruise be recognized to customers whether the purchase is made through My Costa, or whether it is entered by the Cruise Expert through B2E?

Of course, the application of discounts does not depend on the purchase channel.

How are flight points awarded?

Flight points whether it be one-way, only return or round-trip are always 400 points regardless of the number of segments. The flight must be a Costa flight purchased with the Costa cruise at a standard non-promotional - tactical rate.

Benefits while booking

Why have all credits been removed in the new C | Club?

The credits have not been removed but will be activated on a series of selected departures during the year. Members will be notified of these initiatives in good time through our official communication channels (website, e-mail etc.). In some cases, the credits will be even greater than those provided for in the old Club. The new C | Club aims to offer its members an experience full of services, discounts and benefits of greater value.

Exclusive discounts on a selection of departures (called "C | Club Discounts up to 20%" or previously identified with the name of "Privilege Departures"), what does this benefit consist of?

BLUE, BRONZE, SILVER, GOLD, PLATINUM

Privilege extended to all occupants of the same cabin as the Member. The discount applies to standard rates and the cruise fare.

The exclusive discounts on a selection of departures (called "C | Club Discounts up to 20%" or previously identified with the name of "Privilege Departures"), are discounts reserved for members ranging from 5% (Blue), 10% (Bronze), 15% (Silver), 20% (Gold and Platinum) and discounted departures vary based on the Member's country of residence. Discounted departures are extended to many cruises during the year, the discount applies to the standard rate and to the cruise fare only (not to any related packages). Discounted departures can be consulted after accessing your profile area via the Costa Club à Discounts up to 20% path.

The discounts "C Club Discounts up to 20%" differentiated by Club level and by country of residence of the Member are recognized for the purchase of a cruise directly from the Travel Agency, on board or on land through the cruise booking service of the Personal Cruise Consultant, on the Costa website or via the Costa Contact Center at the time of the option or confirmed booking, the report to the mandatory inclusion of the C Club Member identification number in the option or booking, and extends to all occupants of the same cabin excluding children who already travel at a reduced rate. It is not possible to subsequently change a reservation to enter the C Club identification number and obtain the discount retroactively. The commercial concessions will be applied only on the condition that the owner actually takes part in the cruise, regardless of whether the same is present at the time of booking. The discounts are valid only on Standard fares (which allow the accumulation of Club points, not promotional) and are intended to be applied exclusively to the cruise cabin fee net of air connections, transfers, port taxes and ground stays where provided, any insurance and / o fuel cost adjustment and what may be indicated in the communication of the same discount. The accumulation of discounts for the purchase of a cruise with any other existing promotions must always be checked and Members are requested to always check with their Travel Agency or the Costa Contact Center or Personal Cruise Consultants for the applicability of the discount. Discounts will be available to Members within the limit of places available for each departure. Costa reserves the right to suspend its validity at any time for operational reasons. The updated list of discounted departures is available in the "C Club Discounts up to 20%" section of the Costa website of the country of residence. The "C Club Discounts up to 20%" vary according to the market of residence.

What is the "special promotions activated occasionally during the year" benefit?

BLUE, BRONZE, SILVER, GOLD, PLATINUM

This benefit indicates that special promotions will be activated during the year reserved for Members only on a selection of departures such as: credits on board, extra points, additional discounts on products and services on board. These initiatives may concern all or only some levels of membership of the C | Club and may vary according to the market. Members will be notified of these initiatives in good time through our communication channels (website, e-mail, etc.).

Upgrade and Superupgrade - how does the Upgrade and Superupgrade benefit work?

Upgrades and SuperUpgrades always apply starting from the additional cruise (s), i.e. for those in greater numbers than in the previous calendar year.

What is the Upgrade / SuperUpgrade on the additional cruise (s)?

Members who choose to travel more than the previous year (more = in greater number of cruises), will be able to receive (by making an explicit request during the booking phase of the cruise (s) for which they have already acquired the right to use them or at the moment in which it is actually possible to prove that a number of cruises equal to the previous year have already been carried out during the current year) for the additional cruise (s) (= in a greater number of departures than the previous calendar year) one or more cabin upgrades (= or SuperUpgrade - depending on the Club level you belong to) free of charge according to the rules set out below and based on the Club level you belong to.

