MSC VOYAGERS CLUB LOYALTY PROGRAMME GENERAL CONDITIONS (AS OF 12 OCTOBER)
The present terms and conditions governs the MSC Voyagers Club Programme.

CONDITIONS OF USE
These terms and conditions apply to all MSC Voyagers Club members. MSC Voyagers Club is effective starting from 19/07/2015. The below regulations are updated starting from 07 November 2024.
MSC Cruises SA reserves the right to amend the following conditions without notice. Members are responsible for keeping constantly up to date with MSC Voyagers Club Regulations.

1. MEMBERSHIP OF THE MSC VOYAGERS CLUB
1.1 Any Person is eligible for membership from 0 years of age. Enrolment to the MSC Voyagers Club for members under 18 years old must be carried out by a parent/legal guardian on behalf of members aged under 18.
During the enrolment process, passengers must enter their full name as it appears on their passport.
1.2 Membership is issued using one of the following methods:
- By completing the Sign Up form on the MSC website. User will be automatically subscribed to the MSC Voyagers Club Programme, adding all relevant details needed for the subscription. Members will receive their Club Identification Number via email after subscription.
- On board by applying for membership contacting MSC Voyagers Club Infopoint or Guest Service Desk. Regulations regarding recovery of points for previous cruises are set out in clause 3.1 of the present terms and conditions. Passengers who subscribe to the MSC Voyagers Club Programme will receive a confirmation that their subscription has been successful via email after 72h with their Club Identification Number.

1.3 MSC Voyagers Club Card and Club Identification Number
Each subscription to MSC Voyagers Club generates a Club Identification Number that will be communicated in the email confirming the subscription. On the first cruise after subscription, the Club Identification Number will be printed on the Cruise Card delivered.
The Cruise Card is a plastic card containing all necessary guest information. It works as a payment method on board and it is also the key to access the cabin. The Cruise Card with the Club Identification Number constitutes the MSC Voyagers Club Card and it will be printed and delivered on the first day of every cruise.
The MSC Voyagers Club Card is the only tool to identify MSC Voyagers Club members on board.
When a cruise is booked, the Club Identification Number must be provided together with all the other booking information, even if the Club discount is not available. This is the only way for passengers to be eligible for the benefits that the MSC Voyagers Club offers to its members and earn Club points.
MSC Voyagers Club number must be provided at the time of the booking, in order to assure the recognition of the member on board.
MSC Cruises SA reserves the right to refuse or cancel membership at any time without giving reason and notice.
Membership of the MSC Voyagers Club is subject to the MSC Voyagers Club General Conditions. Should members not accept the MSC Voyagers Club General Conditions, they must cancel membership immediately by contacting MSC Cruises SA in writing at MSC Cruises SA, Avenue Eugène-Pittard, 16 1206 Geneva (Switzerland).

1.4 Length of Membership
MSC Voyagers Club Membership is subject to a minimum of one cruise every five years. If the last cruise disembarkation date is over 5 years (60 months) or no cruise has been completed in 5 years after the enrolment date, membership to the MSC Voyagers Club Programme will expire.
For example: if the last disembarkation date is 30.01.2024 and no cruises are completed by 30.01.2029, the membership will expire. If the registration date is 30.01.2024 and no cruises are completed by 30.01.2029 the membership will expire. Should the membership expire, passengers can subscribe to the MSC Voyagers Club again. Subscription will be subject to the conditions stated. A new Club Identification number will be assigned. If membership to the MSC Voyagers Club expires, all points earned are lost. For example: if a Diamond MSC Voyagers Club member with a points score of 12,000 does not sail for 5 years since their last disembarkation date, the 12,000 points will be lost. In order to start collecting points again, it will be necessary to subscribe to the MSC Voyagers Club again. In that case a new card number will be issued (the old card number can never be reinstated)

2. EARNING POINTS
All MSC Voyagers Club members earn points according to the following 3 criteria:

a. "Experiences" purchased (Bella, Fantastica, Aurea) or the MSC Yacht Club;
b. On board Services package pre-paid before the cruise;
c. Bonus Points.

a. "EXPERIENCES PURCHASED" MSC Cruises SA offers the possibility of purchasing different types of "Experiences": Bella, Fantastica, Aurea or the MSC Yacht Club.
Members can earn points in relation to the "Experience" purchased.

