



## Before you go

### Booking



At the Travel Agency, when booking your cruise, ask your Travel Agent to use the CostaClick system, which will allow you to view the best available fares, updated in real time, the video of the type of cabin that you have chosen and its exact position on the deck. You will be able then to make the best choice! Always remember to give your Travel Agent all the following information, both for yourself and for those travelling with you, as it is required to confirm your booking and to offer further services to complete your holiday:

- name
- date and place of birth
- identity document  
(number, place and date of issue, expiry date)
- full home address (including postcode)
- nationality and language spoken
- CostaClub membership for the discounts to which you are entitled

### How to customise your cruise online at [www.costacruise.com](http://www.costacruise.com)



By entering your first name, surname and booking number in the area indicated by the Cruise Assistant, you will be able to view and print out a summary of your cruise and a wealth of other information, including the Credit Card Authorisation Form and the Tour Order Form (to be filled in only if haven't booked your excursions online), which will allow you to organise your cruise better. Additionally, you can customise your cruise by booking excursions, beauty treatments, wine and beverage packages, anniversary and honeymoon surprises, a unique evening at the Club Restaurant and much more besides. Payment will be made on board the ship. You must register to be able to customise your cruise and it is essential to use the same personal details that you supplied when you purchased your cruise (first name, surname and date of birth) for registration. Costa Cruises must have this information in order to protect your privacy. Cruises can be customised online up to the date shown by the system after entering the required information (5–10 days before the departure of the ship, depending on the itinerary booked).

### Web Check-In



Costa Cruises offers an online check-in service in order to ensure a stress-free departure without the need to queue. To take advantage of this service, access the reserved area of the [www.costacruise.com](http://www.costacruise.com) website, fill in the online Boarding Card at least ten days prior to departure of the cruise, print it out and take it with you on the day of departure.



### What to pack

#### Life on board

For daytime activities we suggest casual clothing/sportswear and comfortable shoes. You should bring a sweater or jacket as temperatures may vary greatly between air-conditioned areas and the outside. During each cruise there will be gala evenings for which elegant dress is recommended. Today (the daily programme of onboard activities) offers suggestions on appropriate evening dress, whether casual or formal. Please remember that shorts and vests are not permitted in the restaurant and shoes are recommended for all occasions.

#### Shore excursions

We suggest casual clothing/sportswear and comfortable shoes. It is advisable to wear suitable clothing for any religious sites visited. You can find information and advice on all our excursions on our website [www.costacruise.com](http://www.costacruise.com).

#### Gym

For hygiene reasons it is essential that you have a pair of trainers exclusively for use in the gym, as well as suitable clothing. If you do not, you will be refused entry.

#### Beach towels

They will be provided on the ship free of charge for use at sunbeds and swimming pools, the showers in the gym, the spa and to take ashore with you on beach excursions.

#### Safety on board

It is advisable to wear low-heeled shoes when walking on the outside decks. When the decks are wet it is essential to take care to avoid slipping.



### Baggage

We recommend one piece of luggage/suitcase per person. We remind you that the following items are strictly prohibited: arms and munitions, explosives, fireworks and flares, compressed or liquefied gas (flammable, non-flammable, refrigerants, irritants and toxic gases) such as camping gas, flare launchers, starter pistols, infectious or toxic substances, corrosive substances, radioactive substances, and objects that could be used as weapons. It is also prohibited to carry food and drink on board in your hand baggage or cabin luggage. Further information can be found under the heading "Security Checks" on p. 292.

#### Tag

Please attach the Costa Cruises tag, supplied with your travel documents and stating your name and cabin number, to the handle of your bag/suitcase before leaving it at the baggage drop at the port of embarkation. It will then be delivered directly to your cabin.

## Before you go

### Hand baggage

Valuables, medicines, photographic equipment and delicate items should be carried in your hand baggage. The dimensions of your hand baggage must not exceed 55x35x25 cm, in order to allow it to pass through the x-ray security checks.

### Air transport

Please note the current baggage allowance regulations, in particular regarding the weight. Should you exceed this limit you will be required to pay an extra charge at the airport. The contents of your hand baggage must comply with the current regulations of the countries of departure and arrival. The airline and the passenger are responsible for all luggage. Costa Cruises shall not be held responsible for any damage or loss. For some fly-cruise combinations, baggage will be transferred directly from the airport of arrival to your cabin on board the ship.

### Baggage insurance

Your baggage should be covered by travel insurance to the value of your personal possessions. In the event of delay, loss or damage you will need to make a claim against your travel insurance. Costa Cruises' responsibility for baggage is limited by international conventions. See the "Booking Conditions" (p. 304).