UPGRADE AND SUPERUPGRADE

The Upgrade and SuperUpgrade can only be granted when Costa can actually verify that the cruise on which the Privilege is requested is one more cruise than the number of cruises taken in the previous calendar year. If the Member is on board the cruise that gives him the right, he can apply for the application of the Privilege on the next booking starting from the third day on board. The provision of the Privilege is subject to the availability of the ship's cabins. It is not possible to request the Upgrade and SuperUpgrade benefits on board even in the case of consecutive cruises, even if the above conditions are met.

It is the Member's responsibility to request the benefit of the Upgrade or SuperUpgrade. Costa will proceed with the disbursement only after verifying the applicability and availability. The Member entitled to the Privilege who has not made an explicit request before departure, will not be able to take advantage of the Privilege retroactively or by making a request on board and will not be able to replace it with other benefits.

UPGRADE: BRONZE, SILVER

The Upgrade benefit is reserved for members of the Bronze, Silver category and is valid on cruises purchased at the All Inclusive and Super All Inclusive rates. The Upgrade is of a category level up to a maximum of Balcony / Terrace.

SUPERUPGRADE: GOLD, PLATINUM

Superupgrade - is reserved for Gold and Platinum category members, valid only for the All-Inclusive rate up to the best type of cabin available at that time with the minimum purchase of an External cabin.

Benefits before departure

Priority access to boarding checks (where available), what is this benefit reserved for Gold and Platinum members?

This benefit consists in the ability to access priority boarding checks by Members belonging to these two categories and their cabin mates. In practice, by going to the boarding terminal, members can show the cruise ticket on which the category of Club they belong to is printed and ask the check-in desk to have a priority check of documents. In any case, Members must present themselves at the pre-assigned check-in times during the web check-in phase and make an explicit request to benefit from this service which is provided together with the Guests in the Suite and other Guests with special needs (proven medical needs). The benefit is only available for some main ports of embarkation, therefore please invite the Member to check the possibility of using it at the Meet & Greet of the cruise terminal.

If check-in without a buffer is restored, these Members will be assigned a boarding ticket with a lower number to speed up the boarding call.

The benefit is not the possibility of skipping the line at the security checks (metal detectors) upon boarding.

Is the priority lane privilege at airport controls (fast-track) always guaranteed for flights departing from Milan Malpensa / Rome Fiumicino and Madrid for Gold and Platinum members?

No, the privilege is guaranteed in conjunction with charter flights combined with the Costa flight + cruise package, ie when the Guest belonging to the levels indicated finds a voucher identifying this benefit in his cruise documentation. The benefit is also not guaranteed for anyone in cases of scheduled flights or non-Costa flights due to any operational provision of the airport or strike or delays of air carriers that are beyond Costa's control, good faith and will to comply.

Priority lane at checks (Fast-track) for Costa charter flights departing from the airports of Milan Malpensa, Rome Fiumicino and Madrid for Gold and Platinum members, what does this benefit consist of?

For Gold and Platinum Members departing from and to these airports with Costa charter flights starting from the charter at the end of May (regardless of the departure market), a fast-track voucher will be included in the cruise documentation which allows them to benefit from priority access to controls of security of the airports of Milan Malpensa and Rome Fiumicino and to follow for the charters of Madrid Barajas. Priority access to security checks (called Fast-Track) is guaranteed by showing the voucher to airport staff (SEA ViaMilano FastTrack and Aeroporti di Roma) dedicated to security checks, it is valid for all cabin occupants with at least one Gold member or Platinum. The voucher must not be replaced with any other document and has a progressive number that allows direct use. Beside a graphic example of how the voucher appears (example for Milano MXP).

Priority lane at checks (Fast-track) for Costa charter flights departing from Point à Pitre airport for Gold and Platinum members, what does this benefit consist of?

As above, for Gold and Platinum members there is a priority access service to security checks (Fast-Track) for charter flights departing from this airport for Point a Pitre airport.

Free upgrade to Business Class / Premium for the second passenger for a ticket purchased at Business Class / Premium fare on Costa charter flights (where available)

GOLD, PLATINUM

For Costa flights for the markets where charter flights are offered in conjunction with the cruise, excluding Christmas and New Year departures, subject to verification of seat availability, Gold and Platinum members can request free access to the free upgrade to Business Class (or Premium if there is no Business on the flight) on the second ticket. In practice, by taking advantage of this service, you pay for a Business / Premium and for the second you pay an Economy. For the list of charters for the markets on which they are offered and the seats available, please refer to the market of belonging.

