

WikiCosta.

Everything your customer should know



BEFORE LEAVING.

1

Complete the **online check-in**.

Before leaving, **check-in must be completed online, at www.mycosta.com**. On completing this procedure, the customer will receive the boarding documents and a specific time to arrive at the terminal.



2

Check the **validity** of ID documents.

The customer must **check the validity of their ID document and any necessary visas**. The documents must be **originals, and must be valid for travel abroad and for the entire duration of the cruise**, on the basis of the chosen itinerary. **A driving license is not considered to be a valid document** for the purposes of boarding.



3

Print the **boarding documents**.

It is important to check that all the information on the boarding form is correct. **The form can be printed or saved in PDF format on the customer's phone**, so that it is readily available when boarding.



4

Print the **labels** and attach them to the **baggage**.



5

Download the **Costa App**.

Customers are advised to download the free Costa App on their smartphone before boarding. The app allows passengers to easily access all useful information regarding their cruise during their stay on board.



6

Possible changes to the **boarding process**.

For operational reasons, **boarding procedures may be subject to change** depending on the port of departure.



BEFORE LEAVING.



Spirits



Irons



Hairdryers



Food



Kettles

What not to bring on board.

For safety reasons, it is forbidden to bring the following on board: irons, hairdryers, kettles, spirits, food.

MY COSTA.

How to access MyCosta:

MyCosta can be accessed via www.mycosta.com and has **3 main functions**:

- **Completing the cruise**
- **Web check-in and travel documents**
- **Managing additional services**

To log in, guests must enter their booking number and the surname of the guest.



Complete the cruise.

By clicking on '**Complete**' in the menu on the home page, guests can enhance their cruise with **excursions, food&beverage experiences and internet packages**, which can be purchased before departure at a more affordable price than on board, for a selection of products. Additional services will be available in the coming months.



Web check-in and travel documents.

Web check-in and boarding documents. From the **home page** and the '**Manage**' menu, guests can find all the documentation they need to present during the boarding checks. After completing the web check-in, guests can **download: travel information and Luggage Tags**



Managing additional services.

By clicking on '**Other**' in the menu, customers can view the services they have purchased, while selecting '**Manage**' directs them to a summary of their cruise

MY COSTA.

What guests can do on the 'Complete' page:

- Complete their cruise **up to 48 hours ahead of departure**.
- Check **the range of products and services available on MyCosta**; this offer may vary depending on the ship, schedule or market.



Excursions.

Find out about and purchase individual **land experiences** in advance. For guests with the **Super All Inclusive rate**, excursions included in the **My Explorations** package can be selected.



Food&Beverage.

Customers can purchase the **food and beverage experiences** that best suit their needs in advance, enabling them to obtain a discount on the on-board price. Only applicable to certain products.



Internet packages.

Customers can select the **package** best suited to them in order to **stay connected**, for a lower price than that on board.

MY COSTA.

How to carry out the web check-in:

Before departure, guests must check in online in order to be able to board. From the **MyCosta home page** or the **'Manage'** menu, guests can complete the **web check-in** by entering the information requested, and **download the boarding documents**.



Complete the web check-in.

On the dedicated page, the guest can enter the information required for the web check-in:

- **Personal information**, such as name and surname and if the person is politically exposed
- **Address and telephone number**
- **Identification document or passport valid for travel abroad** (to be shown on boarding)
- **Emergency contact details** and telephone number.



Download the travel documents.

After completing the web check-in, guests can download:

- The **information regarding the cruise**, including the cabin number and transport details
- The **baggage labels**
- The **boarding card** to be shown during the security check, the only document valid for boarding

MY COSTA.

Which additional services can be managed:

- Information on the restaurant assigned
- Bag Express service
- BAG SOS
- Digital agenda

The additional services are available on the **'Other'** page, while the agenda can be viewed on the **"Manage"** page of the MyCosta menu.



Information on the restaurant assigned.

From the **'Manage'** menu, guests can check the **restaurant and the dinner time assigned**, with the option to request changes.