Bella Experience:
- for cruises consisting of less than 5 nights or 6 days: 200 points are awarded;
- for cruises consisting of 5 to 9 nights or 6 to 10 days: 500 points are awarded;
- for cruises consisting of over 9 nights or 10 days: 700 points are awarded.

Fantastica Experience:
- for cruises consisting of less than 5 nights or 6 days: 400 points are awarded;
- for cruises consisting of 5 to 9 nights or 6 to 10 days: 700 points are awarded;
- for cruises consisting of over 9 nights or 10 days: 1,000 points are awarded.

Aurea Experience:
- for cruises consisting of less than 5 nights or 6 days: 600 points are awarded;
- for cruises consisting of 5 to 9 nights or 6 to 10 days: 1,000 points are awarded;
- for cruises consisting of over 9 nights or 10 days: 1,500 points are awarded.

MSC Yacht Club:
- for cruises consisting of less than 5 nights or 6 days: 800 points are awarded;
- for cruises consisting of 5 to 9 nights or 6 to 10 days: 1,500 points are awarded;
- for cruises consisting of over 9 nights or 10 days: 2,000 points are awarded.

Points will only be earned on "Experiences" (Bella, Fantastica, Aurea) or the MSC Yacht
Club purchased. If a free "Experience" upgrade is offered, points will only be awarded
for the "Experience" purchased. No extra points will be issued for free "Experience" upgrades.
On cruises and departures where Bella, Fantastica, Aurea Experience or the MSC Yacht Club do not apply, the following rules will be enforced.

Cabin Type:
Inside Cabin: 600 points
Ocean View Cabin: 750 points
Balcony Cabin: 900 points
Suite: 1,200 points
MSC Yacht Club Suite: 1,500 points

Points given for "Experiences" purchased will be applied to each member occupying the same cabin if there is more than one.
Here is an example for a cruise of 7 nights with the Fantastica "Experience" purchased: if only one member is present in the cabin, at the end of the cruise 700 points will be awarded. If two members are present in the cabin, at the end of the cruise 700 points each will be awarded. From March 2022, members who book a Voyagers Exclusives departure (bookings made more than 12 months in advance from the departure date) will be credited double membership points for the type of Experience chosen. Double membership points are credited at the end of the cruise. Double membership points are not retroactive and can't be combined with the Future Cruise Consultant (FCC) benefits.

b. ON BOARD SERVICES PACKAGES PRE-PAID BEFORE THE CRUISE:
MSC Cruises SA offers the possibility of purchasing on board services before the cruise.

Services that can be purchased before the cruise include Food & Beverages, Excursions, SPA & Fitness (for a full list of services included please see the dedicated section online) and others.
They are divided into services that apply to all cabin occupants and services that apply to individuals only.
MSC Voyagers Club members earn 100 points for every $/€ 150 spent before the cruise on MSC packages/services included in the cruise booked (For currencies other than $/€ euro, the currency conversion on purchase day will apply).
There are two types of on-board services pre-paid before the cruise: per cabin and per single cabin occupant.
The points will be calculated based on the total amount spent by the member on MSC on board services pre-paid before the cruise.
Expenses for on board services pre-paid before the cruise per cabin which apply to all cabin occupants (and not single occupants) will be equally distributed amongst the cabin occupants.
Example of on board services pre-paid before the cruise per cabin: the total amount of pre-paid on board services that apply to all cabin occupants before the cruise is $/€ 600. If there are four cabin occupants, the spending for the points calculation of each cabin occupant will be $/€ 150, equal to 100 points.
Members cannot claim points distributed to non-members occupying the same cabin for on board services pre-paid before the cruise which apply to all cabin occupants.
Points for On board Services pre-paid before the cruise by single cabin occupants will be assigned to individual members who pre-paid for on board services before the cruise.
Example of on board services pre-paid before the cruise per single occupant: the total amount of pre-paid on board services that apply to single occupants before the cruise is $/€ 600. In order to assign the points, the total amount will be divided by 150 resulting in 400 points. The single occupant who benefits from the pre-paid on board services that apply to individuals only will receive all 400 points.

c. BONUS POINTS
- Bundle Points: Members who book a cruise with package included (i.e. beverage package) will earn additional Bonus Points as follows:
- 200 points for beverages package
- 100 points for any other package