What is the discount of up to 25% on the purchase of additional excursions for members who have chosen the My Exploration package?

BLUE, BRONZE, SILVER, GOLD, PLATINUM

All Members who book with the My Exploration package will have the opportunity to book additional excursions (both on board and through MyCosta) not included in this package with an additional discount of up to 25% based on the itinerary (National Geographic Expeditions excursions are excluded by KEL12).

Benefits on board

10% discount on future cruise - how does it work and what is it?

BLUE, BRONZE, SILVER, GOLD, PLATINUM

It consists of a discount voucher (which is assigned to each member after boarding) is active upon boarding, but the voucher e-mail is received after disembarkation. The PCC on board can use it during the cruise.

The "10% discount for Club future cruise" voucher is reserved for Members who have taken a cruise with a booking date starting from 21/04/2022, in a Standard individual rate (non-promotional), in all types of cabins, on condition that before disembarking from that cruise they are enrolled in the Costa Club program.

The 10% future cruise discount is valid only for adults and is applicable on category cabins with Balcony or higher category and can be used on All-inclusive and Super All Inclusive rates. Only one discount can be taken per cabin per cruise.

The "Future Cruise 10% Club Discount" voucher is valid for bookings made within 1 year after the end of the trip in which it was accrued.

The voucher can be used to purchase a future cruise, excluding World Tours and their routes and Grand Cruises. However, these cruises allow you to obtain the voucher, if you comply with the above conditions.

The voucher has no monetary value, is non-refundable and cannot be sold. It cannot be used for on-board expenses and services or for excursions.

The voucher cannot be combined with other promotions and special discounts activated during the year, unless otherwise specified in the conditions of these commercial initiatives. Members will receive the voucher by email at the end of the cruise.

The voucher can be used on travel agency bookings, via the Costa Contact Center or via Personal Cruise Consultants or for bookings on the Costa website.

C | Club discounts on board of up to 50% on a selection of products and services - what does this benefit consist of? What is an example of the discounts that I will be able to find on board? Are they the same for each ship?

BLUE, BRONZE, SILVER, GOLD, PLATINUM and Guests registered on board for the first cruise

Members on board who use their Costa card for purchases will be granted exclusive discounts on a selection of products and services on board. The list of products and services affected by the discounts and the discount percentages are available both in the dedicated section of the Costa App and in the specific onboard areas affected by the discounts as well as at the C Club Point. The list of products and services may vary from ship to ship and may not be equally available on board at the same time. Discounts are not retroactive and will be recognized upon registration of the purchase through the Member's cabin card. C Club discounts cannot be combined with other discounts or promotions on board. If a Guest signs up on board during the cruise, they will be granted discounts from the moment their registration is activated but they will not be able to benefit from other C Club privileges.

What will the C | Club Show be like with different artists throughout the year? IMPROVED

BRONZE, SILVER, GOLD, PLATINUM

This is an event reserved exclusively for Bronze, Silver, Gold and Platinum members and their companions in the same cabin (not provided for BLUE members) in which artists who will change throughout the year will perform. There are also new types of awards for Members. The new Show may differ from ship to ship.

What does the VIP Party consist of? UPDATED

GOLD, PLATINUM

This is a new exclusive appointment reserved for Gold and Platinum in the presence of officers with a new drink, a snack that will be developed in a different form depending on the ship and the itinerary. Music, entertainment and surprises accompany the event.

What does the complimentary gastronomic experience consist of, choosing between Salty Beach or a pizza at Pizzeria Pummid'Oro? UPDATED

GOLD, PLATINUM

Gold and Platinum members will be able to choose a gastronomic experience between the two mentioned above. At Salty Beach they can choose between Focaccia Mix or Hamburger Mix menus. On ships where Salty Beach is not available, an alternative gastronomic experience will be offered.

What is meant by "Complimentary bottle of sparkling wine in the cabin, with new selected labels"?

SILVER, GOLD, PLATINUM

The above mentioned Members receive a different bottle (per cabin) of sparkling wine in the cabin based on the highest level in the cabin. In addition, new labels and new sparkling wine cellars have been selected to offer novelties and a different variety of higher quality sparkling wines, diversifying the bottle offered according to the level. The Privilege is per cabin and the bottle is delivered once per cruise. Only one bottle per cruise is reserved for C | Club members in Suite / Grand Suite. The privilege cannot therefore be combined with any benefits associated with the type of cabin occupied. Delivery methods and timing may vary from ship to ship depending on operational needs.

