

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

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 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

Even as early as the day you book your cruise Web Check-In is the easiest and fastest way to make sure we have all the information we need to welcome you aboard one of our ships. In just three easy steps you are ready to embark.

At least one month before departure.

1) Using your reservation number sign into the area of our website

www.costacruise.com dedicated to our confirmed guests.

2) Fill in the Web Check-In form with all of your personal data including;

- Name,
- Surname,
- Date of Birth,
- Place of Birth,
- Identity Document details you will be using.
- name, surname and phone number of a family member or friend that Costa can contact in case of emergency.

3) Print the completed form and bring it with you when you board guaranteeing you a fast and easy boarding experience

Need to change a few details after you have filled out the form? No problem. You can change information up to the day before 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.

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

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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.

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.

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. 318).



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 and once all the mandatory personal details have been added in your reservation through the web check-in or with your travel agent's help. 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 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). 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.

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 - According to the rules given by the "US Department of Homeland Security", which refer to the regulations of the Visa Waiver Program*, Costa Cruises reminds you that: 1) visitors who have a machine readable passport which was issued or renewed before October 26, 2005 but prior October 26, 2006; may enter the United States of America without a visa. 2) visitors who have a machine readable passport which was issued or renewed on or after October 26, 2005 which has a digital photograph printed directly on the passport may enter the United States of America without a visa. 3) visitors who have a machine readable passport which was issued or renewed on or after October 26, 2006 require integrated chip with information from the data page (epassport). 4) Citizens of Czech Republic, Estonia, Greece, Hungary, Korea (Rep. of), Latvia, Lithuania, Malta, Slovak Rep. are entitled to travel under the V.W.P. only with a machine readable passport with integrated chip with information from the data page (epassport).

Visitors whose passport does not meet these requirements will be required to obtain a visa to travel to the United States. All guests who are in possession of a valid passport that was issued prior to the introduction of the machine readable passports who wish to use their old passport need a nonimmigrant entry visa for the United States. This requirement is also valid for children.

In any case, all guests who already have a passport are highly requested to check their documentation immediately. If you need assistance please contact the competent authorities. * The Visa Waiver Program includes the following countries: Andorra, Australia, Austria, Belgium, Brunei, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Korea (Rep. of), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, the Netherlands, New Zealand, Norway, Portugal, San Marino, Singapore, Slovenia, Slovak Rep., Spain, Sweden, Switzerland, U.K. Effective January 12, 2009 all nationals or citizens of VWP countries who plan to travel to the United States for temporary business or pleasure under the VWP will be required to receive an electronic travel authorization through ESTA prior to boarding a U.S.-bound airplane or vessel. Guests, no less than 72 hours prior to travel, have to log onto the ESTA Web site at <https://esta.cbp.dhs.gov> and complete an on-line application. Registration Number will be required at the departure to US.

Citizens of countries that were not mentioned above must continue the normal entrance or transit procedure for the United States with the request of a United States entry visa. By virtue of US laws and in compliance with an international agreement between the European Union and the United States, the United States Department of Homeland Security (DHS) receives certain information on travel and reservations known as PNR (Passenger Name Record), for passengers who fly between the European Union and the USA. The DHS uses PNR primarily for purposes of preventing terrorism and other serious transnational crimes.

This and other data may also be used to determine if passengers appear on special security-related lists. PNR information is kept for at least three years and six months and can be exchanged

with other authorities. More details on these provisions, including measures for protecting personal information, are available at your airline company or travel agent, or at www.costacruise.com. For passengers that will go on consecutive cruises and possess only one ticket for the various reserved itineraries, we kindly inform you that the aforementioned statement regards the regulations in force for the first cruise.

For every subsequent cruise we kindly ask that you consult the annual Costa catalogue for that specific itinerary. It is a requirement by law that Costa Cruises holds the relevant data for all their guests. If you have not already provided the relevant data, we request that you advise your travel agent or Costa Cruises of your full name, nationality, passport number, date and place of issue and expiry date.

It is important that Costa Cruises receives this information at least two weeks before your departure.

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

Around the World cruise in 3 legs:

Cruise 06/01/2013 - 04/02/2013 (Savona - Los Angeles)*

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

Cruise 04/02/2013 - 15/02/2013 (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 15/03/2013 - 16/04/2013 (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 06/01/2013 - 16/04/2013 (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

In port

months after the end of the cruise.

Asia* - For India a Tourist Visa Multiple Entry is required: this visa is not obtainable on board, so our guests must get it in advance before departure, contacting the Indian Consular Authority. For cruises calling in Singapore an infant photo is required if included in parent's passport.

For Vietnam a Transit Visa is required: 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.

China* - A Double or Multiple visa is compulsory for positioning/regular cruises between:

Hong Kong (or Singapore) to Tianjin

Hong Kong (or Singapore) to Shanghai

Shanghai to Hong Kong (or Singapore)

Tianjin to Hong Kong (or Singapore)

Shanghai to Tianjin

Shanghai to Shanghai

Tianjin to Tianjin

Tianjin to Shanghai

A special visa for China will be provided on board only for itineraries from Hong Kong (or Singapore) to Hong Kong (or Singapore) stopping at Sanya.

* VERY IMPORTANT NOTE: The visas information can change without any notice. For particular visa details about your country, you need to contact your local consulate or ask your travel agent always before the departure date.

Dubai and the Emirates* - For cruises to and from Dubai and the Emirates guests require a passport valid for at least 6 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. However, should this situation alter, guests will be advised at the earliest possible opportunity.

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 call in Madagascar.



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 visit the website 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

Milano Malpensa: ParkinGO tel. 0331-230717, malpensa@parkingo.com, www.parkingo.com

Roma Fiumicino: ParkinGO tel. 06-65047976, fiumicino@parkingo.com, 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. 26). 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.



Security checks

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), because the necessary procedures will be handled online before departure.

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.



Disembarkation

Information on the disembarkation procedure will be given to you directly on board by the Cruise Manager at a special meeting. You can also get this information from the Today daily programme which is delivered to your cabin. Suite Guests have priority when disembarking. The order of disembarkation for other Guests will be established according to the departure times of any transfers and the presence of any organised groups. Please let us know well in advance if you have any individual requirements. The disembarkation time shown in your travel documents may vary for reasons beyond Costa Cruises' control. Consequently, in order to ensure efficient service, we advise Guests to use the flights offered by Costa Cruises.

Baggage

Baggage should be labelled and left outside your cabin door on the final night of the cruise. Our staff will collect it and you will be able to reclaim it in the terminal building or the dedicated areas ashore after disembarkation. We recommend that you keep a small piece of hand luggage with everything you need the following morning (documents, medicines, change of underwear etc.).



Cabins and Suites

Cruise Questionnaire

On the final day of the cruise you will receive a questionnaire asking about your enjoyment of the cruise and the quality of the services provided. We value your opinions and suggestions as they help us to keep providing you with a better service.

Single cabins

Availability is limited and must be checked when booking.

Cabins: features

All cabins have their own private bathroom (with shower and toilet), air-conditioning, satellite TV, satellite telephone and direct

telephone for ship calls, minibar, small safe and hairdryer.

The name of your cabin steward is shown in your cabin.

All the linen you require in your cabin (sheets and towels) is supplied and changed regularly. The bathrooms are supplied with soaps and liquid soap for the shower. For environmental reasons, to limit the use of plastic, complimentary shower caps and moisturising cream are available upon request from your cabin steward.

Suites: special features

As well as the services and features common to all our cabins, Guests staying in our Suites, Panoramic Suites, Grand Suites, Samsara Suites, Samsara Suites with Veranda and Wellness Suites are guaranteed the following privileges:

- Priority boarding
- Butler
- Fresh fruit every day
- Lunch and dinner served in your cabin (on request)
- Jacuzzi, with towelling bathrobe and slippers
- À la carte pillow menu
- Invitation for an exclusive cocktail with the Captain
- Priority in the choice of table and sitting in our restaurants (subject to availability)
- Opportunity to book excursions through your butler
- Free of charge breakfast in the cabin
- 1 bottle of spumante and 1 tray with 12 canapè

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 FASCINOSA, 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 and COSTA neoROMANTICA: 220 Volts/60 Hz. for shavers, 220-110 Volts (1200 W) in the cabin.

