

Costa's Frequently Asked Questions

Cabins- Complimentary continental breakfast served in your cabin. Your cabin steward is 'at your service' and his name will be clearly displayed in your cabin Satellite TV, mini bar, safe, hairdryer Individually adjustable air conditioning Interactive TV with videos and movies on demand* (on selected ships) Special breakfast selection* 24 hour room service and mini bar*

The main difference between external cabins and internal cabins is the presence of an opening with a sea view, which can be a traditional porthole, a fixed window or a balcony with French window to access the terrace.

Suites- if you want the very best cruise cabin, one of our suites is the perfect choice. We will do all in our power to ensure that your cruise is not just a holiday, but also a dream come true. In addition to the normal services and facilities provided in every cabin, Guests booking one of our apartments (Suite, Panorama Suite, Gran Suite, Samsara Suite and Wellness Suite) enjoy a number of exclusive privileges that will make their holiday even more enjoyable. **Services provided by your cabin steward:** help in unpacking your luggage and stowing your clothes in wardrobes; assistance in booking Excursions and making appointments in the Beauty Salon, Spa and Club Restaurant; shoe cleaning; help in packing baggage at the end of the cruise. **In the Suite itself** a bottle of Italian sparkling wine; a selection of cold canapés; a basket of fresh fruit, renewed every day; choice of the pillow best suited to your needs, from the "Pillow Menu" displayed on your bed; daily delivery of the lunch and dinner menus, with the possibility of having meals served in your Suite on request; bathrobe and slippers for you to use for the duration of the cruise; kit of bath products to pamper your skin. **At the Restaurant** choice of the table you prefer in the area reserved for Suite clients (subject to availability); an invitation for 2 people to the Club Restaurant, where you will be offered the Gourmet Menu (only on ships having a Club Restaurant). Also, an invitation to the VIP cocktail party; priority in leaving ship at the end of the cruise.

Samsara and Wellness cabins In addition to the comforts found in other cabins, the Samsara and Wellness suites and cabins offer a series of exclusive benefits, including a robe and slippers, organic cotton sheets, a special bathroom kit, purifying shower filter, low calorie products, special treatments, direct access to the Spa, plus lunches and dinners in the Samsara and Wellness Restaurants without any need to book during opening hours

Guarantee Cabins- If a guaranteed cabin is booked (G0000), an identical or higher category cabin may be allocated (for the same price) which may be equipped differently. You can find out the cabin number just before or on the day of departure.

Guest under 21/Traveling with Children- must be accompanied by a parent or guardian. The passenger's age on the date of sailing, determines his or her status for the entire cruise. Infants must be 6 months of age in order to cruise. For cruises of 15 days or longer, transoceanic crossings or World cruises, the child must be at least 12 months of age. **Services for Children**- All our ships are equipped with a number of facilities to welcome young Guests from the age of six months: priority boarding and, on request, a crib or cot, high chair, baby bath, liquidized baby food ingredients and bottle warmers. Lifts, cabins and corridors are accessible with pushchairs. We do not sell baby foods or nappies. Children from the age of three upwards are guaranteed free assistance throughout the cruise. Activities may vary according to the season, the ship and the number of people involved. On board you'll find special areas like the teen club or the Squok club, and on some of our ships you'll find special pools too.

Pregnancy- Pregnant women are allowed to sail only if pregnant for 24 completed weeks or less on the date of cruise embarkation. All pregnant women, must provide a physician's letter to the cruiseline, at embarkation, stating the estimated date of delivery and that the mother and baby are in good health and fit to travel and that the pregnancy is at no risk.

Luggage- we advise you to take only one piece of luggage per person. All items of luggage will be x-rayed before being brought on board. You should keep any valuables, personal belongings, medicines, cameras or delicate items in your hand luggage. If the journey includes a flight, check the baggage allowance stated on the ticket. **Labels:** The labels will be used, when boarding, to identify and delivery the luggage to your cabin. The labels you'll receive on board, at the end of your cruise, will make it easier for you to leave the ship by showing

the order of priority. To avoid you having to move around the ship with your suitcases, a simple labeling system allows luggage to be handled by Costa staff both on departure and when you leave the ship. Pushchairs, valuables and personal items should be carried as part of your hand luggage and no food or drink of any kind may be brought on board. **Food and Drink on Board-** Any local products purchased during excursions may be handed to Costa staff for safekeeping and collected before disembarking at the end of the cruise. All ships in any case provide generous buffets and drinking water dispensers, with both cold and hot water to prepare teas and infusions at any time of the day. Cocktails, coffees and a wide range of drinks can be purchased on every deck and in all the bars.