Bag Express service.

From the **'Other'** menu, guests can book the **Bag Express service** which – for the European ports covered – includes **collection of luggage from the home address, transportation** to the port of embarkation and return to the **guest's home address** at the end of the cruise. The service is available for a maximum of two bags per person.



SOS Bag.

Guests can purchase the **BAG SOS** service by selecting the **'Other'** option from the menu. In the event that a bag is lost, the 24/7 Assistance Service, which is available in 6 languages, will track down the luggage and deliver it on board the ship within 48 hours. The service is valid for all European markets, including Switzerland and the United Kingdom.



Digital Agenda.

From the **'Manage'** menu, guests can check their **digital agenda**, viewing all the bookings made via MyCosta.

COSTA APP.

How to access the Costa App:

Before boarding the ship, guests should download the app onto their **smartphone*** and log in using:

- The surname and booking number
- C|Club credentials (username and password)

On board, guests can connect to the **ship's Wi-Fi network** and **get access to all the app's functionalities** via:

- the Costa Card number and date of birth
- C|Club credentials (username and password)

* Some smartphones require activation in "airplane mode" before connecting to the onboard network.

Useful information:

- It is available in **7 languages**: English, Italian, Spanish, French, German, Portuguese and Russian.
- It can be downloaded from the **Apple Store** and the **Play Store** free of charge and can be used without additional costs.
- **On board**, there is a **Digital Assistant** to support guests when they need it.

FUNCTIONALITY	ON LAND	ON BOARD
Access profile	●	●
Check the points earned and the benefits for C Club members	●	●
View the stops on the cruise itinerary	●	●
Check the weather forecast and the ship's course with the "Ship Locator"	●	●
Find the cabin	●	●
Explore the various areas of the ship	●	●
Check the restaurant and table assigned for dinner	●	●
Check the menu for all the restaurants and bars	●	●
View land experiences	●	●
Purchase land experiences	●	●
Consult the digital version of "Oggi a Bordo"	●	●
Manage the digital "My Agenda" schedule	●	●
Discover the promotions available on board	●	●
Make bookings for the restaurants that require payment	●	●
Buy internet packages	●	●
Monitor and download onboard expenses, "My Expenses"	●	●
Carry out the "Digital Emergency Drill"	●	●
Use the onboard chat function	●	●

COSTA APP.

1

Information regarding the restaurants on board.

Whilst on board, in the section of the app dedicated to restaurants, guests can:

- **View** the restaurant and table assigned for dinner;
- **Consult** the bar and restaurant menus;
- **Book** for the restaurants that require payment.



2

Digital Emergency Drill.

In the dedicated section of the Costa App, guests can **complete the digital version** of the onboard **emergency drill**.



3

Information on land experiences.

From the main menu, in the **'Excursions'** section, guests can **view and purchase land experiences**. The **excursions purchased** will be visible in the **'My Agenda'** area, and will be **charged directly to the guest's cabin account**. The evening before the land experience, the **information on the departure time, the meeting points and the bus number** will be available in the same area. In order to take part in Costa excursions, no paper ticket is required: **guests simply need to show their Costa Card**.



4

Internet packages.

From the Costa App, guests can:

- **Enable** the internet packages purchased during the **booking phase** or on **MyCosta**;
- **Purchase** internet packages directly **on board** the ship. Costs will be **charged directly to the guest's cabin account**.



5

Oggi a Bordo.

From the main menu, in the **'Other'** section, guests can access the **digital version of Oggi a Bordo** to check all the information on the **restaurants that are open, the shows and the events of the day**. Via the **'My Agenda'** function, guests can **organize all the activities**.



What does the Costa App offer?

- Information on the restaurants on board
- Digital Emergency Drill
- Information on land experiences
- Internet packages
- Viewing Oggi a Bordo

BOARDING.

1

Baggage drop-off.

Upon arrival at the boarding terminal during the time slot indicated on the travel document, baggage **already displaying previously printed labels** may be dropped off.