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

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

COSTA VOYAGER: 220 volts

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. Breakfast is free of charge for suites

On board

only. Service with extra charges for the others categories.

Room service (service with extra charge)

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 (service with extra charge)

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.

Library

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

Casino (service with extra charge)

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 (service with extra charge)

Costa Fascinosa, 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 (service with extra charge)

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 (service with extra charge)

Designed for golfers of all levels, the Golf Simulator on Costa Concordia, Costa Deliziosa and Costa Luminosa is the most advanced on board any cruise ship, featuring 37 different virtual courses and a 90m² outdoor putting green (on Costa Luminosa and Costa Deliziosa only).

PlayStation (service with extra charge)

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 track (service with extra charge)

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 (service with extra charge)

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.



Shopping and services

Interactive Totem

They are located at strategic points of the ship, the interactive Totems are equipped with "touchscreen" screens and can interact with the guests in six different languages.

You can ask for information about life on board, purchase extra services like excursions, 4D cinema tickets, Samsara Restaurant or Club Restaurant dinner reservations, wellness services and much more.

Onboard shops

Remember to visit the onboard shops where you can buy perfumes, clothing, accessories, cosmetics, jewellery, watches, souvenirs etc. The series of Costa Books is also available aboard. Your purchases can be made at duty-free prices on almost all cruises. The shops are open when at sea.

Photographs and Photo Shop

The ship's photographer is present at all the most important events and sometimes also during shore excursions. You will be photographed often, but remember that there is no obligation to buy. You can view all the photographs at the Photo Gallery, or ask to see them and choose your favourites. On some cruises our cameramen will film various scenes of life onboard, so that you can purchase a mini-film as a unique holiday memento. At the Photo Shop, passengers can also have their portraits taken, print out their own photos, buy digital devices (cameras, mobile phones, etc.), TIM phone cards and postcards. A postal service is also available.

Costa designer products

Exclusive Costa products are available for purchase on board: collections, items of clothing, designer gifts, presents for children. These are all products that Costa has designed to leave you with an even better memory of your holiday. And for chocolate lovers, there are the delights of Costa's own chocolate.

Internet Point

Each of the ships in the Costa fleet has an Internet Point with satellite connection to the Internet. You can connect to the Internet and make payment using your Costa Card. You can surf the web, check and send e-mails, chat online and send greeting cards even while at sea. You can surf the Costa Cruises website for free.

WiFi Internet connection

The entire Costa fleet now has a new WiFi service, which you can access simply by buying a card to connect. You'll be able to connect to the Internet at any time, and use your portable device in the lounge armchairs, by the pool or in the comfort of your cabin. The cost will be charged to your cabin account, to be paid at the end of the cruise. For more information go to www.costacruise.com

Information/Customer Service Desk

The information desk is situated in the ship's main hall and is open 24 hours a day to answer any queries you may have and to change currency or Traveller's Cheques.

Laundry, Ironing And Dry Cleaning

There is an express laundry, ironing and dry-cleaning service on board. Laundry bags and a price list can be found in your cabin. For safety reasons ironing in the cabins is strictly prohibited.

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. 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. 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 and Caribbean. For further details, please see the descriptions of the individual excursions on our website 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, Northern Europe and Red Sea.
- 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 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).

3, 4, 5 Tour Bonus

We've created an exceptional package with 3, 4, 5 excursions that saves you 15% or 20%, for a large number of Costa Cruises. You'll find details on each package in the itinerary sections.

For these excursions we can offer special rates starting from Euro 99 per person, depending on itinerary and port of embarkation.

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

On board

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.



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 Fascinosa, Costa Favolosa, Costa Deliziosa, Costa Luminosa, Costa Pacifica, Costa Serena and Costa Concordia with the Samsara Spa (page 38-39), and the twin ships Costa Mediterranea and Costa Atlantica, which offer the special Wellness Programme (page 38-39). 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).

A few examples:

- Regeneration Formula (Elemis deep tissue massage, La Thérapie Hydralift Facial, Elemis Exotic hand treatment);
- 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 Lu-

minosa, 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 (service with extra charge), at the restaurant self-service 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

At the restaurant with waiter service and your own reserved table.

Booking a table for dinner

All guests will have a table assigned to them for the duration of the cruise. Please specify at the time of booking any requirements regarding position of number of diners. Confirmation of your reservation will be found in your cabin. There are two sittings for dinner, at the following approximate times:

– First sitting – 7 p.m.

– Second sitting – 9 p.m.

However please check the time in the Today daily programme. Smoking is prohibited in the restaurants.

Gala dinners and other gourmet events

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, and the Al Fresco Buffet on the swimming-pool deck with the spectacular ice sculptures (depending on the season). There are also many themed Buffets dedicated to the ports visited as well as midnight surprises in the lounges. Special menus are also served at Christmas, New Year and Easter.

Club Restaurants

For a small additional charge you can enjoy the gourmet experience offered by the exclusive and sophisticated Club Restaurants aboard Costa Favolosa, Costa Deliziosa, Costa Luminosa, Costa Pacifica, Costa Serena, Costa Concordia, Costa Magica, Costa Fortuna, Costa Mediterranea, Costa Atlantica, Costa Victoria, Costa neoRomantica and Costa Allegra. They are open every evening from 7.30 to 9 p.m., unless otherwise indicated on board. You can book your dinner on our website www.costacruise.com, or onboard the ship at the interactive kiosks or the Information Desk. There is an extra charge in addition to the cost of the drinks and the 15% service charge.

Special dietary requirements

These can be catered for if requested and agreed on when booking (for diabetics, coeliacs, etc.). At the time of booking, Guests can indicate their special dietary needs - diabetic, gluten-free or other types of allergies/intolerances. A selection of dishes for coeliac Guests is available in the main restaurant on all our ships, and to all destinations (with the exception of cruises in China). Costa works together with the AIC (Italian Coeliac Association) on a special project to facilitate gluten-free eating away from home, by checking the suitability of all the ingredients and dishes destined for its menu for coeliac sufferers. For further information visit our website www.costacruise.com

For cruises in the Mediterranean and in northern waters, complete gluten-free menus are available for breakfast, lunch and dinner (only in the main Restaurant).

In addition, coeliac Guests will receive a welcome tray, delivered to their cabin when they board, and can request a packed lunch to take on excursions where lunch will not be taken on board.

To ensure that the service operates efficiently, please reconfirm your requirements with Customer Service when you board.

Should passengers bring dietary items with them from home, 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. 21). 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.

On board

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 Victoria 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 Victoria.
- 10 dollars/day per adult for South American and spring transatlantic cruises on Costa Fortuna, Costa Magica, Costa Pacifica 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 for ethical conduct and social accountability. The service charge is an integral part of the total price of the cruise and therefore the amount cannot be altered.

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

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



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.

Pregnancy

Women up to their 24 th week of pregnancy may travel by air provided a Doctor's Certificate is made available. Passengers are not permitted to travel if they have entered the 25 th week of their pregnancy or as a result of childbirth. Please note that the ship's medical facilities are limited for treating pregnant women and newborn infants.

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.

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**

INMARSAT code

Tel./Fax 00870

Ship**Telephone****Fax**

Ship	Telephone	Fax
COSTA FASCINOSA	Numbers not available at time of going to print	
COSTA FAVOLOSA IBYD	765080372	765080374
COSTA DELIZIOSA ICGU	764947193	764947196
COSTA LUMINOSA ICYA	764890565	764890566
COSTA PACIFICA ICJA	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 neoROMANTICA IBCR	324798187 - 324798188	324798188
COSTA CLASSICA ICIC	324798182 - 324798184	324798184
COSTA MARINA IBNC	324798229 - 324798232	324798232
COSTA ALLEGRA ICRA	324798190 - 324798193	324798193
COSTA VOYAGER	+19545386157/8	+19545386158

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.