## Travel Documents

You will receive the following travel documents from the Travel Agent who made your booking:

- Cruise ticket
- Boarding Form
- Baggage tags
- Flight tickets (where applicable)
- List of purchased services

In these travel documents you will also find information on documents and visas, embarkation and disembarkation and emergency telephone numbers. You will be sent your travel documents around three weeks prior to departure, once your travel agent has confirmed your payment. For further information about the procedures and timing of sending your travel documents, please contact your travel agent. You can also access the personalised section of our website [www.costacruise.com](http://www.costacruise.com) by entering your name, surname and booking reference number. Here you can view the following information:

- Booking memo including all purchased services
- Booking Conditions
- Insurance Conditions (if purchased)
- Services booked online
- Tour Order Form (to be filled in only if you do not book your excursions online)
- Form authorising Costa to charge your credit card for your onboard expenses
- Information on how to reach the ship
- Information on parking at the port or airport
- Other useful information

### Passports and visas

In order to avoid problems at departure, we kindly ask you to carefully check the validity of your documents and to be in possession of what is required for the cruise. If any guest does not possess the required documentation they will be denied boarding their flight/cruise and cancellation penalties will be applied.

### Passports

You must be in possession of a valid passport and any visas (if required). British citizens must be in possession of a 10-year passport (five years for children) valid for at least six months after the date of your return to the UK. Each child (including infants) must be in possession of its own passport. Passengers applying for a new passport, or renewing an expired one, should allow at least two months for the application to be processed and up to three months if applying between February and June. It is also important that name changes for newlywed wives must be notified to us immediately so that the name stated on the passport matches the name on the ticket. The names on cruise and airline documents must be the same as those shown on passports. Any discrepancies (including nicknames and abbreviated names) may prevent travel and also make insurance policies invalid. If any guest does not possess the required documentation they will be denied boarding their flight/cruise and cancellation penalties will be applied.

**Other Nationals** - It is strongly recommended that other nationals contact their local Consular Authority in order to ascertain passport and visa requirements. If any guest does not possess the required documentation they will be denied boarding their flight/cruise and cancellation penalties will be applied. We recommend that you check your visa requirements with your travel agent or the appropriate embassy at least two months prior to travel. Alternatively, for full passport and visa requirements you can contact CIBT on 0844 800 4650 for advice. In addition to the cost of any visa you will be charged an administration fee to use this service. **Please note** – Passports may be retained by Costa staff on embarkation and withheld for the entire duration of the cruise so they can be presented to the various port authorities. Passports are then made available only when guests require them to go ashore.

### Children under 15

Youngsters under 16 need to have their own valid passport or to be registered on their parents' passport. However, if the cruise calls at or transits the United States, all children are required to have their own machine-readable passports. For cruises that call at Singapore, the parents' passport needs to include a photo of any child registered on their passport. Where youngsters are travelling without their parents, legal guardians, or anyone registered in the child's documentation, Costa requires you to verify what documentation is required for the child to travel with the relevant authorities.

**United States** - Before departure, please check the expiry date of your passport with your travel agent and/or national authorities, and that it is compliant with the new entry

United States of America without a visa.

2) Visitors who have a machine-readable passport which was issued or renewed on or after 26 October 2005 and which has a digital photograph printed directly on the passport, may enter the United States of America without a visa.

3) Machine-readable passports issued or renewed on or after 26 October 2006 must contain an integrated chip containing biometric data and a digital photograph. Visitors whose passports do not meet these requirements will be required to obtain a visa to travel to the United States.

In addition, electronic travel authorisation is required for citizens of the countries covered by the Visa Waiver Programme, including Italy.

At least 72 hours prior to departure, visitors to the United States under the Visa Waiver Programme must obtain travel authorisation through the ESTA (Electronic System for Travel Authorization) website (<https://esta.cbp.dhs.gov>).

The authorisation number will be requested at departure for the United States. All Guests in possession of a valid passport issued prior to the introduction of machine-readable passports, or passports that do not meet the above requirements, require a non-immigrant entry visa for the United States.

This requirement also applies to children. You can find all the information on how to obtain a US visa on the embassy website <http://italy.usembassy.gov/visa/default.asp>

#### Note for flights between the European Union and the United States

Under US Law and in accordance with an International Agreement between the European Union and the United States, the US Department of Homeland Security (DHS) will receive certain travel and reservation information (known as PNR - Passenger Name Record) about passengers flying between the European Union and the United States.

The DHS has undertaken to use this information primarily for the purposes of preventing and combating terrorism and other serious transnational crimes. This and other information may also be used to check whether passengers feature on the lists of people raising aviation security concerns. The PNR data will be kept for at least three years and six months and may be shared with other authorities. Further information on these arrangements, including measures to safeguard your personal details, can be obtained from your airline or travel agent or from our website [www.costacruise.com](http://www.costacruise.com)

#### Around the World cruise in 3 legs:

##### Cruise 28/12/11 - 26/01/12 (Savona - Los Angeles)\*

Documents: Machine-readable passport valid for at least 6 months after the end of the cruise.

##### Cruise 26/01/12 - 05/03/12 (Los Angeles - Singapore)\*

Documents: Machine-readable passport valid for at least 6 months after the end of the cruise, and visa for Australia to be obtained prior to departure.

