

FAQ:

HOW DOES MY COSTA CRUISE CHANGE POST COVID-19?

This document contains the main developments relating to changes taking place in life on board, intended as including all stages of Costa's interaction with the guest, from booking to disembarkation, in light of the "new normality" introduced by the anti-Covid-19 prevention regulations.

It has not been devised as a statement but as a reactive communication tool for sales channels or to be used in the event of questions from our guests and potential guests.

The indications given in this document are based on the current situation of the pandemic: of course, as the situation develops, these may change. We will continuously monitor relevant developments in our response to the COVID-19 situation and, if necessary, will update the shared information on our prevention protocols and security measures.

GENERAL INFORMATION

01. What are the main safety measures put in place on the ship?

In order to guarantee maximum safety for guests and crew, Costa has developed new measures on board its fleet. These have been devised to guarantee our guests a vacation experience that is enjoyable and safe at the same time..

Life on board our ships comprises different experiences that also take place on shore (restaurants, bars, gyms, spas, shops), therefore we plan to follow the safety protocols defined for these types of activities and to develop services to increase the safety of our guests and our crews.

Unlike other types of tourist facilities, cruise ships are equipped with hospitals and medical staff available 24 hours a day, which therefore means they can guarantee maximum safety.

In particular:

- > we will ensure social distancing by reducing the number of passengers on board each cruise;
- > cabins will be sprayed at each guest change using certified disinfectants with virucidal action (capable of eliminating viruses) and will also be cleaned, sanitized and disinfected daily;
- > all public areas will be sanitized several times a day using powerful disinfectant detergents; indoor public areas, including deck corridors where cabins are located, will also be disinfected daily using innovative methods including virucidal nebulizers (i.e. capable of eliminating viruses);
- > all on-board personnel will operate with the protection of the necessary safety equipment and will pay particular attention to hand hygiene (using alcohol-based sanitizing solution or antibacterial soap and water for at least 20 seconds at the beginning and end of each shift);
- > hand sanitizing gel dispensers will be available for guests to use in all the main public areas of the ship;
- > in the public areas of the ship, it will be mandatory to wear a mask in all circumstances where it is not possible to guarantee adequate social distancing, in accordance with the regulations;
- > in all areas of the ship, our ventilation systems will provide maximum filtration of fresh air from the outside, minimizing the re-circulation of the air inside.

PRE-BOARDING (CHECK-IN/TERMINAL)

02. How will check-in take place?

Check-in must be done online, from 72 hours prior to departure, on the My Costa platform (www.mycosta.com). During online check-in each passenger (except minors) must personally:

- > fill in/modify the fields in the form (pre-filled, possibly, on the basis of the information entered by the agency);
- > express their consent to the privacy policy;
- > complete a mandatory medical health screening questionnaire.

On the My Costa platform you will see the assigned boarding time slot in which we will ask you to present yourself at the cruise terminal: It is essential to be punctual and to respect this time slot in order to minimise the influx of guests and avoid crowds. The arrival time at the terminal will therefore be staggered with clearly defined arrival times for all guests.

Please note that each passenger's cruise ticket will only be available once all passengers in the booking have completed the online check-in. If the booking also includes other guests, the person who has made the booking may enter the contact details of another passenger included in the booking to invite him/her to check-in online.

03. Will it be necessary to obtain a health certificate from one's own doctor to complete the mandatory medical questionnaire?

No, self-certification of your state of health will suffice.

04. Will it be possible to change the boarding slot I have been assigned?

Unfortunately it is not possible to change the assigned boarding slot. Even if you are traveling together with other people who have made other bookings, it will not be possible to choose and combine boarding times: In order to avoid crowds and to enable procedures to be carried out in the best way possible, each guest must go to the boarding terminal at their allocated time.

05. What kind of health checks will be carried out at boarding?

In order to safeguard the health of the passenger and all other boarding guests, a number of safety procedures have been implemented:

- > body temperature check using an infrared system at the time of boarding: In the event of a body temperature above 37.5 °C or flu-like symptoms you will need to undergo a more thorough medical check-up;
- > check whether your health status has changed since the medical self-declaration made during online check-in;
- > constant presence of specific staff in charge of monitoring the health conditions of those boarding.

These members of staff will assess the health conditions of all boarders in this way: to protect the health of guests and crew, Costa may refuse access to the ship if the necessary safety conditions are not met.

