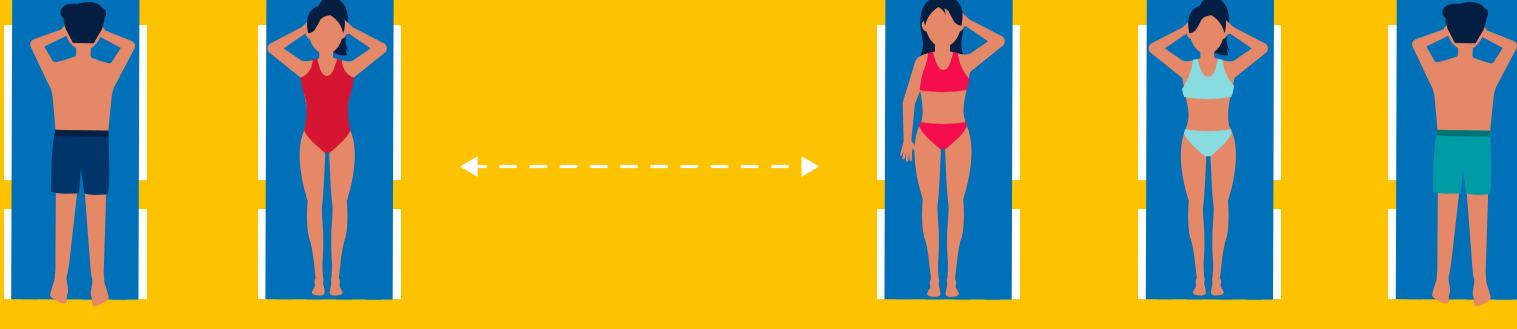


10 THINGS TO KNOW

FOR A TOTALLY SAFE CRUISE



THE COSTA SAFETY PROTOCOL, FOR YOU

To ensure that you experience an unforgettable vacation in complete serenity, our health and safety team and an independent panel of scientific experts have developed the **Costa Safety Protocol**: a protocol to protect your health that incorporates new operational procedures adapted to the demands of responding to the COVID-19 situation, in compliance with national and international health standards.

We are the first cruise company to have obtained the Biosafety Trust Certification from RINA and we are carefully following the safety guidelines set down by the Cruise Lines International Association (CLIA).



EXTRA ATTENTION FOR EVERY SINGLE PASSENGER

1



- > **Check-in is carried out completely online and opens 72 hours before your departure.** To receive your cruise ticket, you must fill in a **self-certification questionnaire** regarding your health status.
- > The **boarding times are staggered** to facilitate compliance with the correct social distancing rules and to ensure safe boarding. This is why punctuality is so important.
- > At the boarding terminal **you can expect a quick health screening in order to check body temperature**, and a Covid diagnostic test (swab), for everyone intending to board.