Member who book a cruise with internet and beverage package included will earn a total of 300 points (200 points for beverage package + 100 points for internet package).
Yacht Club Experience is excluded from the additional bonus bundle points for beverage and internet package. Points are assigned approximately 10 days after the end of the cruise.
- If you are already a member and have an upcoming confirmed cruise with MSC Cruises, you will receive 100 bonus points if you update or confirm your contact details (email, mobile, phone, address) up to 72 hours prior to sailing. It is possible to update or confirm the contact details in the online personal area or through the Web Check-in. The 100 bonus points can be awarded only one time per year. Points are assigned approximately 10 days after the end of the cruise.
-Birthday points: Members who book a cruise within 3 months from their birthday date, get 200 points as bonus. Points will be assigned approximately 10 days after the end of the cruise.
-The 100 bonus points can be awarded only one time per year.
-Early Access to New and MSC Voyagers Club periodic promotions. The amount of points will be communicated via email as temporary promotion with dedicated conditions. All the points earned will be assigned approximately 10 days after the end of the cruise. Depending on the conditions, points could be attributed at the time of the booking for specific promotions.

2.1 POINTS BALANCE
Members can check their points balance, membership level and card expiry date and details of the cruises they have taken in the online MyMSC personal area available on our MSC website. Members will also receive regular updates on their points balance at the email address provided during the enrolment process.

3. WELCOME, CLASSIC, SILVER, GOLD, DIAMOND AND BLUE DIAMOND LEVELS OF MEMBERSHIP
MSC Voyagers Club consists of six levels of membership (Welcome, Classic, Silver, Gold, Diamond, and Blue Diamond) according to the total points accumulated; each level has a personalised cruise card. The MSC Voyagers Club Card will have the same name as the membership level and coincides with the cruise card delivered onboard.
- Blue Diamond membership 25,000+ points;
- Diamond membership: 10,000 to 24,999 points;
- Gold membership: from 4,300 to 9,999 points;
- Silver membership: from 2,200 to 4,299 points;
- Classic membership: from 1 to 2,199 points;
- Welcome membership: 0 points;

If no cruises are completed for 5 years, the level of membership reached is lost as described in section 1, 1.4 Length of Membership.
For example: if a Gold MSC Voyagers Club member does not sail for 5 years since the last disembarkation date, Gold membership will be lost.
Once a new point score is reached enabling qualification for a new level of membership, the member receives an MSC Voyagers Club Card with the same Club Identification Number on the next cruise taken after their membership upgrade. Members will be informed of their new level of membership via email after the cruise.
Membership upgrades achieved through cruises taken on different ships within a short space of time (fewer than 10 days) will not be updated in real time.

3.1 Recovery of previous cruises
Passengers successfully completing their subscription to MSC Voyagers Club 3 months after their disembarkation date will receive a fixed amount of 500 points. No points related to previous cruises will be recognised if the disembarkation date of the last cruise is over 3 months ago.
The same criteria for the recovery of previous cruises applies to passengers whose MSC Voyagers Club membership has previously expired (in the event of no cruises in 5 years since their last disembarkation date).
Passengers successfully completing their subscription to MSC Voyagers Club less than 3 months after their disembarkation date will recover all points of their most recent cruise.
3.2 Points are non-transferable and cannot be given to third parties.
3.3 Points have no monetary value and cannot be redeemed for cash, but only contribute to obtaining benefits belonging to the MSC Voyagers Club Programme.
3.4 Points are always awarded after the cruise and not during the cruise.
3.5 Points may not be issued on all cruise departures. Members should enquire before completing their purchase as information will be available when MSC Voyagers Club points will not be issued for certain departures.
3.6 Any point issued in error may be revoked or modified at any time at the sole discretion of MSC Cruises SA and without any notification.

4. BENEFITS
4.1 General Information
4.1.1 Members of the MSC Voyagers Club have the right to a series of benefits differentiated according to their level of membership.
The benefits are classified as:
a) Discounts on the purchase of an MSC cruise;
b) Services, privileges and discounts on board.
4.1.2 The only way to be eligible for the MSC Voyagers Club benefits is to provide the MSC Voyagers Club Identification number at the time of the cruise booking.
4.1.3 Benefits are divided into Personal benefits and Cabin benefits. Personal benefits are reserved for the member as an individual and are not transferable. Cabin benefits presume the division of the benefits among all the occupants of the cabin (even if there is more than one member).
4.1.4 Benefits may be subject to changes without warning for operational reasons. The order and days of allocation of the on board benefits may vary according to the duration of the cruise and the organisation of the ship and may not be disputed by members.
4.1.5 Members under 18 years of age are not eligible for all benefits. Members under 18 or a parent/legal guardian must check benefit limitations for members under 18 in these terms and conditions.