06. What are the main preventive measures put in place at the boarding/disembarkation Terminal?

In order to guarantee maximum safety for guests, Costa has implemented some new preventive measures at the Cruise Terminals of the ports visited by the ship. In particular:

- > increased frequency and intensity of sanitization and disinfection in common areas;
- > space management in order to respect social distancing and increased number of waiting areas for guests inside the terminal;
- > use of all available communication channels (announcements, videos, signage etc.) to provide the necessary information on hygiene and behaviour as regards safety and prevention;
- > mandatory wearing of masks by guests, crew and employees;
- > installation of numerous hand sanitizing gel dispensers;
- > sanitization of air conditioning systems.

07. How much luggage can you bring on board?

Baggage rules have not changed as a result of the Covid-19 prevention rules. Each passenger, in addition to their hand luggage, can therefore take on board: one more bag for cruises of up to 7 days, two bags for cruises of up to 14 days and three bags for cruises longer than 14 days.

PERSONAL PROTECTIVE EQUIPMENT

08. Will I have to wear a mask and gloves on my vacation?

Just as is now planned for life ashore, it will be essential to wear a mask in all circumstances where it is not possible to guarantee adequate social distancing. This will not be necessary in outdoor areas where social distancing is respected, on sun loungers, in the swimming pool and during the restaurant and bar service, once seated at the table. It will, however, be necessary to wear a mask at the terminal and during boarding as well as in all other public areas of the ship.

During your vacation, you won't need to wear disposable gloves, thanks to the constant presence of hand sanitizing gel dispensers, located in different areas around the terminal and on the ship.

09. Will it be possible to buy masks on board the ship?

Certainly, during the time spent on board, disposable masks will be available in packs of 5 at a cost of €2.50 and can be purchased at the bars on board the ship. Furthermore, the "Welcome Kit" in your cabin contains a free pack of five masks for you to use. In any event, we recommend that you equip yourself in advance with useful items to reduce the risk of infection, such as hand sanitizer and masks.

DIGITAL TOOLS AND THE ROLE OF COSTA APP

10. How can I minimize interaction and direct contact with surfaces?

To make sure we minimize contact with surfaces and staff, we will offer all our guests, before and during the cruise, a number of digital solutions:

- > all paid services on the cruise can be booked prior to boarding on the My Costa platform (www.mycosta.com): from spa treatments, to excursions, to beverage packages, thanks to advance booking you will be sure to avoid any waiting;
- > on board, the Costa App will be the key tool for your holiday: With the Costa App, from your smartphone you can, for example, book an experience or an excursion, check your expenses and organize your day with the digital daily program. The Costa App is free to use on board, even while at sea, there is no need to buy an internet package;
- > The new "Call Me" service, a convenient personalized form of assistance using the cabin phone from which you can call the various services on board for reservations and information;
- > interactive on-board monitors, where present, to allow you to safely book cruise services (e.g. photos, excursions, internet packages);
- > the digital screens and the dedicated "Info" channel on the cabin TV;
- > the cabin telephones, from which you can call the various on-board services for reservations and information;
- > system of QR codes so that by using your smartphone at the table, you can easily view our food menu and the list of drinks and cocktails.

STAFF

11. What hygiene protocols must be followed by the crew?

We have tightened up the hygiene protocols that our crew will have to follow. In addition to wearing safety equipment, the crew will be required to carry out body temperature screening at least once a day using the automatic devices located in various areas around the ship. All our on-board personnel have undergone a medical check-up prior to boarding to verify their state of health.

12. Have Costa personnel been given specific training?

Yes, all personnel on board Costa ships and in the terminals will be duly trained, by means of training courses, on the safety protocols that have been adopted, in accordance with national health regulations; and on how to prevent and manage emergency situations in which passengers display suspected symptoms that may be attributable to Covid-19. Our crew also undertakes to inform guests of the procedures to be followed in the event of suspected symptoms and/or a body temperature of above 37.5°C.

In the areas set aside for the crew, there will be an extensive range of information, by means of signs, digital screens and audio announcements, containing the main hygiene rules and how to correctly manage interaction with guests.