A SMART VACATION

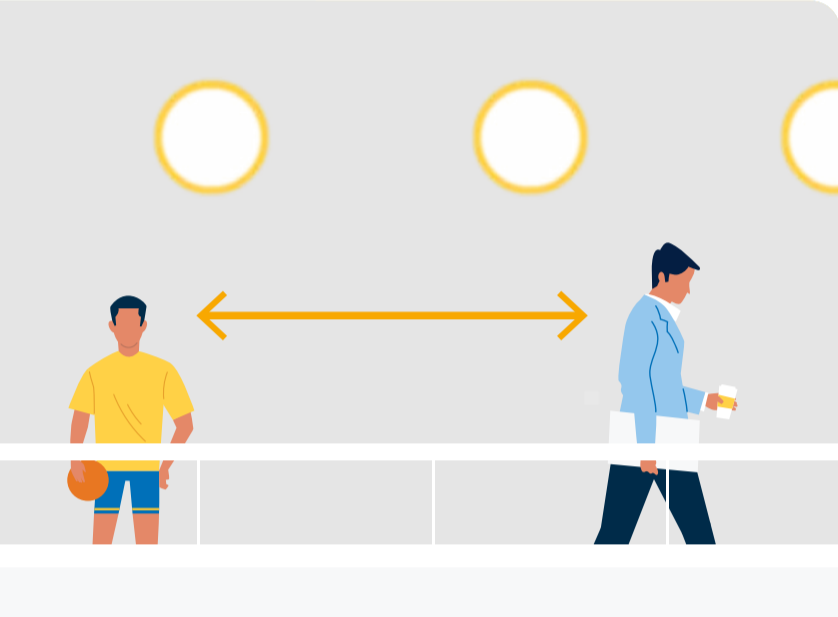
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- > The **best way to ensure your on board safety** is to book in **advance**. Visit www.mycosta.com before leaving: save time so you won't have to check-in at the desks!
- > Your **smartphone is a fundamental travel companion!** Thanks to **Costa App** and the **QR codes** you can now enjoy a wonderful holiday with complete digital security. And it also means less paper to throw away!
- > There are other ways you can stay informed about what's new on board: You'll find **digital screens and interactive monitors** in public areas, a dedicated **Info TV channel in the cabin** and the **new Call Me service**, plus a convenient personalized assistance via the cabin phone.

MORE SPACE FOR YOU

3



- > The **number of passengers onboard has been reduced** to make social distancing easier and guarantee a safe and pleasant cruise.
- > The **common areas and relaxation rooms have been remodeled** so that they fully meet the safety standards you deserve: **this means they are accessible to only a limited number of people at a time.**
- > The **signposting** in all high-traffic areas of the ship **and the on-board staff will help you to get around easily** and to maintain the correct safety distances.

ENJOY THE WHOLE SHIP IN SAFETY

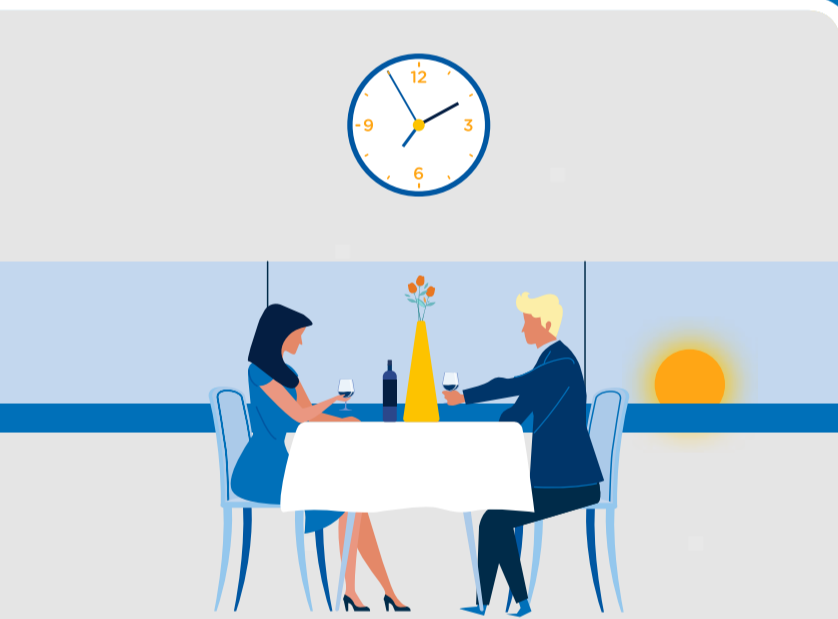
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- > Just as on land, **when in public areas while on board, protective masks (surgical or higher protection masks) must be worn.** By doing this, you protect your own health and that of your fellow travelers!
- > To help you keep your hands clean and sanitized at all times, **in all the main areas of the ship you will find numerous sanitizing gel dispensers.**
- > **The crew too have the necessary protective equipment** to be able to do their job to the highest health standards.