Booking Conditions

1. APPLICABLE RULES AND REGULATIONS

1.1 This sales agreement for a tourist package in the form of a cruise is subject to these general conditions, in addition to any additional conditions that might be contained in brochures, leaflets or catalogues published by the Organiser, and any other documentation supplied to the passenger by the Organiser.

1.2 The contract will also be subject to the Italian regulations for the application of EC directive 90/314, the applicable terms of the Convention of Brussels of 23rd April 1970 (CCV), and/or the Italian and international regulations on the single services that form part of the tourist package.

1.3 The single clauses of these general conditions have to be regarded as independent of each other. The total or partial invalidity of a single clause or paragraph will not invalidate any other clause or paragraph of these general contract conditions.

2. STIPULATION OF THE CONTRACT

2.1 The booking application will be drawn up in a specific form (in a computerised version, where applicable), every part of which should be filled in, to be signed by the passenger.

2.2. The tourist packages sold on line are sales offers in Italy for all legal purposes, and the agreements regarding these are signed in Italy.

2.3 Acceptance of bookings is subject to availability, and is finalised for the purposes of formalising the agreement only upon confirmation by the Organiser (which may take place on line). The bookings are subject to the payment by the passenger of the deposit referred to in article 3.1. Failure to pay the deposit will lead to cancellation of the booking.

2.4 The promotional offers, or those involving special conditions by way of exceptions to those set out in the catalogues, are subject to availability and time limits, in accordance with the conditions laid down by the Organiser from time to time, at the absolute discretion of this latter.

2.5 The duly licensed Travel Agency acts as agent for the passenger and, in accordance with the terms of article 87 of the Consumer Code and article 8 of legislative decree 111/1995, may provide this latter with a copy of the agreement only if it is already in possession of the confirmation from the Organiser, issued as specified in the previous paragraph.

2.6 In the case of a single booking made for a number of parties, whose names are to be listed in the booking form, the party making the booking guarantees that he or she is duly authorised to do so on behalf of the parties concerned, and will also guarantee that the other parties named in the booking form will act in accordance with all the contract obligations.

2.7 Bookings from minors will not be accepted. Without affecting the terms of article 2.6, bookings for passengers who are minors have to be made by parents, guardians or other adults in possession of the necessary powers to do so, and will be accepted only if the minor is to be accompanied by at least one parent or another adult, who will take on full responsibility in this regard.

2.8 As the vessels are not equipped to offer assistance in pregnancy and childbirth, bookings will not be accepted from passengers who, at the scheduled end of the cruise, have entered the 25th week of pregnancy.

2.9 Children are not permitted to sail prior to 6 months of age on the first day of cruise.

For the cruises longer than 15 days that are related to the following destinations the minimum age is 12 months: Africa, Far East, Indian Ocean and Unique Journeys.

2.10 The vessels have a limited number of cabins for disabled passengers, and some areas and facilities on board are not accessible by the disabled and/or are unable to accommodate disabled passengers.

Consequently, bookings from disabled passengers will be accepted within the limits of such availability and, if necessary, may require that such passengers be accompanied by persons capable of offering them the assistance they require. The Organiser will take no responsibility for setting up alternative schedules on board the

vessel or ashore for disabled passengers and will not be held responsible for any impediment or difficulties encountered by them in making use of the services and activities included in the tourist package.

2.11 At the time of signing the agreement, the passenger will inform the Organiser of any illnesses or physical or mental disabilities that might require special forms of care or assistance. No bookings will be accepted for passengers whose physical or mental conditions make their presence on the cruise impossible or dangerous for themselves or others, or who require forms of care or assistance that it is not possible to guarantee on board the vessel.

2.12 Any information on the cruise which is not contained in the contract documents, brochures or web site of Costa Crociere, or in any other forms of communication, will be supplied to the passenger by the Organiser in accordance with the terms of the consumer code, suitably in advance of the start of the voyage.

2.13 The Organiser reserves the right to make exceptions to these general conditions in the case of specific categories of agreement, such as block bookings or special incentives, for which the terms and conditions will be specifically indicated from time to time.

3. PAYMENT

3.1 When the agreement is signed, a deposit will be payable. This will be equivalent to the amount specified in the catalogue, and will in any case be no less than 15% of the price, including the full booking fee, where applicable. The balance due will be paid at least 30 days prior to the date of departure. For bookings made less than 30 days prior to the departure date, the full price will be paid at the time when the agreement is signed.

3.2 Failure to pay the balance due on the dates specified above will lead to the cancellation of the agreement in accordance with the terms of the express termination clause. In such cases, the Organiser will have the right to compensation for any additional damage caused.

3.3 The travel ticket, which authorises the passenger to gain access to the vessel, will be issued to the passenger after the full balance of the price has been paid.

3.4 Payments made through Travel Agencies will be regarded as received only when the sums in question have been effectively passed on to the Organiser.

4. PRICES

4.1 The prices include the services expressly indicated in the catalogue and the agreement form signed by the passenger. Prices shown in this catalogue don't include i) the service charge for hotel services - as described at page 296 and shown below every pricing grid - payable on board at the end of the cruise. No further service charges are payable to staff, ii) port taxes which consist in a lumpsum that can change according to itinerary and number of days. The item "i" is indicated next to each price scheme through the indication of "service charge", item "ii" is indicated at bottom of each price scheme through the wording "port taxes"

4.2 The catalogue indicates a minimum price known as "Pronto Price" (Book Immediately) and a maximum price known as "Listino" (Full Fare). For each cruise, a limited number of cabins will be available at the minimum price. When these are no longer available, the remaining cabins may be placed on sale at prices greater than the minimum, of which the passengers will be informed when the booking application is received. Except where otherwise indicated as set out in paragraph 3 of this article below, such prices will be no greater than the maximum price indicated in the catalogue under the "Full Fare" heading.

4.3 Prices included in the pricing grids of this preview were determined February 2011, month of the first edition, considering the fuel costs of 394 euro (per tonne average Platts Genoa IFO 380, using a change of 1,00 usd = 0,7478).

In situation (i), the price alteration to the package will be equivalent to the full increase in transport costs as debited to the Organiser by the airline.

In situation (ii) if there is a fuel cost increase in the cost of marine fuel that is lower than 10% there will be no increase of the cruise price. For fuel cost increase of 10% the price of the cruise (excluding flights, transfers, taxes and any other add-on) will increase by 3%. In case of fuel cost increase higher than 10% the price of the cruise will increase proportionately, starting from the 3% base.

Please see following examples:

fuel cost increase 15% --> cruise price increase up to 4,5%; fuel cost increase 30% --> cruise price increase up to 9% Prices included in the pricing grids of this catalogue were determined in February 2009, month of the first edition, considering fuel cost of 337 eur per metric ton Platts IFO 380 average Genoa, at exchange rate 1USD= 0.70092 eur.

(iii) the increase will be equivalent to the entire amount of increase in duties and taxes.

4.4 The prices indicated are per person. If however a passenger becomes the sole occupant of a cabin as a result of withdrawal or cancellation by the other occupants, the passenger in question will have to pay a single cabin supplement.

5. MODIFICATIONS TO THE VOYAGE

5.1 If the Organiser is forced to make any significant changes to an essential aspect of the agreement, including the price, prior to the departure date, it will inform the passenger of this fact as soon as possible. For such purposes, a significant modification is a price alteration of more than 10% of the total, or a change which has an effect on factors that can be regarded as fundamental to the cruise considered as a whole. Merely by way of example, modifications of the following kinds are not regarded as significant: (i) changes of carrier, flight times and itineraries, provided the date of departure and arrival remains unchanged and access to and disembarkation from the vessel are permitted on the dates and at the times scheduled for the cruise, (ii) the replacement of the ship on the basis of the terms of article 5.4, (iii) changes to the cruise itinerary on the basis of the terms of article 5.5, (iv) the allocation of a different cabin on the basis of the terms of article 12, (v) changes to the type of hotel accommodation, provided the hotel belongs to the same category (vi) changes in the scheduling of events and other forms of entertainment on board the vessel.