2

Boarding procedures.

A security check will be carried out with an **identification document** together with the boarding forms. In order to complete the formalities, a photo will be taken. This will be associated with the Costa Card and will serve to confirm identity throughout the itinerary. The type of security checks will depend on the port where boarding takes place and the itinerary selected. X-ray checks of all passengers will be carried out, with the exception of those displaying a medical exemption certificate.



3

Collecting the Costa Card.

Once the security checks and boarding procedures have been completed, passengers can collect their **Costa Card** and the map of the ship. Once on board, the Costa Card is the document used for identification purposes. All boarding procedures are now complete.



4

Boarding the ship.

The Costa App provides guests with access to all the information in their own language. They can also check the availability of the International Hostess in the "Oggi a Bordo" section of the app throughout their stay on board.



5

Payment method with Costa Card.

Within 24 hours of boarding, passengers must **choose the method of payment they wish to associate with their Costa Card** to cover on-board spending. The Costa Card can be reloaded using cash or a credit card. Italian passengers can also use the PagoBancomat network to top up their cards. PostePay is not accepted.



BOARDING.

6

Lunch on the day of boarding.

Lunch is always included in the main restaurants or in buffet form. Passengers can also choose to eat at the paid restaurants, if they are open. The opening hours of all restaurants can be checked on the Costa App, on the interactive monitors (where available) and in the relevant section of Oggi a Bordo.



7

The cabin.

Cabin availability on the day of boarding will be communicated via a notification on the Costa App on guests' smartphones, or via an announcement by the ship's personnel. **Guests can easily check the location of their cabin via the Costa App!** The location of cabins is based on how they are numbered in the corridors: even numbers are located on one side of the ship, with odd numbers on the opposite side. The **cabin number** is indicated on the ticket and on the Costa Card.



8

Emergency Drill.

A notice will be left in cabins to inform guests that the emergency drill **is compulsory for all passengers** (children included), indicating when it will be carried out. Passengers will be able to select from a joint emergency drill or, preferably, a digital drill, which can be accessed via the Costa App: this is much quicker to complete and can be completed by guests in their own language as soon as they board. After completing the procedure, passengers will receive a notification with the time that they must go to the Muster Station for validation. Any passengers who do not carry out the emergency drill will receive a notice the day after. It is compulsory to complete the procedure within 24 hours of boarding. **Failure to do so could lead to passengers' Costa Card being blocked.**



9

Welcome Time.

Within 24 hours of boarding, Welcome Time, **the welcome meeting in passengers' own language**, provides an opportunity to meet the crew and get all the information needed to make the most of the cruise.



CABIN.

1

Finding the cabin.

The cabin and deck numbers can be found on the Costa Card, on the boarding pass and on the Costa App.

Finding cabins is easy! Cabins are positioned according to corridor number: even numbers are located on one side of the ship, with odd numbers on the opposite side. On the day of boarding, staff will provide guests with information regarding cabin availability immediately after boarding, via an announcement.



Telephone services.

The following services are available by telephone directly from the cabin:

- Reception
- Room Service
- Spa
- Shop
- My Tours
- Medical
- Emergency
- Restaurants
- C-Dream
- Entertainment

2

Cabin facilities.

All cabins are equipped with: air-conditioning system, telephone, safe deposit box, shower dispenser, bathroom and swimming pool towels, hair dryer, standard European plugs, TV and remote, Oggi a Bordo and life jackets. USB ports for charging mobile devices are available in the cabin depending on the ship. For safety reasons, it is not recommended to leave devices unattended during charging. Smoking is only permitted in cabins with a balcony, where a wall ashtray is provided.

The cabin cleaning services are performed once a day, during the day. It is possible to hang a "Do not disturb" sign on the door. For security reasons, however, after 24 hours the onboard staff will check the cabin. On all ships with the exception of Costa Toscana and Costa Smeralda, cabins are equipped with minibar. Baby cots and separate beds are available on request and can be booked both before departure and on board.



3

Services.