Clothing- During the cruise, you are free to dress as you wish: the atmosphere on board is informal and casual. Clothing must however be suited to the environment, season, destination or occasion, such as a gala dinner or an excursion. A jacket or shawl is always advisable. For excursions on land, we recommend you wear casual clothing and comfortable shoes without heels. If the trip includes visits to religious sites, we recommend you wear appropriate clothing. Most every night is informal, feel free to dress comfortably in resort attire, jacket are not required. There are typically, one or two formal nights depending on the length of your cruise, where you may choose to dress formally. This means a suit for men and cocktail dress for the ladies, or more casually in elegant resort wear; however you choose to enjoy your evening.

Dress Code - Caribbean: Daytime dress on a Costa cruise is casual such as light, cotton clothing or swimwear with cover up when indoors. Most every night is informal, feel free to dress comfortably in resort attire, jackets are not required. There will be two formal evenings where you may choose to either dress formally, elegantly in a suit for men and cocktail dress for the ladies, or more casually in elegant resort wear, as how you want to enjoy your night is up to you. One of our informal nights is a Roman Bacchanal to which you may wish to wear a custom toga or accessorize your bed sheet/toga provided onboard.

For guests who are interested in dressing up more formally, you may also rent a tuxedo or dinner jacket by calling Cruise Line Formal Wear Inc prior to the cruise at 1 877 88 COSTA. Your formal wear will be delivered to your stateroom before you sail and picked up at the end of your cruise.

Europe: Daytime dress on a Costa cruise is casual such as light, cotton clothing or swimwear with cover up when indoors. Sweaters, lightweight jackets, raincoats and hats are also appropriate for Northern Europe. Tennis shoes or low-heeled walking shoes are recommended for exploring the ports of call. While most shore excursions do not have dress codes, some tours specifically prohibit shorts and sleeveless shirts, and require ladies to wear knee-length skirts or slacks. Most every night is informal, feel free to dress comfortably in resort attire, jackets are not required. There is typically one to two formal nights depending on the length of your cruise where you may choose to dress formally, elegantly in a suit for men and cocktail dress for the ladies, or more casually in elegant resort wear, as how you want to enjoy your night is up to you.

Medical Care- Each ship has a physician and a nurse available 24 hrs a day while at sea and certain hrs while in port. Customary charges are in effect for medical care.

Sea Sick Concerns- Our itineraries are planned in order to take clients to the most beautiful and calmest oceans in the world, in the most suitable seasons. Our ships are designed and built using the latest technologies: thanks to a sophisticated system of stabilizers, sailing is peaceful even in rough seas. The spaciousness of the interior and the feeling of stability you experience when sailing on our ships have surprised people who have already traveled on a cruise with us. In any case, seasickness tablets are always available from the Information/Customer Service Office free of charge for anyone who needs them.

Passenger Declaration Form -Each Guest is required to complete a passenger declaration form at least 3 weeks before sailing. You may complete this form online by visiting www.costacruises.com. Click on "Already Booked" at the top of the page then select the Passenger Declaration Form, complete the requested information and submit. You will also be required to complete a check-in form that will arrive with your tickets. This form will be collected upon embarkation.

Smoking Policy - Smoking is allowed only in designated areas in most public rooms onboard. However, smoking is prohibited in the main restaurants and in show lounges.

Special Diets - Costa will make every attempt to satisfy special dietary needs. Your travel agent must submit your request in writing four weeks prior to sailing. Please note we no longer offer Kosher meals.

Things to Know and Do-

Today, is the on-board newsletter delivered to your cabin every evening. It'll keep you informed about activities planned for the following day and provide you with useful numbers, ship departure times, the time zone of your destination and lots of other useful information.