5.2 A passenger who receives notification of a change to an essential aspect or a price modification of more than 10% will have the right to withdraw from the agreement without the application of any penalty, or to accept the modification, which will then become a part of the agreement, with the precise specification of the changes and the effect of these on the price. The passenger will inform the Organiser of its decision - through the Travel Agency where appropriate - within 2 working days of the date when he or she becomes aware of the modification. If no such written notification is issued, it will be understood that the modification has been accepted.

5.3 If the Organiser is unable to supply an essential part of the services specified in the contract due to reasons not attributable to the actions or conduct of the passenger, it will provide alternative solutions compatible with the technical and safety requirements, at no additional cost to the passenger. If the alternatives supplied are of a value that is significantly lower than the scheduled services, the passenger will be reimbursed within the limit of the differences in value. If no alternative solution is possible or the solution proposed by the Organiser is turned down by the passenger for acceptable, justified and proven reasons, the Organiser will provide a means of transport equivalent to that laid down for the return to the point of departure, or to any other destination that might be agreed upon, at no additional cost, only if such a solution is objectively indispensable in the circumstances. The Organiser will reimburse the passenger for the services not used, after deduction of the costs sustained by the Organiser in any way.

5.4 It is acknowledged that the Organiser has the right to replace the scheduled vessel with another of similar specifications if this is necessary for technical or operational reasons, or in relation to the safety of the ship.

5.5 The Organiser, and the Captain of the vessel on behalf of this latter, have the right to modify the cruise itinerary due to unforeseen and uncontrollable circumstances or for reasons regarding the safety of the ship or its navigation.

6. WITHDRAWAL BY THE PASSENGER

6.1 The passenger may withdraw from the agreement without incurring any penalty only if he or she has been informed of the modification of an essential aspect under the terms of article 5.1 above. In such a case, if the passenger should withdraw from the agreement he or she will have the right to make use of an alternative package, or to the reimbursement of the payments already made at the time of the withdrawal. The package that the passenger decides to make use of will have to be of an equivalent or greater value (but without price supplements) to that originally selected. If the Organiser is unable to offer a package of an equivalent or greater value, the passenger will have the right to the reimbursement of the difference.

6.2 A customer who withdraws from the agreement for reasons other than those specified in the previous paragraph will be debited with the following sums:

CRUISES FOR A PERIOD EQUAL TO OR LESS THAN 9 DAYS

Up to 90 days before the departure the cancellation fee will be 30 Euro per person
 From 45 up to 89 days before the departure the cancellation fee will be 30 Euro per person
 From 41 up to 44 days before the departure the cancellation fee will be 20%
 From 28 up to 40 days before the departure the cancellation fee will be 40%
 From 14 up to 27 days before the departure the cancellation fee will be 60%
 From 02 up to 13 days before the departure the cancellation fee will be 80%
 From 01 up to 0 days before the departure the cancellation fee will be 100%

A passenger who withdraws within 1 day of the departure date, fails to turn up in time for departure or withdraws from the voyage after it has begun for any reason will have no right to any reimbursement and will have to pay the price in full.

CRUISES FOR A PERIOD LONGER THAN 9 DAYS

Up to 90 days before the departure the cancellation fee will be 30 Euros per person
 From 60 up to 89 days before the departure the cancellation fee will be 30 Euros per person
 From 45 up to 59 days before the departure the cancellation fee will be 20%
 From 28 up to 44 days before the departure the cancellation fee will be 40%
 From 14 up to 27 days before the departure the cancellation fee will be 60%
 From 07 up to 13 days before the departure the cancellation fee will be 80%
 From 02 up to 06 days before the departure the cancellation fee will be 100%
 From 01 up to 0 days before the departure the cancellation fee will be 100%

A passenger who withdraws within 1 day of the departure date, fails to turn up in time for departure or withdraws from the voyage after it has begun for any reason will have no right to any reimbursement and will have to pay the price in full.

Booking Conditions

COSTA DELIZIOSA "THE AROUND THE WORLD CRUISE" and COSTA neoROMANTICA "GRAND CRUISE TO THE OTHER SIDE OF THE WORLD"

Up to 90 days before the departure the cancellation fee will be 15%

From 45 up to 89 days before the departure the cancellation fee will be 25%

From 28 up to 44 days before the departure the cancellation fee will be 40%

From 20 up to 27 days before the departure the cancellation fee will be 60%

From 14 up to 19 days before the departure the cancellation fee will be 75%

From 10 up to 13 days before the departure the cancellation fee will be 80%

From 07 up to 09 days before the departure the cancellation fee will be 100%

From 02 up to 06 days before the departure the cancellation fee will be 100%

From 01 up to 0 days before the departure the cancellation fee will be 100%

A passenger who withdraws within 1 day of the departure date, fails to turn up in time for departure or withdraws from the voyage after it has begun for any reason will have no right to any reimbursement and will have to pay the price in full.

6.3 In the event of cancellation covered by an insurance policy, the Organiser should be notified of this at the same time as notification is issued to the insurer. Any difference between the sums due from the passenger on the basis of the terms of article 6.2 above and the sums paid by the insurance company will be payable by the passenger.

7. REPLACEMENTS

7.1 A passenger who is not in a position to make use of the tourist package may be replaced by another person provided: a) the Organiser is informed of this fact in writing within 4 working days of the scheduled departure date, at which time the identity details of the replacement should also be provided; b) there are no reasons relating to the possession of passports, visas or health certificates, or with regard to hotel accommodation, transport services or any other factors that would make it impossible for the person replacing the passenger who has withdrawn to make use of the package; c) the person replacing the original passenger pays any sums specified in the catalogue as replacement costs to the Organiser.

7.2 In such a case, the passenger will in any case pay a sum of 30 euros per person as administrative costs. The passenger withdrawing and the replacement will be jointly responsible for the payment of the balance due and the payment of the sum referred to in point c) of article 7.1 above.

7.3 The travel ticket is transferable only in the event of replacement for the purposes of the agreement, in accordance with the terms set out in the previous paragraphs.

7.4 The right of replacement referred to in the previous paragraphs is subject to the exceptions and limits laid down in the regulations, with particular reference to the security regulations applicable to the single services forming part of the package.

7.5 Replacement for reasons other than those which make it impossible for the original passenger to make use of the tourist package, or notification of replacement received by the Organiser following the term specified in article 7.1, will be regarded as equivalent to the withdrawal of the passenger and a new booking by the replacement. In such a case, the withdrawing passenger will be obliged to pay the sums referred to in article 6.2, and the replacement passenger will be obliged to pay the full price.

8. FAILURE TO EXECUTE

8.1 If at any time prior to the departure the Organiser should announce the cancellation of the package covered by the agreement for any reason other than those attributable to the

actions of the passenger, the Organiser will offer the passenger the right to make use of a replacement package, or reimbursement on the basis of the methods set out in the paragraphs which follow. The replacement package offered by the Organiser will be of an equivalent value to that of the package cancelled. If the Organiser is unable to offer a replacement package of an equivalent value, the passenger will have the right to the reimbursement of the difference.

8.2 If the Organiser should cancel the tourist package in accordance with the terms and effects of article 1469 (ii), paragraph 5, of the Italian civil code, it will repay the passenger double the amount that this latter has effectively paid out and which has effectively been received by the Organiser, with the exception of cases of unforeseen or uncontrollable circumstances, failure to obtain the minimum number of participants or refusal on the part of the passenger to accept the replacement package offered by the Organiser. The sum to be repaid will in no circumstances be greater than double the amounts owed by the passenger under the terms of article 6.2 on the date of repayment.