##### Cruise 05/03/12 - 06/04/12 (Singapore - Savona)\*

Documents: Machine-readable passport valid for at least 6 months after the end of the cruise, and visa for India to be obtained prior to departure.

#### Complete Around the World cruise:

##### Cruise 28/12/11 - 06/04/12 (Savona - Savona)\*

Documents: Machine-readable passport valid for at least 6 months after the end of the cruise, and visas for Australia and India to be obtained prior to departure.

##### Red Sea itinerary (Egypt/Israel/Jordan)\*

Documents: Machine-readable passport valid for at least 6 months after the end of the cruise.

\* VERY IMPORTANT NOTE: for particular visa details about your country, you need to contact your local consulate or ask your travel agent.

#### Vaccinations

At the time this brochure went to press no specific vaccinations were required for Italian citizens resident in Italy. Antimalarial medication is recommended for the calls in Kenya and Madagascar featured in the Costa Romantica "Jewels of the Indian Ocean" cruises (p. 132) and the "Grand Indian Ocean Cruises" (p. 130).



## Embarkation

#### Connections to ports of embarkation

Costa Cruises offers special rates to Guests wishing to travel to ports of embarkation by plane or coach. For more detailed information see p. 298 and on our website [www.costacruise.com](http://www.costacruise.com)

#### Port and airport parking

The majority of embarkation ports and airports have a special parking service. This service carries a charge and, in some cases, you may also need to book. You will find more detailed information in the travel documents and on our website [www.costacruise.com](http://www.costacruise.com)

**Milano Malpensa:** ParkinGO tel. 0331-230717, [malpensa@parkingo.com](mailto:malpensa@parkingo.com), [www.parkingo.com](http://www.parkingo.com)

**Roma Fiumicino:** ParkinGO tel. 06-65047976, [fiumicino@parkingo.com](mailto:fiumicino@parkingo.com), [www.parkingo.com](http://www.parkingo.com)

#### Costa facilities

Costa Cruises has built cruise terminals in Savona and Barcelona that are managed directly by the company: comfortable, well-equipped, state-of-the-art facilities that will give you a warm welcome and make the embarkation and disembarkation procedures faster and more straightforward. Services include a bar, a children's area, an Internet point and a VIP lounge (further information on p. 42). Costa is also planning and building other cruise terminals in Italy and Europe that will offer our Guests increasingly better service.

#### Baggage drop off

On your arrival at the port you should leave your baggage (excluding hand baggage) with the Costa staff. Guests are

## In port

be purchased (RMB 469) in case guests want to disembark individually. In case of embarkation and disembarkation during any planned stops in all ports\* of China, a visa is required and guests will have to request it in advance from the Chinese Consulate (\*The only exception is Sanya transit - see above).

**Dubai and the Emirates** - For cruises to and from Dubai and the Emirates guests require a passport valid for at least 3 months after the date of your return to the UK.

However, should this situation alter, guests will be advised at the earliest possible opportunity.

**Mauritius and Indian Ocean** - For all cruises to and from Mauritius and Indian Ocean guests require a passport valid for at least 6 months beyond period of intended stay. For Kenya a Transit Visa is requested: Costa will take care of the necessary formalities to obtain it upon arrival in the country. You will be charged onboard for the relevant cost. However, should this situation alter, guests will be advised at the earliest possible opportunity.

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a VIP lounge (further information on p. 42). Costa is also planning and building other cruise terminals in Italy and Europe that will offer our Guests increasingly better service.

### Baggage drop off

On your arrival at the port you should leave your baggage (excluding hand baggage) with the Costa staff. Guests are reminded to label all baggage with the coloured tags provided with your travel documents. It will then be delivered directly to your cabin at no extra cost.

### Document checks

Embarkation begins at the time shown on your itinerary. Your travel documents and the validity of your passport or ID card will be checked before you board. Once aboard the ship, your hand baggage will be scanned. All passengers must board the ship at least one hour before sailing.

**Priority embarkation** - Coral and Pearl CostaClub Members, Guests staying in the suites, families with children under three years old, pregnant women and Guests with special needs are entitled to priority boarding. The staff at the Customer Services desk will provide you with all the assistance you might require.

### Web Check-in

We remind you that boarding will be faster for those Guests who have used Costa's web check-in services ([www.costacruise.com](http://www.costacruise.com)), because the necessary procedures will be handled online before departure.

## Security checks

For the security of all Guests, onboard Security staff will check all people and baggage when embarking and disembarking in all ports of call. Checks are carried out with X-ray machines and metal detectors. Please cooperate with our personnel to make this procedure smooth and efficient. Baggage delivered to the cabins is checked upon embarkation.