The **reception is open 24 hours a day** via the Call Me service, by dialing number **3333** from the cabin telephone. Chargeable room service is available by dialing **6666**. The dedicated menu and price list can be accessed directly via the QR code. The price list for laundry and ironing services will be available in the cabin, together with the laundry bag. In the event of medical needs, a cooler bag can be requested at the onboard reception on ships where cabins have no minibar. **A payable cabin upgrade** can be requested directly at the onboard reception, subject to cabin availability.



CABIN.

4

In-suite benefits.

- Jug or bottle of water and ice for drinks.
- Assortment of freshly-made canapés.
- Sophia Metodo Classico DOC sparkling wine offered as a welcome gift.
- Coffee machine with pods included.
- Customizable minibar, also available on Costa Toscana and Costa Smeralda.
- Pillow menu on request.



5

Suite bathroom amenities.

- Shower or hot tub, depending on the ship.
- Liquid soap, body lotion, shampoo, conditioner and body wash.
- Set of bathroom and swimming pool towels (two per guest).
- Bathrobe (one per guest).
- Slippers (one pair per guest).



6

Butler.

On request, the butler provides guests with the following services:

- Breakfast, lunch and dinner in the cabin
- Spa, excursion and restaurant bookings
- Basket of fresh fruit provided on boarding and always available upon request during the cruise.
- Tidying luggage.

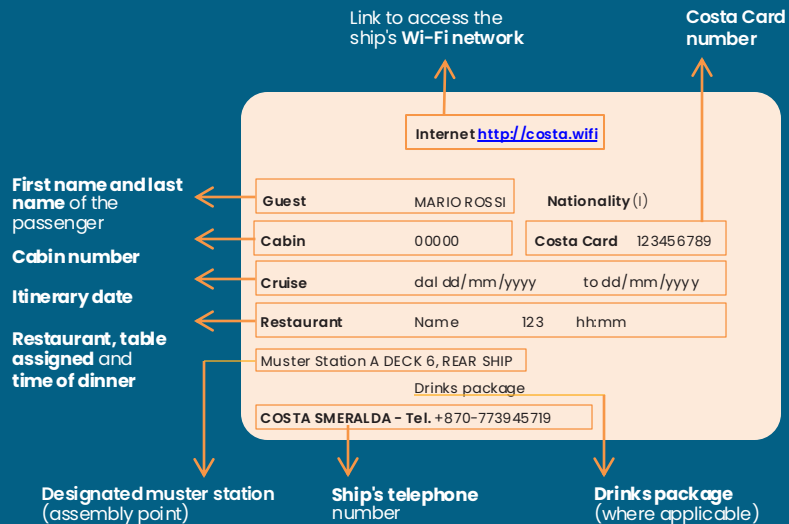


Suite.

As well as offering the same amenities as standard cabins, suite bookings **include further benefits**. Suite guests have a guaranteed table in an **exclusive restaurant** or in a main restaurant's reserved area.

Free admission to the spa area, exclusively for adults, is available only when the ship is moored in port (on all ships except Costa Fortuna and Costa Serena). Paid spa access for minors aged 16–18 in Suite. Moreover, **a butler** will be exclusively available to suite guests. Suite benefits are only guaranteed for paid-for suites and are not available in the event of free upgrades.

COSTA CARD.



What is the Costa Card used for?

- To open the cabin and activate the lights.
- As the universal payment method on board.
- To go ashore and return on board.

COSTA CARD.

1

Associating the Costa Card with a payment method.

Within 24 hours of boarding, passengers must choose the **method of payment they wish to associate with their Costa Card** to cover on-board spending:

- **Credit card:** registration at the automatic devices for cards, PIN mandatory.
- **PagoBancomat:** minimum €150 deposit (includes passengers on All-Inclusive tariff) to be made at the automatic devices for cards, available only for guests of Italian nationality. Debit cards are only accepted if they use the Visa, Mastercard or American Express circuits, and only if they are not of the re-loadable or prepaid type. Re-loadable and prepaid cards that use the Visa Electron, PostePay, Postamat and Cirrus Maestro circuits are not accepted.
- **Cash/Checks:** minimum deposit of €150 (includes passengers on All-inclusive tariff) made at the dedicated automatic devices. On-board staff will provide support for passengers on request. A message will be delivered to the cabin of any passenger who has not associated a method of payment to their Costa Card within the first 24 hours of boarding. **Bank checks are not accepted as a method of payment**



2

Purchases and payments on board.