BREAKFAST IS SERVED

5



- > Our restaurants are set up to welcome you in the best way while respecting social distancing. To ensure the safety of all our guests, **we ask you to only sit at the table with the travel companion(s) included in your booking.**
- > Also, to order breakfast and lunch **you can access the main restaurants** leisurely at your leisure, whenever you want, **with a wider time slot than usual.**
- > **Scan the QR code that you will find at the tables, in the restaurants and bars,** to check the daily food and drink menus directly on your smartphone. If you decide to order **at the counter, follow the safety signs.**

NON-STOP FUN

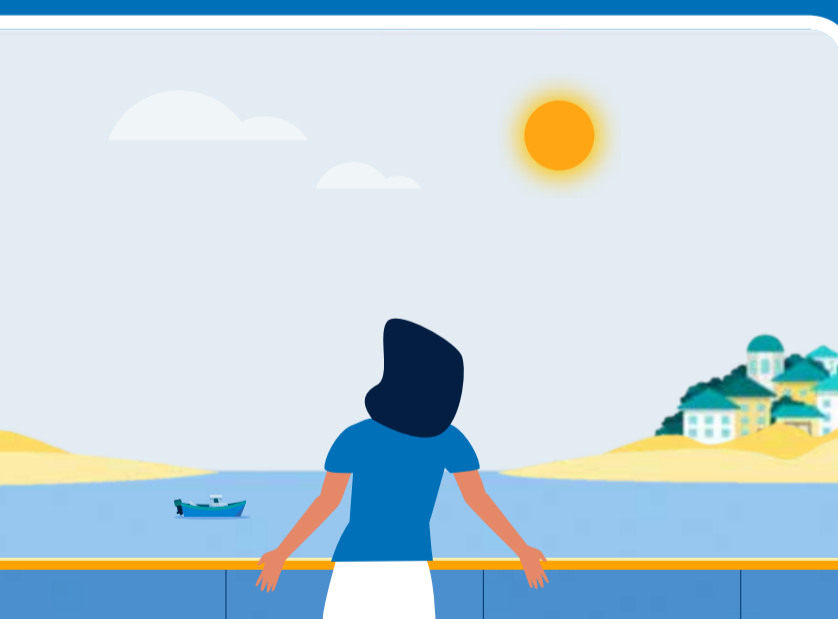
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- > Enjoy the new forms of entertainment we have designed, with **shows repeated several times during the week, and allow everyone to have fun at the same time**, while still respecting social distancing rules.
- > Keep fit in the **fitness room**, have fun at the **casino** or relax at the **SPA** or in the **swimming pool following the instructions given in the safety signs and observing the occupancy limits as indicated at the entrances.**
- > Even children are guaranteed to have fun in complete safety: **The Squok Club is sanitized several times a day and open at specific times, accessible to a limited number of persons.**

EXCLUSIVE TOURS

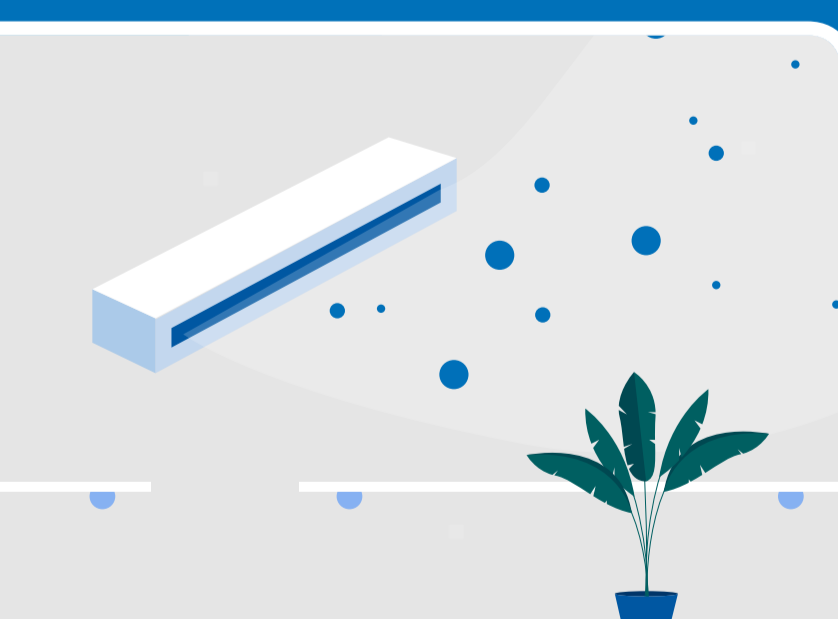
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- > To protect your health and that of other guests and the crew, **going ashore will only be possible by purchasing one of our safe excursions.**
- > **Costa excursions are totally safe: we have set out new procedures** to ensure social distancing, thanks to **limited group size** and the use of disposable headphones to make for a better experience.
- > **Our buses are sanitized after every use.** Social distancing is guaranteed by **reducing occupancy.** In addition, our tour guides always wear protective masks.
- > **We carefully follow the evolution of the situation:** the **excursions selected** for each port are **subject to variations** due to any local restrictions on mobility.