Remember the items listed under the "Baggage" heading on p. 304 may not be taken aboard the ship. We therefore ask you to avoid purchasing antique weapons, knives, daggers, swords or similar objects during shore excursions. If any of these objects are found in your possession, ship Security staff will ask you to leave them behind onshore. We would also like to inform you that, in line with the health and safety standards adopted by Costa Cruises for its Guests, it is forbidden to bring any kind of food or drink on board, in either hand baggage or cabin baggage. The only exceptions are toiletries (e.g. shampoo, bath foam, creams, etc.), liquid medicines, products or foods specifically made for babies, products or foods for certified special diets. The ban includes any food or drinks bought during stopovers in ports. Any local produce purchased on stopovers will be held in store on board the ship and returned to Guests at the end of the cruise.

### Cabin temperature

The temperature in the cabins and Suites can be manually controlled using a thermostat. If you need assistance adjusting it, your cabin steward will be pleased to help you.

### Voltage on board

The power points in the cabins have an alternating current of:

COSTA FAVOLOSA, COSTA DELIZIOSA, COSTA LUMINOSA, COSTA PACIFICA, COSTA SERENA, COSTA CONCORDIA: 220-115 Volts.

COSTA MAGICA, COSTA FORTUNA, COSTA MEDITERRANEA, COSTA ATLANTICA: 220-110 Volts/60 Hz.

COSTA VICTORIA e COSTA ROMANTICA: 220 Volts/60 Hz. per rasoi, 220-110 Volts (1200 W) in the cabin.

COSTA CLASSICA: 220 Volts/60 Hz. per rasoi, 220 Volts (800 W) the cabin.

COSTA MARINA e COSTA ALLEGRA: 220-110 Volts/60 Hz. for shavers.

For safety reasons, electrical appliances may not be used in the cabins with the exception of electric shavers; ironing in the cabins is strictly prohibited. Each cabin has a hairdryer.

## Cabin services



### Breakfast and cabin service

Guests who would like breakfast delivered to their cabin free of charge can fill in the order form and hang it on the outside door handle before going to bed.

### Room service

You can order snacks and drinks for delivery to your cabin 24 hours a day. The menu can be found in your cabin, all you need to do is phone the number next to the telephone. You will be charged for this service and your order will be delivered in around half an hour. A 15% service charge will be applied to all wine and drinks purchases.

### Interactive TV

The Interactive TV service, in six languages, is available on some ships, offering videos/films on demand (pay-per-view) and the possibility of booking onboard services.

### PlayStation on demand

Costa Favolosa, Costa Deliziosa, Costa Luminosa and Costa Pacifica offer the PlayStation on demand service (at an extra charge), which allows you to rent a PS3 console for your cabin with a wide selection of videogames for as long as you wish.

### "Today": daily programme

The complete schedule of all of the following day's events will be delivered to your cabin every evening. Make sure you take it with you, even when going ashore, as it has contact numbers and details of the ship's departure time, the time zone of the destination, etc.

## Fun & entertainment

### Shows and entertainment

During the day, the ship's entertainment team will organise various free activities on deck or in the lounges and anyone can join in. In the evening there is music in the lounges and shows at the theatre staged by professional artists. You can also play bingo at an extra charge. A complete list of all activities can be found in Today, the daily programme. The entertainment activities are organised by multilingual staff.

### Entertainment for children and teens

From morning to evening our entertainment staff will keep your children entertained (they must be independent and toilet trained) giving you plenty of time to enjoy your cruise in peace, and if you wish, also when you go on shore excursions. Costa's entertainment staff are available to look after your children and teens between the ages of 3 (even if their birthday is during the cruise) and 17 every day from 9.00 a.m. to 11.30 p.m. A free group babysitting service is also available at the Squok Club from 11.30 p.m. to 1.30 a.m. on request. These times may be subject to slight variations depending on the cruise programme. In some periods this service may be more limited – times will be advertised on board. There are four Clubs: Mini, from 3 to 6 years old; Maxi from 7 to 11; Teen Junior from 12 to 14; and Teen from 15 to 17. Club activities and age groupings may vary by ship and the number of participants. There is no child-minding or entertainment service for children under 3 years old.

### Special services for babies (6 months–3 years)

Our ships are ideal for parents with babies and small children in strollers, with their spacious lifts and cabins, wide outer decks, and obstacle-free promenades and corridors. Under-3s also have boarding priority and are allowed to use the rooms and toys in the Squok Club, provided they are always accompanied by a parent, in low season or at off-peak times. On request, subject to availability: cots and cradles, baby baths and bottle warmers in your cabin, baby foods prepared in our kitchens, highchairs in the restaurant.

### Art on board

The lounges, cabins and suites of all Costa ships are adorned with works of art, sculptures and graphical works by famous Italian and international artists. Some ships also have their own art galleries and hold auctions that give passengers the opportunity to purchase works of art. In the art gallery on board Costa Deliziosa, you can exclusively purchase silk screen prints of the works that grace the ship.

### Library

There is a library on board with a selection of books in several languages. Borrowing is free. Opening times are listed in Today.

## On board

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### Casino

There is a casino on every Costa ship with slot machines, roulette and other gaming tables. According to international law the casino is only open when the ship is at sea and entry is permitted to adults only. You cannot use your Costa Card when placing bets (see p. 55).