8.3. In the event of unforeseen or uncontrollable circumstances, failure to obtain the minimum number of participants or refusal on the part of the passenger to accept the replacement package offered by the Organiser, as referred to above, the passenger will have the right to the reimbursement of the sums already effectively paid out only.

9. OBLIGATIONS OF PASSENGERS

9.1 The passenger has to be in possession of a personal passport or other valid document for entry into all the countries in the itinerary, along with any residence visas or health certificates that might be required, in accordance with the nationality of the passenger.

Unless otherwise specified, the information contained in the catalogues in this sense refers to passengers whose nationality is that of the country in which the catalogue is published.

9.2 The passenger will also conduct him or herself in such a way as not to interfere with the safety or disturb the peace and enjoyment of the cruise by the other passengers, and will act in accordance with the rules of normal prudence and diligence, follow all the instructions issued by the Organiser and comply with the administrative and legislative regulations relating to the voyage.

9.3 Passengers will not bring goods, live animals, weapons, munitions, explosives or inflammable, toxic or hazardous substances on board the vessel without the written consent of the Organiser.

9.4 The passenger will be responsible for all the damages that the Organiser might suffer as a result of failure to act in accordance with the obligations set out above.

More specifically, the passenger will be responsible for all damage caused to the vessel or its furnishings and fittings, damage caused to other passengers and third parties, and all sanctions, fines and costs to which the Organiser is subjected due to the conduct of the passenger by the port, customs or health authorities or by any other authorities in any of the countries on the cruise itinerary.

9.5 The passenger will provide the Organiser with all the documents, information and other materials in his or her possession which might be necessary with a view to acting on his or her behalf, on the basis of the terms of the final paragraph of article 12 of these general conditions, with regard to third parties responsible for any damages suffered by the passenger, and will be responsible to the Organiser in the event of any prejudice caused to this right to act on his or her behalf.

9.6. The passenger will provide the Organiser with all the information necessary to enable this latter to comply with its security obligations, with particular reference to the terms of EC directive 98/41 and the ministerial decree of 13th October 1999.

10. POWERS OF THE CAPTAIN

10.1 The Captain of the ship is fully entitled to proceed without a pilot, to tow and assist other ships in any circumstance, to deviate from the plotted course, to put into any port, whether or not this is on the ship's itinerary, and to transfer a passenger and his or her

baggage to another ship with a view to continuing on the voyage.

10.2 The passenger is subject to the disciplinary powers of the Captain of the ship in relation to all matters regarding the safety of the vessel and its navigation. If in the opinion of the Captain a passenger is unable to undertake or continue on the voyage for any reason, or is a risk to the health and safety of the other passengers and crew, or to the safety of the vessel, or the conduct of the passenger is such as to interfere with the enjoyment of the cruise by the other passengers, the Captain will have the right, depending on the circumstances, to a) prevent the passenger concerned from coming aboard the vessel, b) have the passenger disembark at an intermediate port, c) prevent the passenger from disembarking at an intermediate port, d) deny the passenger access to specific areas of the ship or prohibit him or her from taking part in specific activities on board.

Similar measures may be adopted of their own initiative and within the limits of their rights in law or under the terms of the contract, by airlines or other service providers. The Organiser will take no responsibility for any such measures that might be adopted.

10.3 The Organiser and the Captain of the ship will have the right to carry out any order or directive issued by the governments or authorities of any state, or by parties acting or declaring that they are acting on behalf of and with the consent of such governments or authorities or any other parties with the right to issue such orders or directives, on the basis of the conditions of the ship's insurance cover against risk of war. No actions or omissions on the part of the Organiser or Captain in relation to or as a consequence of such orders or directives will be regarded as non-compliance with the contract. The disembarkation of the passengers and their baggage in accordance with such orders or directives releases the Organiser of any responsibility for the continuation of the voyage or the repatriation of the passengers.

11. PLEDGE AND RETENTION

The Organiser has the right to withhold the baggage and other property of the passenger and use these as a pledge of credit for the payment of any additional sums due from the passenger for the goods and services acquired on board.

12. ACCOMMODATION ON BOARD THE VESSEL OR IN HOTELS

12.1 The Organiser has the right to allocate the passenger to a cabin different from that agreed upon, provided it belongs to the same category.

12.2 When included in the package and where no official classification of hotels exists, the hotel accommodation will be allocated on the basis of reasonable equivalents to the classification system in use in Italy.

13. ORGANISER'S RESPONSIBILITIES

13.1 The Organiser is responsible for the damage caused to the passenger due to total or partial failure to provide the services due under the terms of the contract, whether these are to be provided by the Organiser in person or by third party service suppliers. The Organiser will not be held responsible if the damage is due to the actions of the passenger (including any initiatives taken by this latter during the execution of tourist services) or a third party not involved in the supply of services under the terms of the agreement, unforeseen or uncontrollable circumstances or any other circumstances that the Organiser could not have foreseen or been able to resolve with the application of due professional diligence.

13.2 All exemptions from or limitations of responsibility, justifications or objections that could be invoked by the Organiser under the terms of this contract also extend to all the parties who are or could be regarded as the personnel of the Organiser, or acting as assistants, agents, sub-contractors or consultants to the Organiser in any way or for any reason, as well as to the insurers of the Organiser.

13.3 The Organiser is not responsible to the passenger in the event of any non-compliance with the obligations of the Organiser on the part of the Travel Agency or any other intermediaries involved in the stipulation of the contract.

13.4 When the Organiser has paid compensation to a passenger, it takes over this latter's rights and entitlement to take action against the liable third parties.

14. LIMITS OF COMPENSATION

14.1 The compensation due from the Organiser will in no circumstances be greater than the indemnities which apply and the limitations to these as laid down in the Italian and international regulations in force on the service whose failure to supply has brought about the damage, where applicable. If no specific regulations apply to the service in question or the regulations which do apply to not lay down any limits on the indemnities payable by way of compensation, the limitations set out in article 13.2 of the Convention of Brussels of 23rd April 1970 (CCV) will apply.

14.2 If the Organiser is also the owner, operator or charterer of the vessel used in the cruise, this will have no effect on the application of the regulations on the limitation of debts as set out in articles 275 and following of the code of shipping, or, to the extent that it applies, the Convention of Brussels of 10th October 1957 or the Convention of London of 19th November 1976 and subsequent modifications.

15. EXCURSIONS

15.1 The excursions are subject to the general contract conditions of the local operator supplying the services and the national regulations that apply.

15.2 The prices and itineraries of the excursions as published in the catalogue are provided merely as a guideline, and are subject to variations. The timing and itineraries of the excursions may be subject to alteration in accordance with outside circumstances, such as the weather conditions, strikes, transport delays and similar, and on the basis of the operating requirements of the service suppliers.

15.3 If an excursion is cancelled for technical reasons, due to unforeseen or uncontrollable circumstances or due to failure to obtain the minimum number of participants, Costa Crociere will reimburse the passengers to the extent that such reimbursement has been made available to the local operator.

15.4 Unless otherwise specified, the excursions will take place using vehicles which are not specifically equipped for disabled users.

15.5. Special conditions, requirements or regulations may apply to certain types of excursion, depending on the conditions that apply to the specific circumstances, such as the use of means of transport driven by the passengers themselves.

16. AIR TRANSPORT

16.1 When a flight ticket or other travel document is issued by an airline in the name of the passenger and this is accepted by this latter, an air transport contract is set up between the passenger and the issuing airline.

16.2 Consequently, with regard to air transport of any kind, Costa Crociere cannot be regarded as an airline or an organisation adopting the role of an airline, as such a position is taken up exclusively by the air transport company indicated, and/or those delegated to act on its behalf, with all the connected risks and responsibilities, which cannot therefore be attributed in any way to Costa Crociere, even in an indirect or intermediary manner.