- **Purchases on MyCosta:** all services and products purchased prior to boarding on the www.mycosta.com site will be displayed automatically on the Costa Card account on the day of boarding.
- **Purchases on board:** for all restaurants, bars, stores and on-board services that require payment, passengers can make purchases by displaying their Costa Card to the ship's staff, who will record the transaction.
- **Service charges:** if these are not included in the selected rate, these will be charged directly to the Costa Card.



3

Account closure and Costa Card final balance.

Before disembarking, passengers must close their Costa Card account. If paying with PagoBancomat (only for Italian guests) or cash, passengers can visit one of the automatic devices available and reclaim any remaining credit or pay off the remainder of their balance. If paying with credit card, passengers' cards will be charged on a daily basis and the account will be closed automatically. Visiting the automatic devices is not required. The final bill will be available for download from the Costa App until the day of disembarkation. **The Costa Card account balance must be settled before disembarking.**



Lost card!

Passengers should take great care of their Costa Card. If it is lost, a duplicate card can be requested at the on-board reception. Issuing a replacement could involve an additional charge.

FOOD & BEVERAGE.

Where to eat on the day of departure.

Guests can lunch in the main restaurants or at the buffet. The opening times of all restaurants can be viewed on the Costa App and on the interactive displays (where available). Guests can also choose paid restaurants.

1

Restaurants and buffet.

- **Where:** Guests can have lunch and dinner in the main restaurants or at the buffet (included in the rate) as well as in paid restaurants. Details about the main restaurant, table assignment and dinner time can be found on the Costa Card and the Costa App. Guests can check that the time of their dinner booking has been changed via the Call Me telephone service or directly with the Maître.
- **How:** The restaurants requiring payment can be booked on board via the Costa App, the Call Me telephone service or directly at the restaurant selected. Restaurant menus can be viewed on the Costa App or via the QR code, by connecting to the ship's free Wi-Fi. The main restaurants' menus also include some paid gourmet dishes.
- **When:** The restaurant opening times can be viewed on the Costa App or on the digital version of "Oggi a Bordo" and on the interactive displays (where available).



2

Drinks.

Drinks can be purchased on board. Depending on the drinks package purchased or included in the rate, guests can enjoy a selection of alcoholic or non-alcoholic drinks at no additional cost in all bars and restaurants on board, Archipelago excluded. A selection of drinks are **included in the price and are available from the dispensers at the buffet**, with the exception of espresso coffee.



FOOD & BEVERAGE.

3

Is there a **menu** for **kids**?

The main restaurants always have a “**Squok**” **menu** available for kids. A restaurant entirely dedicated to families is available on Costa Smeralda and Costa Toscana. Baby food is available for little ones during the opening hours of the main restaurants.



C|Club members benefits.

- Discounts on all gourmet dishes and on selected wines.
- Birthday cake and complimentary photo for members who celebrate their birthday during the cruise (excluding the day of disembarkation). Gold and Platinum members can choose the cake they prefer.

4

Special requests.

- **Specific dietary requirements** must be stated during booking.
- **Vegetarian, vegan, gluten-free and lactose-free menus** are available. The **Kosher** menu is only available for groups, and must be requested and booked six weeks in advance. Individual cases will only be considered if the guest brings his or her own pre-packaged and properly sealed meals. **Food allergies and intolerances** will be dealt with individually once disclosed during booking.
- For those who wish, either before departure or while on board, guests may order a **birthday cake** (for a fee) by contacting the restaurant staff or the reception.



5

Élite Suite & Club Restaurant.