### Grand Prix Simulator

Costa Favolosa, Costa Deliziosa, Costa Luminosa, Costa Pacifica, Costa Serena, and Costa Concordia offer you the chance to experience the thrill of driving a real Formula One racing car on tracks modelled on the best circuits in the world. You can choose between different circuits and levels of difficulty and monitor your placing and the race information on the screen.

### Cinema 4D

Costa Favolosa, Costa Deliziosa and Costa Luminosa also boast a 4D Cinema, where you can enjoy spectacular special effects devised to stimulate all your senses. The seats move according to the action on screen, then there are sounds, lights and images, all combined to create a truly unique experience.

### Golf Simulator

Designed for golfers of all levels, the Golf Simulator on Costa Deliziosa and Costa Luminosa is the most advanced on board any cruise ship, featuring 37 different virtual courses and a 90m<sup>2</sup> outdoor putting green (not on Costa Favolosa).

### PlayStation

For teens and children: social games with PS2 consoles in the Maxi and Teen Clubs, supervised by the entertainment staff (on all ships). PlayStation Nights: great competition on the main pool deck, played on the big screen (on Costa Favolosa, Costa Deliziosa, Costa Luminosa, Costa Pacifica, Costa Serena and Costa Concordia).

### Roller skating rink

Costa Deliziosa and Costa Luminosa also boast a roller skating rink on the outside deck, where you can discover the thrill of skating with the sea and the sky as a backdrop.

### Recording Studio

Costa Pacifica also has a recording studio with sophisticated equipment, where you can sing your favourite song with backing music and record a souvenir CD, with the assistance of a specialist sound engineer.

### Deckchairs and sun loungers

These are found on the outside decks. We would request that you do not leave personal possessions on them when not using them. Towels are also available by the swimming pools and should be left in the special containers after use. The use of sun loungers, deckchairs and towels is free of charge.

## Excursions



The organised shore excursions are scheduled to fit in with the ship's sailing times. They are optional and can only be purchased on board the ship, although they may be booked prior to departure (up until approx. 10 days before sailing) on our website [www.costacruise.com](http://www.costacruise.com). Space is limited on some excursions (particularly those in Northern Europe), so we recommend booking in plenty of time. The excursions are not refundable. The price includes transport, a guide in the ports in the languages offered, and entry to museums and monuments, unless otherwise stated in the relevant excursion descriptions. Meals and drinks are only included in the price when explicitly indicated. The tour schedule and prices may be altered without prior notice by the organiser at any time before the excursion takes place. Excursions will only take place if a minimum number of participants has been reached. If there are too few people the excursion will be cancelled and payment will be refunded, without any form of compensation. Italian-speaking guides may not be available for certain destinations in the Indian Ocean, Far East, Caribbean, Canada and the United States. For further details, please see the descriptions of the individual excursions on our website [www.costacruise.com](http://www.costacruise.com)

Some excursions may not be suitable for Guests with mobility problems.

### Discount for children and teens

Children aged 4–14 receive the following discounts:

- 30% off shore excursions in the Mediterranean and Northern Europe
- 25% off shore excursions in Dubai and the Emirates, Far East, Indian Ocean, South America and South American transatlantic cruises
- 10% off shore excursions in Canada and the United States, the Caribbean and Caribbean transatlantic cruises. Children under 3 years old on a shore excursion with a parent travel free of charge (no seat is allocated).

### Tour Bonus

We've created an exceptional package with 3 excursions that saves you 15% or 20%, for a large number of our 7-night Mediterranean and Caribbean cruises. You'll find details on each package in the itinerary sections.

Buying an excursion package also gives you the opportunity to select the exclusive Easy drinks package, consisting of 4 bottles of wine and 7 bottles of mineral water.

### Purchases made during port calls

Items purchased during the cruise (rugs, jewellery, merchandise exceeding a certain value, etc.) may be subject to customs duty in the Guest's country of residence or in the port of disembarkation. Please remember that Costa Cruises does not collect customs duty on behalf of Guests and is not able to estimate the amount payable. Consequently, Guests must pay any customs duty themselves in order to clear customs and Costa Cruises will not be liable for any form of compensation.

We remind you that it is prohibited to carry food and drink on board. Further information can be found in the section "Security Checks" on p. 292.



## Fitness & Beauty

### Fitness and sports

You can use all the ship's fitness facilities free of charge: the jogging track, multipurpose sports pitch, sauna, Jacuzzi and the swimming pools, both indoor and outdoor. Facilities vary from ship to ship. Each ship has a large gym with equipment manufactured by Technogym®, the company for whom fitness and beauty is a philosophy aimed at improving your quality of life. Free group classes with our trainers include morning exercises, Stretch&Tone, Legs, Bums & Tums, aerobics, Sdraio Gym, water aerobics etc. It is also possible to book personal training, yoga or Pilates lessons at an extra charge.