The rights of the passenger on the basis of the air transport contract and the regulations applicable to it (Convention of Montreal of 28th May 1999, EC regulation no. 889/2002, national regulations), including the right to compensation for damages in the event of death or personal injury, are therefore limited to the relationship between the passenger and the air transport company. The air transport company has exclusive responsibility for the obligations set out in EC regulation no. 785/2004.

Booking Conditions

16.3 If the legally valid flight ticket is not attached to the documentation supplied to the passenger by Costa Crociere, the passenger has to issue a request for this to the airline directly. The airline guarantees the existence of the ticket in question, its custody for merely logistical reasons, its conformity with the regulations that apply, and its immediate and unconditional availability to the passenger directly, at its own expense and upon its own responsibility, on the understanding that the airline has also issued identical guarantees to Costa Crociere.

16.4 The obligations laid down in EC regulation no. 261/2004 apply exclusively to the air transport carrier, as defined in the regulation in question, and no responsibility in this sense will be accepted by Costa Crociere, either in its position as Organiser or for any other reason.

The passengers should therefore direct any claims that they might have in relation to EC regulation 261/2004 to the air transport carrier.

In exercising their rights deriving from EC regulation no. 261/2004 with the air transport carrier, the passengers should take the necessary care to safeguard the execution of the tourist package as a whole, and to avoid damaging the rights and faculties of the Organiser on the basis of this contract and the regulations that apply to it.

16.5 Costa Crociere will include a flight memo in the documentation supplied to the passengers, with the sole purpose of reminding the passengers of the flight information required by them. The inclusion of the flight memo and/or warnings or other information on air transport and the legislation and contract clauses applicable to this in the documentation supplied to the passengers should therefore be regarded merely as a guideline.

16.6 The use of hard copies, trade marks, logos or any other elements making reference to Costa Crociere in the documentation referred to in article 16.5 is due to printing requirements only, and cannot be regarded as a modification and/or denial, even in a tacit or partial sense, of the other terms of this article.

17. SHIP'S DOCTOR

17.1 The ship's doctor provides assistance to the passengers as an independent professional, not as an employee of the Organiser. The use of the services of the ship's doctor is therefore voluntary, and any fees due will be payable by the passengers.

17.2 The decisions of the ship's doctor as to whether or not a passenger is in a condition to embark on board the vessel and/or continue with the cruise are binding and not subject to appeal.

18. CUSTODY OF VALUABLES

A safety deposit box is made available to the passengers on board the ship. The Organiser will accept no responsibility for cash, documents, stocks, jewellery and other precious objects which are not kept in these safe deposit boxes.

19. OBLIGATION TO PROVIDE ASSISTANCE

The obligation on the part of the Organiser to provide assistance to passengers is limited to the diligent supply of the services as specified in the contract and the obligations imposed on it by the legislation in force.

20. CLAIMS AND CLAIM REPORTS

Any complaints regarding the organisation or running of the cruise have to be reported by the passenger in writing in the form of a claim at the time when these arise or, if this is not possible for any reason, within 10 days of the scheduled date of return to the starting point. The Organiser will examine all the claims presented promptly and in good faith, and will do everything possible to bring about a swift, fair, amicable settlement.

21. INSURANCE COVER FOR ASSISTANCE/MEDICAL AND BAGGAGE COSTS

21.1 Upon signing the booking agreement, the passenger may opt to make use of the insurance policy presented along with the application, by paying the full cost of the premium. If the passenger does not intend to make use of this policy, he or she will have to confirm to the Organiser that he or she has taken out a different policy to cover the same risks, upon the same conditions and with the same maximum sums insurable.

21.2 The insurance relationship is set up directly between the passenger and the insurance company, and all the obligations and duties regarding the insurance policy are therefore the exclusive responsibility of the passenger.

22. GUARANTEE FUND

A National Guarantee Fund has been set up by the government, and is at the disposal of passengers, in accordance with the terms of article 100 of the consumer code (article 21 of legislative decree 111/1995), in the event of the insolvency or bankruptcy of the Organiser, with a view to safeguarding the following requirements: a) reimbursement of the price paid; b) repatriation in the case of foreign travel. The fund will also guarantee the immediate availability of funds in the event of the compulsory return of tourists from countries outside the European Union due to emergencies, whether or not these are a consequence of the conduct of the Organiser. The methods laid down for the operation of the fund are established by means of a prime minister's decree in accordance with the terms of article 100, paragraph 5, of the consumer code (article 21 of legislative decree 111/1995).

CONFIDENTIAL NATURE OF PERSONAL DATA

"We wish to provide our customers with certain information on the collection and use of the personal data required at the time of booking. The personal data are collected by the Travel Agent with which the customers make the booking. Under the terms of legislative decree 196/2003, the Travel Agent is obliged to pass on this information (article 13) and, where necessary, obtain the consent of the customer to do so (article 23). Costa Crociere, as the company responsible for processing the data, is informed by the Travel Agent of the customer's identity details, which are necessary for the fulfilment of the obligations deriving from the contract and any legal obligations and provisions in the case of foreign travel. This notification does not require the consent of the customer, as it is necessary with a view to supplying the services required by the customer under the terms of the agreement.

When necessary with a view to fulfilling the obligations deriving from the agreement signed by the customer or in accordance with a legal obligation, the customer's data may be passed on to persons, companies, associations or professional bodies which provide Costa Crociere with services and assistance, some of which might be based abroad, as well as to affiliated companies and those belonging to the same group as Costa Crociere, both in Italy and abroad.

The collection and processing of the personal data will take place by means of electronic support tools and on hard copy, and will in any case take place in accordance with the terms of legislative decree 196/2003. The above also extends to the information required with a view to complying with the security measures.

The customer may exercise his or her rights in accordance with the terms of article 7 of legislative decree 196/2003, either through the Travel Agent or by contacting the Marketing Department, Costa Crociere, Piazza Piccapietra, 48 16121 Genoa".

Policy no. 239443166, taken out with GENERALI S.p.A.

23. JURISDICTION

Any dispute that may arise pursuant to this present contract shall fall exclusively under the jurisdiction of the Law Court of Genoa.

This Insurance Contract is governed by Italian Law and by the provisions of these General Conditions, as well as the Specific and Special Conditions of the Policy which constitute a single unit forming the basis for the insurance, which covers only the risks

specified in said Policy.

All litigation arising from the execution and interpretation of this Contract shall be subject to the jurisdiction of Italian Court.

insurance definitions

COSTA CROCIERE S.p.A., in collaboration with Mondial Assistance, a company specialised in insurance cover for the tourism sector, has agreed and assessed the adequacy of a specific insurance policy with particularly favourable contractual conditions, and whose cost is already included in the payment, for all those taking part in cruises in the 'Emerging Countries Programme'. Policy No. 172.061 has been deposited in the offices of COSTA CROCIERE S.p.A. The full version of the cover will be given with the travel documents before the departure; however, the full regulations, which are available on the website indicated below, can be consulted at the booking stage: WWW.MONDIAL-ASSISTANCE.IT on the 'Partner & Friends' page

DEFINITIONS

Insured: the person whose interests are protected by the insurance or every person enrolled in the cruise organised by Costa Crociere S.p.A. and advised to the company in a normal manner.

Contracting party: Costa Crociere S.p.A., Piazza Piccapietra, 48 16121 Genoa, Italy, indicated below as Costa Crociere.

Address: the place where the Insured has his/her main address for his/her affairs and interests.

Excess: the part of the damage which the Insured will pay, calculated in a fixed or percentage manner.

Accident: the event due to accidental, violent and external circumstances which produces bodily injuries which can be objectively noted, the result of which is death or permanent invalidity.

Care institute: public health structure or private care home with regular authorisation, as per the law in force, for the provision of hospital services. The following are not considered care institutes: spa centres, structures for the elderly, long-term stay or convalescence homes, structures whose main aim is dietetic, physiotherapy and rehabilitation.