The Giant Screen- On the swimming pool deck of some Costa Cruises ships you'll find a giant eighteen square meter screen. You'll be able to enjoy the best music videos and great sporting events in maximum comfort and relaxation.

The Magnificent Grand Buffet is an exceptional encounter with the best cuisine. All cruise Guests are invited to the Magnificent Grand Buffet, which is held in a specific area of the ship depending on itineraries and seasons. Bring your camera because it'll be an unforgettable experience.

Casino-On board all Costa ships you'll find a Casino with slot machines, roulettes and gambling tables. Entry is restricted to adult Guests and the establishment is only open while the ship is sailing. Bets may be placed in cash in the on-board currency

Beauty Salon- All Costa ships have a beauty salon where you can touch up your style and perfect your look. Manicures, pedicures, haircuts, hair styling and, on some of our ships, beard shaving as well. Medical Services- Costa ships have a modern infirmary that also sells basic medicines. The primary care provided by the on-board doctors and nursing staff is provided for an extra charge. Seasickness tables are available free of charge from the Information/Customer Services Office. Specific medical requirements must be pointed out at the time of booking.

Shops- You'll find shops on board with the latest fashions and the best Italian and international designer products, where you can shop, pick out gifts or buy the souvenir photographs that will be taken of you during your cruise. The shops are duty free and you'll be able to pay using your Costa Card.

Money Issues- Paying on Board- Once on board, all Guests receive a personal Costa Card which identifies them and allows them to charge all expenses directly to their cabin account, thus avoiding the need to carry cash around during their stay on board to pay for day-to-day purchases from bars and boutiques or for extra services (excluding bets at the Casino's gambling tables). A receipt will be issued for every purchase, which must be signed by the guest. At the end of the cruise, and before disembarkation, a final bill itemizing all the purchases made on board will be supplied. Anyone who would prefer to settle the final bill using his or her credit card will need to register it within 48 hours of boarding at the appropriate Desk. This will allow, all purchases made on board, to be charged automatically to the credit card from the start of the holiday. Anyone who would prefer to settle the bill in cash is required to pay a minimum deposit per person of EUR 150 or USD 150, depending on the on-board currency, at the beginning of the cruise, going to the Desk on the day of disembarkation to settle the final balance. Bank checks drawn on Italian banks may also be used up to a maximum amount of 2,500 euros per checks.

ATM- There is no cash dispensers or banks on Costa ships: withdrawals must be made on land before boarding or when stops are made during the cruise.

Tipping/Gratuities- Costa will automatically debit your on board account a modest service charge in the amount of 605 EURO per person per day for cruises up to 8 nights and 5 EURO per person per day for cruises 9 nights or more. Cruises departing from South America are charged \$8 US per night. Teens 14-17 will be charged half this amount and no charge for children under 14. Should you wish to change the amount, simply contact the Guest Relations Desk. Bartenders, servers, deck stewards and other staff may be tipped as service is received. Tipping is a person matter, and your own judgment is your best guide. For your convenience, a 15% service charge is automatically added to beverage purchases.

Not Included in Cost- No drinks are included in the price. In the buffet area you'll always find an ice dispenser and drinking water, including hot water to make yourself a cup of tea with the teabags provided. Cocktails, coffees and drinks can be purchased using your Costa Card from all the bars on the ship.

Services-

Phone Calls- Thanks to an agreement between Costa Cruises and TIM, all the fleet's ships offer GSM-type coverage. The service is available to customers of TIM Italia or operators who have an international roaming

agreement with TIM. Customers of other operators can transfer to TIM before boarding, keeping their existing number if they prefer.

Internet- On every ship in the fleet you'll find an Internet Point with satellite connection to the web, for which there is a nominal fee which you can pay using your Costa Card. You can check your mail, write emails, send photos and chat to your friends. You won't be able to connect your computer to the Internet and there is no wireless connection available. The speed of the Internet service may be affected by the atmospheric conditions and volume usage, so long delays may occur.