### Spa and Wellness Centres

Wellness is the jewel in the crown of Costa ships, particularly on Costa Favolosa, Costa Deliziosa, Costa Luminosa, Costa Pacifica, Costa Serena and Costa Concordia with the Samsara Spa (page 52-53), and the twin ships Costa Mediterranea and Costa Atlantica, which offer the special Wellness Programme (page 52-53). All Costa ships have a wellness centre where you can relax with massages and facial and body beauty treatments at an extra charge.

### New Samsara Dream Package

This unique experience is now available for purchase by all Guests on ships that have a Samsara Spa.

It's the ritual that invites you into the dimension of well-being. You'll have unlimited access to the spa, you'll be invited to the welcoming tea ceremony, and you'll be offered two treatments, two fitness sessions or meditation classes, two sunbed sessions, and the wonderful cuisine of the exclusive Samsara Restaurant.

### Wellness Packages

You can also book special treatment packages before departure, taking advantage of special prices (information, prices and bookings on [www.costacruise.com](http://www.costacruise.com)).

A few examples:

- Regeneration Formula (Elemis deep tissue massage, La Thérapie Hydralift Facial, Elemis Exotic hand treatment);
- Total Wellness (Elemis Pro-Collagen Marine Facial,

## On board

exceeding a certain value, etc.) may be subject to customs duty in the Guest's country of residence or in the port of disembarkation. Please remember that Costa Cruises does not collect customs duty on behalf of Guests and is not able to estimate the amount payable. Consequently, Guests must pay any customs duty themselves in order to clear customs and Costa Cruises will not be liable for any form of compensation.

We remind you that it is prohibited to carry food and drink on board. Further information can be found in the section "Security Checks" on p. 292.

### Fitness & Beauty

#### Fitness and sports

You can use all the ship's fitness facilities free of charge: the jogging track, multipurpose sports pitch, sauna, Jacuzzi and the swimming pools, both indoor and outdoor. Facilities vary from ship to ship. Each ship has a large gym with equipment manufactured by Technogym®, the company for whom fitness and beauty is a philosophy aimed at improving your quality of life. Free group classes with our trainers include morning exercises, Stretch&Tone, Legs, Bums & Tums, aerobics, Sdraio Gym, water aerobics etc. It is also possible to book personal training, yoga or Pilates lessons at an extra charge.

#### Spa and Wellness Centres

Wellness is the jewel in the crown of Costa ships, particularly on Costa Favolosa, Costa Deliziosa, Costa Luminosa, Costa Pacifica, Costa Serena and Costa Concordia with the Samsara Spa (page 52-53), and the twin ships Costa Mediterranea and Costa Atlantica, which offer the special Wellness Programme (page 52-53). All Costa ships have a wellness centre where you can relax with massages and facial and body beauty treatments at an extra charge.

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- Total Wellness (Elemis Pro-Collagen Marine Facial, Ionithermie cellulite reduction programme, Elemis stone and aromatherapy treatment, a scalp massage with frangipani);

- Time for Two, designed for couples (Elemis Aromaspa seaweed massage, Elemis Sole Delight foot treatment, body composition analysis, all for two people);

These packages are not available aboard Costa Deliziosa, Costa Luminosa, Costa Pacifica, Costa Serena and Costa Concordia.



### Health

Our ships have their own modern infirmaries offering first aid and medical care, for a charge, by staff from the National Onboard Doctors Association and trained nurses. Emergency medications are also available at a reasonable cost. The opening times of the medical centre and the pharmacy are listed in Today. Medication to relieve symptoms of seasickness is available free of charge from the Information Desk and the Infirmary. Guests with special needs are kindly asked to make them known when booking. In particular, we advise those on long-term therapies to bring all their necessary medications with them, ensuring that they are accompanied by a description of their contents and dosage. Guests with medical conditions requiring the self-injection of therapeutic drugs or the use of needles are kindly asked to contact their Cabin Steward to request a special container to dispose of sharp medical instruments correctly.



### Food & Restaurants

#### Restaurants

The onboard restaurants and buffets offer a rich and varied selection of Italian and international dishes. The buffets include special ethnic sections with specialities from the destinations visited. Each day the restaurant menu includes appetisers, starters, main courses of meat or fish, side dishes, salads, cheese, desserts and ice cream. Vegetarian menus and dishes for those with special dietary requirements are also available.

#### Breakfast

Enjoy breakfast in your cabin, at the buffet restaurant or in the restaurant (free seating arrangements). For early birds, coffee and croissants are served at the bar from dawn.

#### Lunch

At the buffet restaurant or with waiter service in the restaurant (free seating arrangements)..

#### Dinner

The gala dinner is a special occasion offering a gourmet menu, an elegant and festive atmosphere, and the presence of the Captain and his Staff (subject to availability). Numerous special gourmet events also take place during each cruise. They include the spectacular and mouth-watering Magnifico Buffet, with a trip around the kitchens,

the on board Service Director or Maitre must be informed immediately after boarding, so that the necessary food preparation arrangements can be made.