4.2 MSC Voyagers Club DISCOUNTS
MSC Voyagers Club Members' cruise discount is extendible to all cabin occupants and valid all year around (Classic 5%, Silver 5%, Gold 5%, Diamond 5%, Blue Diamond 5%): the discount has no seasonal restriction and is valid per cabin. The discount can be combined with all promotions and offers unless otherwise stated in the offers (The discount cannot be applied to groups bookings. Welcome Tier is excluded from the MSC Voyagers Club 5% discount.
In such cases the MSC Voyagers Club Identification Number must be provided at the time of the cruise booking in order to enjoy all benefits available during the cruise and earn Club points.
MSC Voyagers Club Members can extend their discount to the other people staying in their cabin, included in the booking.
MSC will not grant points and discounts if the card number is not added at the time of the booking.
The discount is understood to be applied to the cabin cruise booking fare only. The discount cannot be applied to flights, transfers, port taxes, hotels, excursions, pre-paid services and insurance.
The possibility of using the discount for the purchase of a cruise in conjunction with other promotions must always be checked.
Members are asked to check directly with their travel agent or with MSC Cruises' Reservation Consultants.

MSC Voyagers Exclusives Programme:
The offer can be applied on any cruise departure (World Cruises Excluded) and is combinable with the 5% MSC Voyagers Club discount.

Voyagers Exclusives is not available for Welcome Members.
If you book more than 12 months before departure we offer you an additional 5% discount, double points and 50€/$ Ship Board Credit per member for Silver, Gold, Diamond and Blue Diamond Members.
Shipboard credit is issued per member and not per cabin. Shipboard credit is applied to the final bill at the end of the cruise. Shipboard credit does not apply to MSC Voyagers Club members under 18 years old.
If you book between 9 and 12 months before departure we offer you an extra 5% discount.
The discount can be extended to all occupants of the cabin, it can be applied on any departures (excluded World Cruise) and prices (i.e. EB, Best Price Today, Brochure and Promo Rates). The promotion is not combined with any other discount and it is subject to availability.
The discount cannot be combined with any group and network rates, unless otherwise specified in the details of the promotion itself.
MSC Voyagers Exclusives can be booked online by providing your Club Identification Number at the time of the booking confirmation.
The possibility of booking MSC Voyagers Exclusives may be limited to a certain period. In this case the expiry of the promotion will be communicated online.
MSC Voyagers Exclusives terms and conditions may vary according to the market.

MSC Voyagers Selection Discount:

A selection of departures is available periodically with an additional and consequential discount (5%, 10% or 15%) for all membership tiers (including Welcome). The discounts can be combined with the 5% MSC Voyagers Club booking discount (Welcome Excluded) and cannot be combined with MSC Voyagers Exclusives. The additional discount may vary depending on the departures and markets. This awarded discount can be extended to all occupants of the cabin and can be applied on EB, Best Price Today, Brochure and Promo Rates. The discount cannot be combined with any group and network rates, unless otherwise specified in the details of the promotion itself.
MSC Voyagers Selection departures are visible online in the MSC Voyagers Club section, Deals page, on board and at Travel Agencies. MSC Voyagers Selection departures can be booked online by providing your Club Identification Number.
The possibility of booking MSC Voyagers Selection departures may be limited to a certain time frame. Expiry of promotions will be communicated online.
MSC Voyagers Selection departure terms and conditions may vary according to the market.

4.2.1 Dedicated member on board discounts can be applied at the time of purchase or at the end of the cruise when the member's account bill is closed. Customers must always check if discounts are applicable to other promotions currently in progress on board. MSC Cruises is not responsible for any errors and/or omissions regarding MSC Voyagers Club discounts on board.

4.3 MSC Voyagers Club ADVANTAGES

• MSC Voyagers Club Online Private area [Welcome, Classic, Silver, Gold, Diamond, Blue Diamond]: members can create their own account to view their membership level, points balance and card expiry date.