What is the restaurant dedicated to dinner for Gold and Platinum Members?

GOLD, PLATINUM

Platinum and Gold members are given the privilege of being able to book the Club / Elite restaurant for dinner when purchasing the cruise, according to the availability of seats. The benefit is limited in availability.

The benefit has improved because a seat optimization criterion has now been defined. Gold and Platinum members who are unable to obtain the benefit when booking the cruise, will be able to subsequently check availability on My Costa and book it if necessary. Alternatively, they will be granted a reserved area in another restaurant. At breakfast and lunch, the benefit of the dedicated restaurant is not guaranteed.

If a Guest entitled to the Club restaurant does not find a place for the preferred dinner shift, if available, the Club restaurant will be offered to him on the other dinner shift.

NOTE: Guests traveling in Suites do not need to book the Club restaurant as it is assigned and always guaranteed.

What is the special 25% discount on wine tasting at the starred restaurant (Archipelago or Casanova with menus by chefs Barbieri, Leon, Darroze)?

BLUE, BRONZE, SILVER, GOLD, PLATINUM

Special 25% discount on wine tastings paired with dishes at the restaurant with menus signed by internationally renowned chefs (where available).

It is a benefit that contributes to making this exclusive seaside experience even more special.

How does this benefit work practically?

For example, if the price of the menu is 50 Euros (drinks not included), if the Guest wishes to combine a glass of wine with each course (5 courses for each menu), he will pay 30 Euros more (total 80 Euros) while the member C | Club, given the 25% discount, will pay the whole 75 Euros.

What is the benefit of visiting the Backstage Theater / Bridge / Galley for Gold and Platinum Members?

GOLD, PLATINUM

It is a particular benefit to get to know the ship's behind-the-scenes, curiosities and hidden corners / unpublished areas. The assignment of the benefit will take place starting from the members with the highest score until all places are exhausted. For Gold and Platinum members, the type of tour will be established in each cruise based on the operation of the ship.

What is the Choice of landing time for Platinum Members?

PLATINUM

Platinum Members can decide to change the landing time assigned to them and then choose an alternative one that is more convenient for them.

What is the benefit of Priority disembarkation in the case of a call at anchor for those who do not participate in Costa excursions (where available) for Platinum members?

PLATINUM

It consists in the possibility of having a dedicated meeting point on board and therefore an easier disembarkation in the case of landings in the harbor and in the case of going ashore independently (without Costa excursions). However, the disembarkation is subsequent to that reserved for those who choose a Costa excursion

What is the welcome benefit from on-board personnel for Platinum members? PLATINUM

Depending on the port of embarkation, the benefit consists of an in-person welcome by the crew who will explain the benefits of the Platinum level or a welcome letter from the Costa Club representative on board.

What does the meeting with the Captain or Hotel Director consist of for Platinum Members? NEW

PLATINUM

These members will have the opportunity to meet these two Key Positions based on their availability and ship operation, at a dedicated time during the cruise (longer than 10 days) An informal moment for a pleasant greeting and chat

How will Costa Club members, in Pre-Booking, identify the selection of departures in which to benefit from the Special On Board Credit promotion?

Guests will be able to see the promos dedicated to them by logging into their profile area on the site. Furthermore, the promos will also be communicated on C Magazine and via commercial emails.

Even if they do not log in to the site, they will see generic promos (up to 20% etc) and not specific to level or highlights.

For markets that do not have the Super All Inclusive rate (for example UK, OTHER EUROPE, SCANDINAVIA) or where there is only Comfort Plus (instead of All Inclusive), how will the Upgrade and Super Upgrade benefits work?

They will be available for Comfort Plus (Super Upgrade) and only for Upgrade on Comfort Plus only.

In Pre-Cruise the Special Discounts up to 20% will be declined in the same (static) way for all the Tier or, will they change according to the type of item / pkg?

Currently special pre-cruise discounts will not change by tier.

How will the exclusive discounts on the My Drinks and My Exploration Packages already included in the All Inc and Super All Incl rates be managed?

At the moment there is a discount on additional excursions outside the package only for those who have the Super All Inclusive. There are no discounts available for All Inclusive on My Drinks packages.