## Wines, bars and drinks



### Wine list

Our ships' wine cellars are particularly well stocked with more than 80 different wines, chosen by qualified sommeliers to complement our menus.

### Bars and Cafés

You will find a vast array of top-quality Italian and international wines, spirits and soft drinks in the many bars and cafés aboard our ships. There are also several theme bars: in the Wine Bars, you'll find a selection of fine wines, champagnes and sparkling wines, while the Cognac & Cigar Bars offer an excellent range of spirits and cigars. All purchases at the bars and in the dining room must be settled at the end of the cruise. A 15% service charge will be added to your bill.

### Drinks

You can take advantage of Costa's special drinks packages to save money by ordering special wine, mineral water and drinks packages before departure or when embarking (for information, see p. 25). Any duty-free wines and spirits bought on board and/or ashore will be kept in store and returned to you at the end of the cruise.

## How to pay on board



### Costa Card

Aboard the ship you will receive a personal Costa Card which will automatically identify your name on the boarding list. During the cruise you will need to use it when making purchases in the onboard shops and to pay for any extra services (except bets at the Casino's tables). Using your Costa Card will enable you to enjoy your holiday without needing to worry about having enough cash on you for your daily expenditure aboard the ship. Purchases will be automatically added to your cabin account, which must then be settled at the end of the cruise in cash or by credit card (or cheque – see "Personal cheques" section).

Guests who do not register their credit cards will be asked to provide a deposit to cover their onboard expenses within 48 hours of embarkation. The minimum deposit will be 150 euros or 150 dollars per person, depending on the currency used on board. If onboard expenditure exceeds the deposit, a further deposit will be requested. Total expenditure will be calculated at the end of the cruise and, if applicable, Guests will be refunded what remains of their deposit.

### Credit cards

We have introduced a credit card service, for which you may register at the beginning of your cruise. You can register your credit card using the interactive kiosks or at the Customer Service Desk. This service will allow you to receive your bill in your cabin and, unless you state otherwise, it will be charged to your credit card automatically, subject to daily authorisation by the credit card systems. The following credit cards are accepted on board: American Express, VISA, MasterCard and CartaSi (only if validity abroad is indicated on the back). Electronic, prepaid cards and debit cards (e.g. Visa Electron and Poste Pay) are not accepted. You can tell if your card is electronic because the numbers on the card are printed rather than raised. We suggest that you check with your bank before departure.

### Personal cheques

Only cheques issued by Italian banks (i.e. branches located in Italy) will be accepted aboard the ship, with a maximum value of 2,500 euros for each cheque, valid for the sole payment of onboard expenses at the end of the cruise, subject to authorisation by the Centax electronic cheque guarantee system.

### Foreign currencies

We remind you that the euro is the legal currency aboard our ships, except for Caribbean cruises on Costa Atlantica departing from Fort Lauderdale, South American cruises, Spring transatlantic cruises departing from South America, and Far Eastern mini cruises aboard Costa Romantica and Costa Classica, in which case it is the US Dollar. Cash and Traveller's Cheques can be changed aboard the ship at the Bureau de Change at the Information Desk. It is open at the times indicated in Today, and is normally closed when the ship is in port. We remind you that we do not provide credit card cash advances, so we suggest you bring sufficient local currency or Traveller's Cheques for shore excursions.

### Service charge

For all hotel services on board, a service charge will be added each day to Guests' accounts. Payment will be requested only at the end of the cruise and depends on the duration of the cruise. The following charges are applicable:

- 7 euros/day per adult for all cruises up to 8 days, or 6 euros/day per adult for longer cruises.
- 11 dollars/day per adult for Caribbean cruises on Costa Atlantica departing from Fort Lauderdale and Miami.
- 9 dollars/day per adult for 4-5-6-7-8 day mini Far Eastern cruises on Costa Classica and Costa Romantica.
- 9 dollars/day per adult for South American and spring transatlantic cruises on Costa Serena, Costa Fortuna and Costa Victoria.

There is no service charge on any cruise for children under the age of 14, whereas Guests between the ages of 14 and 17 will be charged 50% of the above rates. The entire service charge is set aside by the company for staff who perform hotel duties on board as an incentive to continue improving the quality of service offered on Costa ships. In this regard, Costa Cruises has received SA 8000 international certification

## On board

to your credit card automatically, subject to daily authorisation by the credit card systems. The following credit cards are accepted on board: American Express, VISA, MasterCard and CartaSi (only if validity abroad is indicated on the back). Electronic, prepaid cards and debit cards (e.g. Visa Electron and Poste Pay) are not accepted. You can tell if your card is electronic because the numbers on the card are printed rather than raised. We suggest that you check with your bank before departure.

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### Tipping

You are neither required nor expected to tip on board.