PUBLIC AREAS ON BOARD

13. What are the precautions taken for public areas on board?

Costa Cruises respects the regulations put in place by the national and international authorities:

- > public indoor and outdoor areas will be sanitized twice a day with the use of powerful disinfectant detergents (indoor areas will also be further disinfected once a day using a nebulizer with virucidal disinfectant, i.e. that is capable of eliminating viruses);
- > all public areas will have hand sanitizing gel dispensers available to guests; in particular, there will be hand sanitizing gel dispensers near the automatic payment devices and interactive monitors to enable all guests to sanitize their hands before and after use;
- > surfaces with a high incidence of contact, such as elevator buttons, handles, handrails will be frequently sanitized;
- > the information desks at reception and in the excursion office will be fitted with plexiglass barriers; all crew members must wear a mask and, where provided, protective gloves;
- > public rest rooms will be sanitized frequently;
- > the seating on the external decks will have surfaces that can be washed and sanitised: this is why we have chosen to remove some fabric cushions and hammocks;
- > at strategic points in our ships, there will be widespread information for guests of onboard services, provided through signs, digital screens and audio announcements, containing the main hygiene recommendations and how to use them.

14. Will it be possible to move between decks of the ship using the elevators?

Yes, it will be possible. Signs in the vicinity of the elevators will provide precise indications about maximum occupancy. In addition, elevator buttons will be frequently sanitized by our crew.

15. Will it be possible to swim in the pool?

Yes, but with some limitations. It will only be possible to access the swimming pool area on the external decks of the ship, but there will be a limit on the number of people who can use it at the same time.

16. Will it be possible to access the hot tub area?

Yes, but it will be accessible with certain limitations. It can only be used by travel companions included in the same booking and the number of people who can use it at the same time will be limited. Before entering the water it will be obligatory to sanitize your hands and rinse your body after washing with soap.

17. Will it be possible to use the sunbeds?

Yes, the sunbeds will be adequately spaced apart to enable guests to sunbathe and will be sanitised by the crew.

18. Does the ventilation system comply with the regulation?

Of course. The air that you breathe in the ship will be of high quality thanks to the new filters that ensure a high filtering efficiency. Our on-board ventilation systems will provide optimal filtration of fresh air from the outside, minimizing recirculation of the air inside.

19. Will I be able to measure my body temperature on board?

Yes, at any time you want during the day you can measure your body temperature at the automatic devices located in various areas of the ship. To measure your temperature you need to follow three simple steps:

1. place the Costa Card barcode close to the device;
2. position yourself at the correct distance;
3. check the temperature on the device.

If the temperature exceeds 37.5°C you must go to your cabin and immediately contact the medical center (dial 99 - Medical Emergency) for assistance.

20. How will the Reception desk service work?

The Reception service will only be active through the "Call Me" telephone service: call 3333 from your cabin and we will be happy to deal with any questions you may have. Access to the Reception desk will only be possible if requested by our staff, following a telephone appointment. On the TV in your cabin you will find tutorials that will help you take your first steps on a cruise (e.g. how to link your Costa Card with a payment method, how to activate internet packages, etc.).

SAFETY

21. How does the mandatory safety drill take place?

The captain may, at his own discretion, choose one of two different ways to conduct the mandatory safety drill:

- A) a collective 'traditional' drill at the assigned muster station, or
- B) in small groups at the assigned meeting point by simple tutorials, up to a half hour prior to departure of the vessel

You will also find all the information and instructions relating to the cabin safety drill (dedicated TV channel) and you will be reminded by means of public announcements to carry out the drill once you have boarded the ship.

CABINS

22. What safety precautions are taken in the cabin?

- > daily cleaning and disinfection, as well as nebulizing at each guest change using a treatment that is able to eliminate viruses;
- > daily disinfection using a nebulizer of corridors on decks where cabins are located;
- > cleaning and disinfection of sheets at high temperature;
- > bathroom disinfection using specific, professional, alkaline-based products;
- > room service is available on request.