PURE AIR AND SANITIZED ENVIRONMENTS

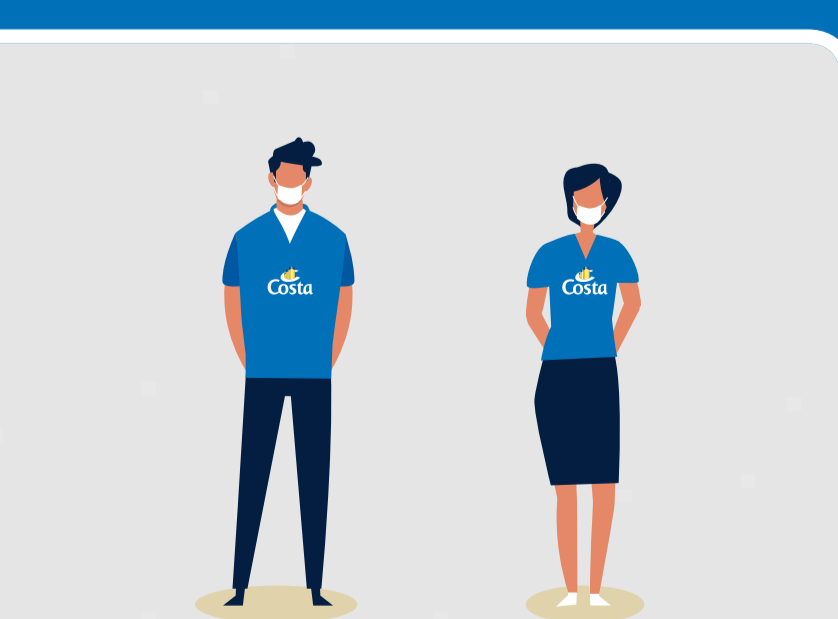
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- > The **public areas are sanitized several times a day with new disinfection methods** including virus-killing nebulizers.
- > **Your cabin is also subject to a virus-killing disinfection** carried out by qualified personnel and is **cleaned and sanitized on a daily basis.**
- > On board ship, **the air you breathe is of high quality thanks to the new high efficiency filters.** Our on-board ventilation systems offer optimal filtering of fresh air from outside, minimizing the circulation of internal air.

COUNT ON US FOR ANY CONCERNS

9



- > All members of our **crew have completed specific training courses** relating to compliance with safety protocols and practices.
- > If any guests show signs of health problems, our **crew members are trained to respond immediately** with set intervention procedures.
- > All **crew members are subject to daily body temperature checks** and their state of health is monitored constantly.

CONSTANTLY UPDATED EXPERT PROFESSIONALS

10



All **Costa ships are equipped with a fully equipped medical center**, consisting of professional doctors and qualified and experienced healthcare personnel, continuously updated as to health protocols and standards to combat the spread of COVID-19.

THE HEALTH OF OUR GUESTS AND CREW IS OUR TOP PRIORITY.