Laundry- All Costa ships provide a fast laundry, dry-cleaning and ironing service for an extra charge. Laundry bags and a price list are provided in every cabin and can be arranged through your stateroom steward/stewardess and billed to your shipboard account. For safety reasons, irons cannot be used in your cabin.. **Towels-** You'll receive large and soft beach towels to take with you on beach excursions. Towels are also available around the ship, close to the swimming pools and the gym. You can use these to lie on the sun beds, for showering and on the equipment.

Telephone Service -

Ship-to shore telephone service is available 24 hours a day while the ship is at sea or in port directly from your stateroom. You'll find a telephone and dialing instructions in your stateroom. The cost of making a call is \$7.95 per minute. If you need to be reached by people at home, have them contact the ship directly.

Satellite area	Code
SNAC (Single Network Access Code)	Tel./Fax 011870 (Dubai and the Emirates, Transatlantic cruises)
EAST ATLANTIC OCEAN	Tel./Fax 011871 (Mediterranean, North Europe, South America and Transatlantic cruises)
PACIFIC OCEAN	Tel./Fax 011872 (Far East)
INDIAN OCEAN	Tel./Fax 011873 (Far East)
WEST ATLANTIC OCEAN	Tel./Fax 011874 (Caribbean and South America)

Ship	Telephone	Fax
COSTA ROMANTICA IBCR	324798187	324798188
COSTA CLASSICA ICIC	324798182	324798184
COSTA ALLEGRA ICRA	324798190	324798193
COSTA VICTORIA IBLC	324798199 324798214	324798197
COSTA ATLANTICA IBLQ	324798083 324798090	324798085 324798092
COSTA EUROPA IBCE	324799292	324799295
COSTA FORTUNA IBNY	324799770 324799780	324799776
COSTA MEDITERRANEA IBCF	324799684 324799679	324799685
COSTA MAGICA IBQQ	764029390 764021467	764029391
COSTA CONCORDIA IBUD	764604939	324799510

	764604943	
COSTA MARINA IBCN	324798229	324798232
COSTA SERENA ICAZ	761114781 761114785	761114779

If you are calling from the US or Canada treat as an international call, dialing 011 prior to the prefix indicated.

Before the Cruise-

On Line Check-in- Checking-in online is easy and saves you time: from today you can go to our website and fill in your boarding form in three easy steps straight from your home computer. An extra service offered by Costa, with the benefit of knowing that the data entered will be correct and you can board the ship without any delay. Go to Costa's web page www.costa.com and click on Already Booked and then go to Web Check-in and follow the step-by-step instructions, but before you start make sure you have your cruise booking number at hand, as well as a travel document for each of the Guests who will be boarding with you. **You have until the day before departure to complete the check-in.** When you arrive at the port, simply show us the boarding form and travel documents.

Excursions- when visiting one of our ports of call, the easiest and most enjoyable way to familiarize yourself with the territory, is to take one of our shore excursions. Costa's shore excursions are an exciting facet of Cruising Italian Style and offer unique insights of the fascinating ports and historic sites, which you'll be visiting. And each excursion is carefully researched by our Shore Excursions staff, to ensure your experience onshore, is as enriching and enjoyable as your stay onboard. Choose from three different levels of entertainment: Easy, Moderate and hard, all are specially designed to provide something for all tastes and abilities. You will find a wide variety of relaxing, natural and cultural tours suitable for our older and younger guests, as well as more active and sports-oriented excursions for those who prefer a little more adventure. Space is limited on shore excursions, and they tend to fill up fast. You'll probably want to take advantage of the opportunity to reserve your excursions in advance to ensure you do not get locked out. The applicable charges for your selected shore excursions will be billed to your onboard account during your cruise. This service is available on line starting three days after your booking is deposited and must be completed BEFORE the date that is posted on your ordering page. **This deadline is, in most cases, 6-7 days prior to the ship's departure from its primary port (which may differ from your boarding port). Please note the deadline for most Barcelona departures is 11 days prior to your sail date. After the deadline, excursions can only be ordered upon embarkation.** Your pre-booked excursion tickets will be in your cabin when you board the ship and will be billed to your onboard account. To order shore excursions online you must be a registered user on this site and have your booking number available.