ENTERTAINMENT

23. How will the on-board entertainment take place?

- > During your cruise you will be able to attend the incredible shows on board and take part in daily entertainment activities, in accordance with the necessary rules on prevention;
- > occupancy of the theaters and Show Lounges will be reduced by around 50% in order to ensure the correct distancing between audience members;
- > for safety reasons, it will be necessary to present your Costa Card to our staff and have it scanned at the entrance to the theaters and Show Lounges;
- > during shows it will be mandatory to wear a protective mask;
- > we have redesigned the layout of on-board seating to ensure a safe distance between passengers; seats that cannot be used will be marked with appropriate signs;
- > only guests included in the same reservation will be able to occupy adjoining seats in the theater, whilst always respecting social distancing with other guests;
- > the shows on offer will be repeated several times over in order to give all passengers the opportunity to watch them;
- > at the end of each show, before a new one starts, our staff will disinfect the whole area and every seat using effective disinfectant products;
- > in addition, disinfectant hand dispensers will be available for guests to use when entering and leaving the theater.

24. How will musical entertainment take place in the lounge bars?

In the daily program live music shows will be offered in all lounge bars. Again, room occupancy will be regulated to allow social distancing based on available seating.

25. Will there be evening dancing and parties in the on-board disco?

Since we could not be certain of avoiding gatherings and respecting social distancing, we have opted not to offer these types of events inside the disco: they will be replaced by live performances and unforgettable shows, which will allow you to enjoy yourself safely.

PAYMENTS

26. How will payments on board work?

The Costa Card will always be the only method of payment on board. To cover your expenses, you can opt to link your Costa Card to a credit card (Visa, Mastercard or American Express), or else top it up with cash, using the special automatic machines that are on board.

RESTAURANTS AND BARS

27. Will it be possible to order drinks at bars?

On board, at all our bars, which are open at the times indicated in the daily program, you will be able to place your order with our staff from the table. You will also be able to order and collect your order directly from the counter by following the safety signs, but you will not be able to stay there or consume food or drink at the counter.

All guest areas will be clearly marked and defined in order to avoid creating lines and gatherings. Additionally, tables will be sanitized after each use.

28. How will the seating be arranged in restaurants?

Our restaurants are set up to welcome you in the best possible way while respecting social distancing: the space between the seats at the tables, and between the tables themselves, has been designed so that meals can be taken in total safety.

29. How can I look at the list of dishes and drinks in the restaurants and bars on board?

To safely view the menu of the day and the drinks that are available in our on-board restaurants and bars, we have introduced QR codes, these can be easily scanned via your smartphone.

In the main restaurants, should you not have a smartphone, you will be able to ask our staff for a disposable paper menu..

30. Will it be possible to choose the table at which to eat meals?

No tables will be allocated at breakfast or lunch (open-sitting rule applies). To ensure the safety of all guests, we ask that you sit at a table exclusively with your travel companions who are included in your booking.

At dinner, on the other hand, you will be allocated a table in the dining room with your travel companions who are on the same booking, or have booked separately but have linked the respective bookings prior to departure.

31. How do I request the linking of two different reservations to get the “dining with” option?

You can do this either through your travel agency or by calling our Call Center, but only prior to departure.

32. Will the buffet service be provided?

No, the buffet service for this type of cruise will be suspended. Breakfast, lunch, afternoon snack and dinner will be served in the restaurants and provided by our crew.

33. What precautions are being taken for restaurants and catering?

- > All our restaurants and bars will be cleaned and sanitized before service, at the end of service and after every use of a table by guests;
- > additionally, the crew will serve food wearing the necessary personal protective equipment (mask and disposable gloves);
- > our menus will be available to view via smartphone by scanning the QR codes directly at the table; for those who do not have a smartphone we will be able to provide disposable paper menus;
- > Costa will provide separate entrances and exits for guests entering and leaving the restaurants on board;
- > for the purposes of safety, before eating your meal, you must present your Costa Card to our staff and have it scanned;
- > we would like to remind you that Costa has always been at the forefront of HCCP protocols and American USPH standards (which are more restrictive than European ones) as regards the control and hygienic safety of the food supplied.

EXCURSIONS

34. Will it be possible to book Costa excursions?

Of course! The best way to book an excursion safely is to do it from the comfort of your own home, before departure, via the My Costa platform (www.mycosta.com). When on board you can still book your Costa excursions via:

- > the Costa App;
- > the on-board interactive monitors (where available);
- > calling the My Tours excursion office from your cabin phone;
- > making an individual appointment with our Tour Experts to receive personalised information at the information desk.

35. How do the Costa excursions take place?

Costa excursions are the safest: we have chosen for you places where it is possible to guarantee social distancing, with small groups of people, so that on board the coaches the spaces are comfortable and the distances required by current regulations are adequately respected.