Residence: the place where the Insured has his/her habitual home.

Admission: admission to a care institute which requires at least one overnight stay (day hospital and Accident & Emergency excluded).

Company: Mondial Assistance Italia S.p.A., indicated below as Mondial Assistance.

Trip: the cruise including accommodation on board ship, flights, transfers and excursions booked in Italy sold by Costa Crociere S.p.A. to the Insured and showing on the relative contract or travel document.

REGULATIONS COMMON TO ALL COVERS

Effective date, Expiry, Operativity

The services and insurance cover are effective from and valid:

For the Baggage cover, Personal Assistance, Medical Expenses, Civil Liability of the traveller, Legal Assistance, Interruption of the Cruise, Delay of Aircraft

- for Insured resident abroad, from the time of boarding and for the duration of the cruise. The operating conditions for residents/those living in Italy travelling abroad apply;
- for cruises made for tourism, study or business purposes with, however, a maximum of 60 days from the date the cruise starts;
- for 'Delay of Aircraft' in particular, the cover is operative from the last official time advised to the Insured by Costa Crociere S.p.A. before departure;
- up to the amount of the capital set out for each cover and summarised in the 'Table of Services and Capital Insured'.
"Outings and excursions" accidents
from the time in which the Insured disembarks and for the period necessary to take advantage of the services acquired (outings and excursions) and terminates at the time the embarkation operations start.

COVER

1. BAGGAGE – (extract of the conditions)

Aim

Baggage – Within the limit of the capital insured of € 2,600 per person, Mondial Assistance will indemnify the Insured for material

and direct damage to him arising from the theft, snatch, robbery, fire, soaking or leakage of liquids, or failure to return the baggage by the airline.

Purchase of essential items - Mondial Assistance will reimburse the Insured for the documented expenses in purchasing essential items following a delay of more than 8 hours in the return of baggage by the airline company, in excess of the capital insured, and with a maximum of € 400 per insurance period, calculated on the basis of the official time of arrival at one of the destinations of the outward flight. The cover will be operative from the time of the first check-in and terminate before the last check-in.

The following goods are excluded:

- money in any form;
- shares of any kind, documents, cheques, traveller's cheques and credit cards;
- coins, stamps, works of art, collections, samples, catalogues, goods, travel documents;
- audio, audio-visual and photo-cine-optical equipment entrusted to third parties (hoteliers, airlines, etc.);
- professional instruments, personal computers, mobile telephones and PDAs, arms, helmets and car radios.

Limits of indemnity

The indemnity will be paid with the following limits per object:

- suitcases and travel bags, items of clothing, personal objects that the Insured takes with him on the cruise: per item € 300
- jewels, precious items, watches, furs: per item € 400 and cumulatively € 800
- photo-cine-optical equipment (considered as a single item) per item € 500
- sports equipment: per item: € 600
- health equipment for the disabled: per item and cumulatively equal to capital of € 2,600
- equipment for infants [e.g. pushchairs and prams]: per item € 400

2. HEALTH ASSISTANCE AND MEDICAL EXPENSES – (extract of the conditions)

Aim of Health Assistance cover

Mondial Assistance will make the medical and organisational structure of the Operating Centre available to the Insured in difficulty during the cruise, and which, also in collaboration with the local doctors or those on board, will activate the cover and assistance services which it considers most appropriate for management of the case, i.e.:

- Telephonic medical consultancy.
- Indication of a specialist doctor abroad.
- Transport – return for health reasons.
- Return at the same time of all family members or a travelling companion following the return for health reasons of the Insured, or his decease.
- Accompanied return of an insured minor.
Early return of the Insured, all family members and a travelling companion following the death or admission to hospital with imminent danger to life of a family member at home.
- Return trip for a family member to assist the Insured in hospital for a period of more than 10 days. Mondial Assistance will also bear the costs of the hotel (overnight stay and breakfast) up to the maximum amount of € 100 per day for a maximum of 10 days.
- Costs of extended stay in a hotel (overnight stay and breakfast) up to the maximum amount of € 100 per day for a maximum of 10 days.
- Return of the convalescent Insured in cases in which his state of health prevents return with the means initially planned. The cover is extended to family members and a travelling companion up to the overall limit of € 1,000.
- Finding and sending urgent medicines not available locally but regularly registered in Italy.
- Interpreters available for up to an overall 8 hours of work.
- Transmission of urgent messages.
- Reimbursement of telephone charges for contacting the

Operating Centre, up to a limit of € 100.

- Transport of the body.
- Money advance up to € 8,000.

Aim of the Medical Expenses cover

Mondial Assistance, if contacted in advance, will arrange for the following, within the limit of each upper amount, per event and per period:

1. Direct payment up to € 50,000 of hospital and surgical expenses.
2. Direct payment up to € 5,000 of the medical expenses paid for admission to the hospital structure on board.

Cover is given up to the time when the Insured is released or, in the unquestionable opinion of Mondial Assistance doctors, is in the condition to be returned. In cases in which the Operating Centre cannot make direct payment, the expenses will be reimbursed, as long as authorised by the Operating Centre contacted in advance or, however, not after the date of release of the Insured. No reimbursement is provided for if there is no contact with the Operating Centre.

3. Reimbursement up to € 2,000 of the expenses of:
 - transport from the place of the incident to the first aid medical centre or centre of first admission;
 - search and rescue at sea.
4. Reimbursement up to € 1,000 of the expenses:
 - for medical checks;
 - doctors on board;
 - medicines, as long as supported by the medical prescription; outpatients' care; for cure on return, within 60 days, for the direct consequences of an incident occurring while travelling.
5. Reimbursement up to € 200 of the expenses for urgent dental treatment.

All reimbursements will be made with application of a fixed excess of € 60 per claim.

3. LEGAL ASSISTANCE - (extract of the conditions)

- Bail money up to € 25,000, following a negligent event of the Insured occurring abroad.
- Finding a lawyer abroad up to € 5,000, for the local management of civil disputes.

4. INTERRUPTION OF THE TRIP - (extract of the conditions)

Aim

If one of the following assistance services, organised by Mondial Assistance, is activated:

- a) transport – return for health reasons;
- b) early return;
- c) return of the body,

Mondial Assistance will reimburse the Insured, family members or a travelling companion the pro rata of the holiday not enjoyed, up to the maximum amount of € 5,200, with effect from the date of return to the address/residence.

Provisions and limitations

Reimbursement will be made, up to the maximum amount of € 5,200, counting just the individual part of the journey divided by the number of days in the trip and multiplied by the number of days missing for the completion of the cruise (pro-rata temporis) excluding the day of return.

5. DELAY IN THE AIRCRAFT - (extract of the conditions)

Aim

- Indemnity – If the flight is delayed, as calculated on the basis of the official timetable advised to the traveller/Insured with the travel documents or convocation fax by Costa Crociere or on its behalf, for any reason attributable to either the airline or Acts of God such as strikes, airport congestion, inclement weather or other, Mondial Assistance will indemnify the Insured with € 150 after the first 8 complete hours delay in the first outward and/or return flight.
- Reimbursement 75% Cruise – As an alternative to point 7.1.1, if the delay of the aircraft of more than 8 complete hours of the first outward flight prevents the Insured from embarking on the ship,

Mondial Assistance will reimburse 75% of the total amount of the cruise (net of administrative costs, the insurance premiums, airport/embarkation/disembarkation taxes and visas).

6. THIRD PARTY CIVIL LIABILITY (RCT) - (extract of the conditions)

Aim

Mondial Assistance will pay the amounts the Insured is required to pay as civilly liable, as per the law, as compensation (capital, interest and costs) for damage involuntarily caused to third parties for death, personal injury and damage to things resulting from an accidental fact occurring during the validity of the policy, relating to events of the private life, with the exclusion of all responsibility referring to the professional activity. The damage arising from the following is, likewise, included in the cover:

- ownership of domestic animals;
- ownership and use of velocipedes, vehicles and motor vessels not more than 6.5 metres long, golf-cars;
- use of horses and other saddling animals with the consent of the owner;
- doing sports, including competitions, not at a professional level, leisure time activities in general.