Guests who have purchased a Suite have guaranteed breakfast, lunch and dinner access in the **Élite Suite & Club Restaurant**. **Platinum members** only (not Suite guests) will have the **option to reserve the Élite Club & Suite Restaurant** for dinner when booking. This benefit applies to individual rate bookings for cabin occupiers and can be extended to underage children even if they are staying in a different cabin from their parents. In the event of no availability, for Platinum and Gold members, a **reserved area** (Club Bistro) will be guaranteed in the main restaurant which does not require booking, together with a complimentary gift on cruises of more than five nights. During World Cruises, the Élite Suite & Club restaurant is reserved exclusively for Suite guests, and the reserved Club Bistro are in another restaurant will not be available. However, the best selection of tables and a bottle of wine from a **choice of prestigious Italian wines**, one evening per cabin, will be reserved for Gold and Platinum members.



GOING ASHORE.

1

Land experiences with Costa.

How it can be purchased:

- **Before departure:** through MyCosta.
- **On board:** via the Costa App or interactive kiosks, or by visiting the My Tours desk. In all of these cases, the bookings can be viewed in the Costa App. It is advisable to book the experiences as early as possible, even though it will be possible to proceed until the evening before stopping at the port subject to availability.

Which experiences: guided land experiences will be available in the main languages with a duration of both half a day and a whole day.

Where to meet at the start of an excursion:

- the meeting point varies according to the excursion code/time, and can be consulted in the "Oggi a Bordo" section of the Costa App, on the screens and interactive stands of the ships from the evening before the excursion.
- To go ashore by tender, it will be necessary to reach the meeting point at the time indicated based on the experience purchased and to follow the staff instructions.

Managing unforeseen events

In the event of a delay, the ship is guaranteed to wait for the group. In the event of significant alterations, the excursion will be rescheduled or refunded.

My Explorations package:

What it includes:

- 3 experiences for 7-day itineraries in the Mediterranean and Canary Islands
- 4 experiences for Northern Europe, the Caribbean, Emirates and Med Long itineraries
- 3 experiences for itineraries in South America (can only be purchased on board)

The experiences can be selected from an all-new catalog, designed to offer the best of each destination in a simple, stress-free way. The package is not available for World Cruises, Asia, positioning cruises, transatlantic cruises and mini cruises.

How it can be purchased:

- As part of the Super All Inclusive rate for applicable markets, benefiting from a special price compared to purchase on board or at the MyTours desk, through the Costa App or on the interactive stands. In all these cases, the bookings can be consulted in the Costa App. It is advisable to book the experiences as early as possible, even though it will be possible to proceed until the evening before stopping at the port subject to availability.



What is necessary for going ashore?

Guests must carry their **Costa Card** and **identity document** with them, even when going ashore with Costa. Additional security checks may be carried out in some ports. All information on going ashore will be indicated in the "Your activities ashore" section of "Oggi a Bordo" in the Costa App.

GOING ASHORE.

2

Going ashore freely.

- It will be possible for guests to go ashore independently, always remembering to take their Costa Card and personal ID document along.
- A return shuttle service requiring payment will be available for the city center according to the port of arrival. The ticket for the shuttle may be purchased on board at the Reception or the MyTours desk, or ashore, according to the port of arrival. Guests who go ashore independently where a tender is required will need to go to the meeting point indicated in "Oggi a Bordo" on the Costa App or on the screens and interactive stands, where they will receive instructions from those responsible for organizing an orderly disembarkation.

Managing unforeseen events: if the guest is delayed, waiting cannot be guaranteed.



3

Free return.

Guests may not return from excursions after the deadline indicated in the "All onboard" section that can be viewed in the Costa App and on the screens and interactive stands before going ashore. Security checks will be carried out before coming on board. Blunt objects, alcohol, and fresh food will not be accepted but kept and returned before definitive disembarkation.



ENTERTAINMENT.

1

Daytime entertainment.