Dedicated meeting points on the ship will be communicated for each excursion in order to carry out safe disembarkation. In addition, coach departures will be staggered.

To guarantee safety, the coaches will be thoroughly sanitized both before and after each use.

Participants and guides (where applicable) must wear protective masks; in addition, during guided excursions, guests will be provided with disposable earphones and sanitizing wipes.

36. Will my temperature be checked when I choose to take a Costa excursion?

Yes, whether you decide to get off and go on a Costa excursion or go by yourself, body temperature checks will take place during disembarkation and subsequently again on your return as you board.

CASINO /SPA /GYM

37. Will it be possible to gamble at the Casino?

Yes, you will be able to access the Casino and gamble but with some limitations. For table games (e.g. Roulette, Fun21) the number of people playing at the same time will be restricted and it will not be possible to watch those playing.

The slot machines will be active in smaller numbers and they will be sanitized properly and frequently by our staff at the end of each use by a guest. All other items used in games will also be sanitized frequently by our staff.

38. Will it be possible to access the SPA and the beauty salon?

Yes, the Spa & Beauty areas are available to all guests, with limitations on access so as to ensure everyone's well-being in a safe environment. In the case of specific treatments that involve direct interaction with the operator, it will also be mandatory for guests to wear a mask in line with the regulations. Wellness treatment beds will be sanitized before and after each use.

39. Will it be possible to train inside the gym?

Yes, it will be possible to access and train in the gym following some rules that we have introduced:

- > to access the gym you will need to register your entry by communicating to our staff your name and cabin number; once you have finished training you will need to complete the check out;
 - > before entering the gym area, you will need to sanitize your hands and put on your mask while not working out;
 - > as well as the usual and frequent sanitization of the machines and equipment by our staff, each guest must, after use, disinfect the machines and equipment they have used for training;
 - > the equipment that can be used will be duly marked with signs; if in any doubt our staff will be available to give directions;
 - > the courses held by instructors will have a limited capacity and will be repeated several times throughout the day to ensure access to all guests.
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PHOTOS

40. Will it be possible to buy vacation photos on board?

Of course. To buy the photos taken by our photographers you will need to go to the My Moments area, where you will find all the photos taken, arranged in date order. Before touching the photographs you must sanitize your hands. If your photo is not among those displayed, you can ask our staff for information and they will help you look for it.

AREAS FOR CHILDREN AND TEENAGERS

41. Which dedicated areas can children access and what are the rules that apply?

Children from 6 to 11 years old will be guaranteed access to the Squok Club recreation area (children from 3 to 6 years old can also have access to the Squok Club, in a dedicated room, but only with an adult present). Children over 6 years of age must wear a protective mask.

The number of occupants will be limited and it will only be possible to come having booked first, in small groups. In fact, to allow the little ones to play in total safety, mini groups of seven children each have been created. The daily program and opening hours will be available on the daily program (available via the Costa App).

You can choose from three time slots (morning, afternoon, evening) each of which lasts three hours. In order to allow the little ones to play safely, frequent sanitization protocols are adopted at the end of each time slot.

Inside the Welcome Kit in your cabin you will find the Squok Club registration form (it is mandatory to fill this in and hand it to the Squok staff), the booklet on safety for children and the program of weekly activities.

MEDICAL CENTER AND TREATMENT

42. Is there a medical center on board?

Yes, our ships are equipped with a medical centre fitted with the most advanced medical equipment to deal with any emergency that may arise during the cruise, with medical and paramedic staff on hand 24 hours a day to deal with any health problem. Naturally, each ship works in full cooperation with the health authorities on land in dealing with any eventuality.

- > The centre has a dedicated isolation ward for suspected Covid-19 cases and has all the necessary medical equipment to carry out on-board diagnostic screening tests with swabs to ascertain whether or not the Sars-Cov-2 Virus is positive, as well as having medication available to treat guests who present with particular symptoms;
 - > We have strengthened our capability in preventing and managing Covid-19 cases, thanks to the collaboration of diagnostic laboratories on land in the destinations we will be visiting.
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43. Where can used medical devices be disposed of?

Masks, gloves and all protective medical devices must be disposed of at special collection points, which will be indicated on board.

Medical waste will be sealed and disposed of in accordance with strict health and safety guidelines.