## Special needs

### Guests with special needs

Costa Cruises wishes to satisfy the needs of all those who want to experience a cruise but who have special needs, mobility problems, visual impairments or other disabilities. International regulations require the Company to be aware of any "needs for personal assistance in the case of emergency" (wheelchairs, etc.) of its Guests in order to make the necessary arrangements. This information must be provided through the travel agent and again on boarding. We recommend that guests with special needs travel with a companion. Guests requiring wheelchairs must be accompanied and have their own wheelchair (please advise your travel agent of the dimensions when booking). In some ports disembarkation may not be possible for Guests with mobility problems, particularly when the ship is moored offshore. Our ships have several cabins equipped for disabled Guests, which are marked with a letter H on the ship plans on the following pages. For further information visit our website [www.costacruise.com](http://www.costacruise.com)

### Special requests

Any special requests regarding seating on flights must be made at the time of booking. Costa Cruises cannot guarantee that they will be met. For further information visit our website [www.costacruise.com](http://www.costacruise.com)



## Other information

### Animals

It is forbidden to bring animals of any species or size aboard the ships, with the sole exception of service animals for disabled Guests (subject to notification at the time of booking).

### Smokers

Smoking is strictly forbidden in the theatres, restaurants and buffets (indoor areas), corridors, halls, lifts and stairwells. There are areas reserved for smokers in the lounges. Pipes and cigars may only be smoked in designated areas. In order to avoid creating fire hazards, please remember to extinguish cigarettes in the ashtrays provided and never throw lit cigarettes overboard.

### Costa Training Schools

The great tradition of hospitality for which the company is renowned is now even greater due to the training we offer our staff at the Costa schools in Genoa, the Philippines, India, Indonesia, Brazil and Peru.

### Newspapers

Consistent with the satellite, aboard a newspaper is

distributed with the main news from the world.

#### Daily news

Provided that there is satellite reception, a newspaper is printed and distributed on board with the main news from around the world.

#### Children and Infants Policy

We would like to remind you that children under the age of 18 may not travel unaccompanied on board our ships and babies will not be permitted to board if they are less than 6 months old on the first day of the cruise. This minimum age limit goes up to 12 months for transatlantic cruises and cruises of 15 days or more.

#### Mail

Postcards are on sale in the Photo Shop, which also offers a postal service.

#### Holy Mass

There is a chapel and a priest on board all our ships. Religious services are Roman Catholic.



## Telecommunications

#### Mobile phones

Costa's partnership with TIM means all its ships are covered by the GSM on the Ship service, which means you can send and receive calls and text messages and use mobile Internet services even at sea. This service is available to TIM customers and those of the major international mobile phone operators. TIM pre-paid customers can purchase top-up cards on board. For more information about their services, call TIM Customer Services by dialling 119 (free from Italy and on board Costa's ships), or visit their website [www.tim.it](http://www.tim.it).

#### Satellite link

On board you can make phone calls from your cabin via our satellite connection, as well as send and receive faxes. Ask at the Information Desk for details. For telephone and fax communications from shore to ship, the caller must dial the code for the oceanic area the ship is in followed by the ship's satellite number, as shown in the table below.

Satellite Area	Code
SNAC (Single Network Access Code)	Tel./Fax 00870 (Dubai and United Arab Emirates, and transatlantic cruises)
ATLANTIC OCEAN EAST	Tel./Fax 00871 (Mediterranean, Northern Europe, South America and transatlantic cruises)
PACIFIC OCEAN	Tel./Fax 00872 (Far East and Grand Voyages in the East)
INDIAN OCEAN	Tel./Fax 00873 (Indian Ocean, Far East and Grand Voyages in the East)
ATLANTIC OCEAN WEST	Tel./Fax 00874 (Caribbean and South America)

Ship	Telephone	Fax
COSTA FAVOLOSA	Numbers not available at time of going to print	
COSTA DELIZIOSA	764947193	764947196
COSTA LUMINOSA	764890565	764890566
COSTA PACIFICA	764896930 - 764896935	764896932
COSTA SERENA ICAZ	761114781 - 761114785	761114779
COSTA CONCORDIA IBHD	764604939 - 764604943	324700542
COSTA MAGICA IBQQ	764029390 - 764021467	764029391
COSTA FORTUNA IBNY	324799770 - 324799780	324799776
COSTA MEDITERRANEA IBCF	324799684 - 324799679	324799685
COSTA ATLANTICA IBLQ	324798083 - 324798090	324798085 - 324798092
COSTA VICTORIA IBLC	324798215 - 324798210	324798197
COSTA ROMANTICA IBCR	324798187 - 324798188	324798188
COSTA CLASSICA ICIC	324798182 - 324798184	324798184
COSTA MARINA IBNC	324798229 - 324798232	324798232
COSTA ALLEGRA ICRA	324798190 - 324798193	324798193

Alternatively from Italy you can call the Telecom number 170, giving the name of the ship, the passenger and, if possible, the cabin number. In other countries the shore caller can contact the operator in that country for information.

N.B. In order to avoid wasting time trying to track down the Guest you wish to speak to, send a fax before calling with the details of when you will call. The numbers listed above are subject to change. For any updates please call Costa Cruises.