Upper limits

Per event and insurance period:

- € 25,000 for damage to things and animals;
- € 100,000 for bodily damage to people.

Excess

In relation to damage to things and animals, insurance is given with the application of an excess on the damages payable 10% with a minimum of € 250 per claim.

Provisions and limitations

Cover is given as a second risk with respect to any other civil liability policies operating to cover the same risk.

Geographical extension

The insurance is valid for the whole world with the exclusion, however, of action against the Insured in the USA or Canada.

7. ACCIDENTS - (extract of the conditions)

Aim

Mondial Assistance will insure accidents (not flying accidents) suffered by the Insured during the outings and excursions on land which lead to death or permanent invalidity within one year of the day on which they occurred. Mondial Assistance will also insure accidents suffered while in an ill state or unconsciousness arising from inexperience, imprudence or negligence, even serious negligence. Mondial Assistance will also consider the following accidents:

- asphyxia which is not of an unhealthy origin;
- acute poisoning from swallowing or absorption of substances;
- drowning;
- hypothermia or freezing;
- sun- or heat-stroke.

Mondial Assistance will not consider the following accidents:

- hernias, except abdominal ones arising from effort;
- heart attacks of any kind.

Effective date and operativity

The cover will be effective from the time the Insured disembarks on land for the period necessary to take advantage of the services acquired (outings and excursions) and terminates at the time in which the embarking operations begin for the return to the ship.

Capital insured:

- € 25,000 for death;
- € 25,000 for permanent invalidity.

Excess

There will be no indemnity permanent invalidity when this is of 5% of the total or less. If, however, it is greater than this percentage, the indemnity will only be paid for the percentage above this figure.

Beneficiaries

Legitimate and/or testamentary heirs.

8. IF THERE IS A CLAIM

THE COMPLETE REGULATIONS ABOUT WHAT TO DO IF THERE IS A CLAIM [INCLUDING THE EXCLUSIONS] IS SHOWN IN FULL IN THE

CONDITIONS OF INSURANCE IN:

- Web site WWW.MONDIAL-ASSISTANCE.IT on the page 'Partner & Friends';
- The information note which will be given with the other documents before the cruise leaves.

For all information relating to any claims, please consult the web site www.ilmiosinistro.it

The precise indication of the bank details and tax code of the Insured, so that compensation can be paid via bank credit transfer, for timely and safe liquidation of the claim.

Following the instructions on the insurance certificate carefully is essential for the correct and fast liquidation of the damages.

Contact the Operating Centre at the number highlighted on the insurance certificate for every eventuality concerning the services of assistance.

Note on the privacy of remote communication techniques (ex Legis. Dec. 196 dated 30/6/03)

In order to respect the law on privacy, we would like to inform you about the use of your personal data and your rights. Our company has to acquire (or already holds) some data on you. The data supplied by you or others is used by Mondial Assistance Italia S.p.A., companies in the Mondial Assistance group in Italy and third parties to whom it will be advised for the purposes of providing you with the information requested, also via fax, telephone including mobiles, electronic mail or other remote communications techniques. In order to comply with the requirements of the insurance policy, please supply the personal data necessary for the supply of the services set out contractually. If medical assistance has been requested, please also supply confidential data which will be handled exclusively and transmitted to agents and suppliers, if necessary, for the urgent management of the claim.

Without your data we will be unable to supply the service wholly or partly. Your personal data will only be used with the method and procedures strictly necessary to supply the service and information you have requested, also via fax, telephone including mobiles, electronic mail or other remote communications techniques. We will use the same methods when we communicate some of this data to other companies in our sector in Italy or abroad, or other companies in our group, in Italy and abroad, for this purpose. We will use people we trust for some services and they will perform tasks of a technical and organisational nature on our behalf. Some of these people also operate abroad. They are our direct collaborators and carry out the function of Data Handling Manager or they operate complete independently as separate owners of that handling. In particular, these are people who are part of the Mondial Assistance group in Italy, service companies to whom the management, liquidation and payment of claims has been entrusted; IT service or filing companies; the postal service companies indicated in the postal envelope.

The list of all the above people is constantly updated and can be easily obtained free of charge by requesting from Mondial Assistance Italia S.p.A., Privacy Service, via Ampère 30, 20131 Milan, Italy or on Fax no. +39 02 23695948, e-mail: privacy@mondial-assistance.it where the list of current managers can also be obtained.

As a result, the consent we request also concerns transmission to these people and their handling of the data, and must be given for the purposes of the supply of services. You have the right to know your data and how it is used at any time. You also have the right to have it updated, integrated, rectified or cancelled, asking for it to be blocked and to oppose its handling. To exercise your rights, contact Mondial Assistance Italia S.p.A., Privacy Service, via Ampère 30, 20131 Milan, Fax +39 02 23695948, e-mail: privacy@mondial-assistance.it

Note for the Contracting Party – set out in accordance with Art. 185 of Legislative Decree No. 209 dated 07.09.2005 and in conformity with the provisions of ISVAP circular No. 303 of 2 June 1997

This 'Note' has the aim of supplying the Contracting Party (physical or legal person signing the insurance contract) and the Insured with all the necessary preliminary information for the signature of the contract (insurance contract) as per the provisions of Art. 185 Legis.

Dec. No. 209, dated 7.9.2005. This note has been drawn up in Italy in Italian, barring the right of the Contracting Party to ask for it to be drawn up in another language.

1) Information Relating to the Company

- Company name and legal form (insurance company)

The insurance company is MONDIAL ASSISTANCE ITALIA S.p.A.

- Registered office

Via Ampère 30, 20131 Milan (Italy)

- Authorisation for the provision of insurances

The company was authorised to provide insurances with Ministerial Decree dated 02.09.1993 (Official Gazette 211 dated 08.09.1993) and later authorising provisions.

2) Information Relating to the Contract

-Legislation applicable to the contract

The legislation which applies to the contract is that of Italy; however, the Parties have the right to choose an alternative legislation before signature of the contract. The company suggests the choice of the Italian legislation. However, the application of the mandatory rule of Italian remains firm.

-Prescription of rights deriving from the contract

As per Art. 2952 of the Italian Civil Code, "the rights of the Insured (the person in whose interest the contract has been signed) arising from the contract will be prescribed one year from the day in which the fact on which the right is founded occurred."

- Complaints concerning the contract

Any complaints concerning the contractual relationship or the management of the claims must be forwarded to the company in writing.

Mondial Assistance Italia S.p.A.

Servizio Qualità (Quality Service)

Via Ampère 30, 20131 Milan (Italy)

Fax: +39 02 26 624 008

e-mail: quality@mondial-assistance.it

If the exponent is not satisfied by the outcome of the complaint or if there is response within the maximum term of forty-five days (45), he can contact:

ISVAP

Servizio Tutela degli Utenti (Customer Protection Service)

Via del Quirinale 21, 00187 Rome (Italy)

Furnishing the documentation relating to the complaint handled by the company. Remember that the exclusive competence of the judicial authority, in addition to the right to refer to arbitration systems where they exist, persists in relation to disputes referring to the quantification of the services and the attribution of responsibility.

3) Information during the Contract

If variations referring to the information relating to the company and/or that relating to the contract, the company undertakes to advise the Contracting Party as soon as possible, and also supply all necessary clarification.

Warnings

This note is a document only for information and not contractual by this; it must be given to the Contracting Party before signature of each insurance contract against damage. Given the multitude of types of insurance against damage, we recommend that the Contracting Party always asks his insurance broker for any additional clarification on the chosen contract and to read it carefully before signing the policy.

The prices listed in this brochure were set in February 2011. Please note that these rates may not be applicable at the time you consult the brochure. We therefore invite you to check the best available price with your Travel Agent.