• MSC Voyagers Club special e-newsletter [Welcome, Classic, Silver, Gold, Diamond, Blue Diamond]: the e-newsletter is sent to MSC Voyagers Club members who have entered an email address during subscription and will only receive important MSC Voyagers Club communications.

• MSC Voyagers Club luggage identification tags [Welcome, Classic, Silver, Gold, Diamond, Blue Diamond]
MSC Voyagers Club personalised luggage tags for embarkation in the e-ticket delivered to the customer.
The luggage tag must be applied on the luggage to be embarked, in order to have the luggage delivered directly in cabin on board.

• Special Event for members only [Classic, Silver, Gold, Diamond, Blue Diamond]: Members will receive an invitation on board with all the details regarding the event. Members can contact Reception – Guest Service to get more information. Not available on cruises with less than 4 days. All MSC Voyagers Club members under 18 must be accompanied by an adult sharing the same cabin.

• Cruise Card personalised with the status level [Classic, Silver, Gold, Diamond, Blue Diamond] Members will have their level printed on the back of their cruise card directly on board. The cruise card identifies the member on board, and must be provided to obtain the relative benefits.

• DISCOUNT ON PHOTOGRAPHS. 20% for Classic ; 20% for Silver; 20% for Gold; 20% for Diamond; 20% for Blue Diamond card holders. Valid for the Photo Shop only on the current cruise.
Discount is not available for the Timeless or Iris Programmes, any private photography and private shootings.
It can be combined with any other Photo Shop offer. Not available to members under 18 years of age.

• DISCOUNT FOR THE PURCHASE OF A WIDE SELECTION OF DIGITAL ACCESSORIES: 10% for Classic, 10% for Silver, 10% for Gold, 10% for Diamond and 10% for Blue Diamond card holders. Valid for the Photo Shop only on the current cruise.
It can be combined with any other Photo Shop offer. Not available to members under 18 years of age.

• DISCOUNT ON INTERNET PACKAGES: 5% for Classic, Silver, Gold, Diamond and Blue Diamond card holders only. It can be combined with other offer. Internet Café is excluded.
Not available to members under 18 years of age.

• 50% DISCOUNT ON THE F1 SIMULATOR: valid for Classic, Silver, Gold and Diamond and Blue Diamond card holders only on the current cruise. It can be combined with any other offer. Valid for one transaction only.
Not available to members under 18 years of age.

• DISCOUNT ON LAUNDRY PACKAGES: 10% valid for Silver, Gold, Diamond and Blue Diamond members only on the current cruise. It can't be combined with any other offer. Not available to members under 18 years of age.

• DISCOUNT ON THERMAL AREA ACCESS and on any SPA, Salon and Fitness services: 10% for Welcome, Classic and Silver members; 20% for Gold, Diamond and Blue Diamond members.
It can not be combined with any other offer. The discount is only applicable to services and not retail products. Not available to members under 18 years of age.

•MSC LOGO SHOPS DISCOUNT: Members can enjoy unique discounts on MSC branded items only.
10% discount for Classic and Silver members; 15% discount for Gold, Diamond and Blue Diamond members. The discount is not combinable with other promotions and applies only on the first purchase and for transactions over 50€.
Not available to members under 18 Years of age.

• 10% DISCOUNT ON MINIBAR: valid for Silver, Gold, Diamond and Blue Diamond card holders for current cruise only and can be combined with any other offers. The discount will be deducted from the total minibar spend and applied at the end of the cruise.
Not available to members under 18.

• Milestone Reward [Silver, Gold, Diamond, Blue Diamond]: Silver, Gold, Diamond and Blue Diamond members will receive a membership pin upon reaching the level of membership for the first time. Pins will only be delivered on board and cannot be sent to members' homes.
The pins will be allocated once per membership level upgrade to all eligible MSC Voyagers Club members. Available for MSC Voyagers Club members aged over 10 at the time of the cruise.
The pin cannot be used as a form of membership identification. Visit the MSC Voyagers Club guest service desk to receive your pin.
Just Blue Diamond members, will have the Blue Diamond Pin delivered directly in cabin just during the first cruise done as a Blue Diamond member.

• Priority Line in case of a different dining sitting time preference [Silver, Gold, Diamond, Blue Diamond] Members will have the chance to use a priority line at the Restaurant Desk to change their sitting preferences and time. Restaurant desk is available at the restaurant's entrance.
Depending on the ship and the route, priority line might not be working.
Not available to members under 18 years of age.