During the day, a host of initiatives are offered, such as games, team activities, quizzes, dance activities, seminars and creative workshops for adults and children, including in the ship's outdoor areas. **Access to the swimming pools is always free of charge.**



How does the onboard entertainment work?

Entertainment for adults and children **is included in the price of the cruise** for the majority of activities. All the details of the entertainment on offer can be found in the Costa App, on the interactive screens and in the digital version of "Oggi a Bordo", where guests can also find information on the recommended attire for each evening and for the themed parties in the schedule.

2

Evening entertainment.

In the evening, there are always 1 or 2 **shows in the main theater**, featuring artists including ballerinas, acrobats, singers, magicians, ventriloquists and comedians, in accordance with the programming and itineraries.

• **For C|Club members exclusive events** will be announced on board, with an invitation delivered to the cabin: the **C|Club Show** for Bronze, Silver, Gold and Platinum members (for cruises of 5 nights and longer) and the **VIP Party**, exclusively for Gold and Platinum members and Suite guests (for cruises of 7 nights and longer).

• **Themed evenings:** these take place on all ships in the fleet and vary depending on the ship. Themed evenings include events that are always on the events program, such as the **Notte Bianca** and the **Silent Disco**, in addition to further events such as the **Arabian Night**, **Caribbean/Creole Party**, **Latin Party**, **Revival Party**, **Rockmantic**, **Glamour Night**, **Extravaganza**, **Fluo Party** and many others.



3

The Voice of the Sea.

All guests who wish to do so can take part in the **singing show**, The Voice of the Sea, selecting their own song and performing in front of an audience and a panel of judges. The show will be scheduled on all cruises longer than 6 days. As with the best reality shows, there will be a double casting session. The aspiring singers selected will be able to take advantage of the experience and **advice of authentic vocal coaches**. The public will decide the winner via a vote, just like on the popular TV shows. **The show will only take place once during the cruise, over the course of several evenings.**



ENTERTAINMENT.

4

Squok Baby Area.

This is a space for families with children **from 0 to 3 years of age** (up to 6 years on Costa Smeralda and Costa Toscana) where they can play for free **daily from 9am to midnight**. The service is available on all ships in the fleet.



5

Teen Zone.

A **free** service for young people from **12 to 17 years**. It includes fun events with gatherings, dance and music, sports tournaments, pool parties and disco games. The **schedule** of activities can be viewed on the **Costa App** or by scanning the **QR-code** on the display stands.



6

Squok Club.

This is a **free** service for children **aged 3 to 11**, open every day from 9 a.m. to midnight. Parents can leave their children in the care of qualified staff, provided they are independent (i.e. do not need nappies). At the parents' request, children can also be joined by Squok Club entertainers during lunch and dinner, at the buffet or in the Family Restaurant (Costa Smeralda and Costa Toscana). There are around 3 dinners organized by the Squok Club for each cruise. Booking is necessary in order to take part. The Squok Club daily schedule can be viewed by scanning the **QR-code** at the entrance to the dedicated area, as well as through the **Costa App**. A list of activities that require parental supervision can be found in the digital version of "Oggi a Bordo".



7

Princess and Captain for a day.

This **paid** experience is dedicated to children **from 3 to 11 years old**, allowing them to experience a day as the stars of the show, during which:

- the princesses and princes will dress up in royal attire, while the captains will wear smart uniforms;
- the princesses will have their hair and makeup done for the occasion;
- the princesses will enjoy an afternoon tea, while the captains will be entertained with maritime activities;
- princesses, princes and captains will take part in a special photo shoot;
- the event will conclude with a fashion show and a grand evening ball with parents



And for little ones?

Children's entertainment takes place in dedicated indoor and outdoor spaces, and is divided by age group:

- **Squok Baby Area:** children from 0 to 3 years, except on Costa Smeralda and Costa Toscana, where it's for children aged 0 to 6 years;
- **Squok Club:** children from 3 to 11 years;
- **Teen Zone:** young people from 12 to 17 years.

The entertainment offering for families can be viewed on the Costa App.

SPORT & WELLNESS.

Where guests can view the services available:

On **MyCosta**, before departure.

On board, via:

- Costa App
- Interactive monitors
- "Oggi a Bordo"
- Spa reception
- QR code

How to book Solemio Spa access and the services offered:

On board, via:

- Call Me service
- Spa reception

1

Solemio Spa.

Every ship in the fleet is equipped with a **Solemio wellness center**. Access is permitted for guests aged 16 and over (young people aged between 16 and 18 may only enter with an adult) on the basis of the availability on the day in terms of maximum capacity. There are 2 options:

- day entry from 8 am to 10 pm;
- entry for the entire duration of the cruise.

The Solemio spa offers a wide range of **thermal treatments** such as Finnish sauna, Turkish bath, Jacuzzi, experience showers etc. In addition, a **welcoming relaxation area** is also provided, with hot drinks. On the Costa Toscana and the Costa Smeralda, in addition to the services listed above, guests can also enjoy the innovative salt room and snow room. Access to the spa is free on Costa Fortuna, with sauna, Turkish bath, and hot tub. To access the spa, guests will need a **swimming costume and pool shoes**; towels are provided.

**2**

Treatments.

In addition to the activities included with spa access, guests will also be able to benefit from the best services **for body and personal care**, including a hairdresser, barber, massage, teeth whitening and beauty treatments for men and women. These are **paying services**. In the wellness center, guests will be able to **purchase the beauty products** used in the treatments. On reservation, guests can also take part in **free visits to the Solemio center** or specific demonstrations, by coming to the meeting point. The Solemio wellbeing center is also designed to be accessible to those who have mobility issues.



SPORT & WELLNESS.

3

Gym.

A **sea-view gym** equipped with the most modern **Technogym® machines** is available on every ship in the fleet. **Access is free** and is permitted from the age of 16; the facilities are open everyday **from 7:00 until 22:00**.

Minors between the ages of 16 and 18 may only enter on presentation of a waiver signed by a parent or guardian. **Yoga, pilates and spinning** classes are also available, led by a **qualified fitness instructor** (fee applies). Furthermore, guests can also organize a session with a **qualified personal trainer** (must be booked, fee applies).



4

Open-air activities.

A wide range of free outdoor **sports activities** are available throughout each day, such as the morning walk, the muscle wake-up class, jogging, aerobics and aqua aerobics, led by a **sports instructor**. The **swimming pools** are always free of charge, and access is always permitted for adults and children. Only guests aged 16 and above are permitted to use the Jacuzzi. Swimming costumes and pool shoes are not provided on board. Beach towels are available in the cabin.



DISEMBARKING.

1

Labeling baggage.

The label for baggage will be delivered directly to the cabin the evening before disembarking. The disembarking slot will depend on the color and letter indicated on the label: passengers should keep one of the labels on their person to ensure they understand the disembarking instructions.



2

Dropping off baggage.

Baggage should be placed outside cabin doors the night before disembarking and will be collected by personnel. Passengers must keep their identification document and essential medication with them.



3

Account closure and Costa Card final balance.

Before disembarking, passengers must close their Costa Card account. If paying with PagoBancomat (only for Italian guests) or cash, passengers can visit one of the automatic devices available and reclaim any remaining credit or pay off the remainder of their balance. Credit card payments do not require the use of the automatic devices. In either case, however, passengers should download their final account balance from the Costa App as it will no longer be available after disembarking. It will not be possible to disembark if the final Costa Card account balance has not been closed.



4

Disembarking.

To find out the assigned disembarking time and location, and therefore follow the correct procedure, passengers must observe the instructions linked to the letter and color of the baggage label delivered to their cabin the evening prior to disembarking.



5

Baggage collection at the terminal for disembarkation.

Once passengers have disembarked from the ship, they can collect their baggage from the terminal, where they will be separated based on the color of their labels.



The day before disembarking.

All information required for disembarking will be communicated during Goodbye Time, the time of which will be displayed in the Oggi a Bordo section of the Costa App.