• Complimentary one-hour thermal area session [Gold, Diamond, Blue Diamond]. Benefit not available for MSC Voyagers Club members under 18. Members have to book the session by calling the Spa directly, in advance.
The benefit has to be intended as one per cruise per member.

• Special Gift [Gold, Diamond, Blue Diamond]: delivered once per cruise and per member during the cruise, may vary depending on the ship and destination. Not available on cruises less than 4 days.
Not available for MSC Voyagers Club members under 10 at the time of the cruise.

• Priority for the last disembarkation day and access to transfer buses:
[Gold, Diamond, Blue Diamond], Members will be informed the day before disembarkations with a message delivered in cabin.
Members should contact Reception-Guest Service for more information and to book the priority service at disembarkation.
In case no booking is made, members will follow the standard disembarkation process defined on board.
The access to transfer buses will be available just where booked by the member.

• One Free Picture [Diamond, Blue Diamond]: complimentary picture is offered to Diamond and Blue Diamond members. The picture is selected by the guest. The photo will be a 13x18 cm format.
The photo proposed will be any photo already printed from the photo gallery.
It is mandatory to choose one of oneself.
The member can choose a different photo size paying only the difference in price.

• Complimentary Classic Birthday Cake [Silver, Gold, Diamond, Blue Diamond], members will be invited to the restaurant to receive a special treat on their Birthday. The Maître d'Hotel or restaurant staff will deliver a special cake to the member's table offered with the compliments of MSC Voyagers Club.
Members can give a preference on the day and time to receive the birthday cake, checking with Reception/Guest Service on board.
Birthday cake will be delivered only if member's birthday happens during the cruise (excluding disembarkation day)

• Courtesy towelling bathrobe and slippers in cabin [Gold, Diamond, Blue Diamond], available during the cruise and for adults only. Courtesy use only, to be left in the cabin at the end of the cruise. Privilege not available for MSC Voyagers Club members under 18 years old.
• Early Access to Theatre Shows [Gold, Diamond, Blue Diamond] Members can access the Theatre shows from 30 to 15 minutes in advance, having the chance to avoid crowds and enjoy the theatre experience. Members must show their cruise cards at the Theatre entrance to be accepted. Booking theatre sitting in advance is still mandatory.
•One Free F1 Simulator Circuit [Gold, Diamond, Blue Diamond] Members can enjoy one free circuit on the F1 Simulator. Members have to show their cruise Card at the desk to be enjoy the benefit. Benefit can be used just one time per cruise. Privilege not applicable to members under 10 years old.
•Priority Drop Off Luggage [Diamond, Blue Diamond] Members can benefit from a priority Luggage Drop Off service before embarkation at the Cruise terminal. Members will need to apply tag on the luggage to enjoy the benefit. Luggage must be left at the drop off point with Diamond Sign.
Depending on the port, priority drop off points might not be available.
• Priority Lane at Check In [Diamond, Blue Diamond], at available ports.
To take advantage of this benefit, it is mandatory that the MSC Voyagers Club Diamond Card, luggage tags or Club Identification Number are shown at the check-in point at the cruise terminal.
The Club Identification Number is available on the e-ticket or by printing a pdf version of the electronic card before embarkation day.
Please note that priority lane at check in is only available on the first day of the cruise, on embarkation day.
• Priority Line assistance at Contact Centre [Diamond, Blue Diamond] Members will have a priority phone line with a Voyagers Club specialist when calling the MSC contact centre of reference. This does not guarantee no wait time on the phone, as the waiting time can still be present, especially for the peak booking season.
• Free bottle of water [Diamond, Blue Diamond]
A free bottle of water will be delivered to members' cabin the first cruise day. The bottle is intended to be per member (ex: 3 members within the same cabin will receive three bottles of water).
• Late cabin check-out [Diamond, Blue Diamond], late cabin check-out on disembarkation for Diamond and Blue Diamond card members after the ship arrives in port (some limitation may apply based on ship operations). Members should check transfer time to make sure they can enjoy the privilege. More details are available by contacting Reception-Guest Service.
• MSC Voyagers Club Diamond Party [Diamond, Blue Diamond]. Members will receive an invitation on board to join an exclusive party where they can meet other MSC Voyagers Club Diamond and Blue Diamond members. Not available on cruises with less than 4 days. All MSC Voyagers Club members under 18 must be accompanied to the party by an adult sharing their same cabin.
• MSC Sweet Chocolate Gift [Diamond, Blue Diamond], a complimentary chocolate gift by Venchi will be delivered during the cruise directly in cabin. Not available on cruises with less than 4 days.
• Complimentary Specialty Restaurant "Tasting Menu" Dinner [Diamond, Blue Diamond]. Members are entitled to enjoy a tasting menu dinner at a specialty restaurant once during the cruise (beverages excluded).
Members may extend their invitation to one occupant of the same cabin only once and only if the cabin mate is not a Diamond or Blue Diamond card member. Specialty restaurants may not be available on all ship classes. This privilege is applicable in Specialty Restaurant where the "dining experience" is included in the set menu. Members under 18 must be accompanied in order to enjoy the privilege. Members are not allowed to bring any outside beverages into the restaurant. Privilege is valid in certain specialty restaurants only. More details are available on board.
• Bottle of Spumante with macarons in cabin [Diamond, Blue Diamond]: one per cabin and once per cruise.
Privilege not available for members under 18 years old.
• Free Choice for the Exclusive Pillow Selection [Diamond, Blue Diamond]. Diamond and Blue Diamond members can choose the pillow of preference from a dedicated pillow menu. Pillow menu will be available directly in cabin, and can be consulted by member at any time. Member can express their preference at the housekeeping referent on board. Pillow choice is based on availability and might not be available on certain routes and ships.
• Priority for free cabin upgrade attribution [Diamond, Blue Diamond]: Diamond and Blue Diamond members have priority for the cabin upgrade. Note that the upgrade is not guaranteed and applies only when there are free cabins available. The upgrade stay at sole discretion of the MSC Office.
• One Free Shuttle Bus Ticket (excursion) [Blue Diamond] Free shuttle bus transfer ticket is available for Blue Diamond members only.
The benefit can be used once per cruise per member. Member will receive the free ticket just for the first available port.
Transfer ticket is sent directly in cabin.
• Flexible arrival in port [Blue Diamond]: Blue Diamond members have access to flexible arrival in port. The respect of ship operation timings is still mandatory. (there could be some limitations, depending on the port and ship operations)
• Private Meet & Greet with Captain / MSC Officer [Blue Diamond]. Members will receive an invitation to enjoy a special private meet & greet with Captain or MSC Officer. The details will be shared directly on board based on the ship's operation.
•Free Internet Browse Package [Blue Diamond]: Members will enjoy Free internet Browse package on board. The Free Browse Package is applied for one device only.
If members want to upgrade to Browse & Stream package, they can do that by paying a supplement.
•Access to Yacht Club dedicated check-in [Blue Diamond]: Depending on the port, members can enjoy a Yacht Club dedicated check-in process. Members can show their Ticket to be identified as Blue Diamond, and proceed through the check-in process.
Yacht Club dedicated check-in is not available in all ports, there might be some limitations depending on the port of embarkation operations.
•Yacht Club Drop Off Luggage [Blue Diamond]: Members can drop off their luggage at the Yacht Club luggage drop off area. Members must apply the luggage tag and identify themselves as Blue Diamond Members in order to access the benefit. Yacht Club drop off service is not available in all the ports.
•Priority Access to Tender Boat [Blue Diamond]: Members will have a priority access to the tender boat just in selected ports where the tender boat is required. Priority Tender Access tickets will be delivered to the members' cabin. Using the ticket, members will be able to jump the line and get immediate priority.
Not available on cruises less than 4 days.
•Flexy Dining (My Choice) [Blue Diamond]: Members can enjoy My Choice dining option; Members do not need to give info about the preference, they will have the flexibility to go at a dedicated restaurant with time flexibility.
•Behind the Scenes tour [Blue Diamond]: Blue Diamond members can join a free tour of the ship on board. The details about the tour will be available directly on board. Not available for members under 18 years old.
Note that the tour is under availability and is not available on all ships and itineraries.
4.4 All the benefits described above will be given to members according to their level of membership. The time and place of issue of the benefit may vary depending on the cruise, destination and cruise length. Benefits may be subject to changes without prior notice due to availability and/or operational reasons.
For any other information on the following or any other benefit please visit the MSC Voyagers Infopoint or the Reception - Guest Service when on board or visit www.msccruises.com.

5. CHANGES RELATED TO THE OLD MSC VOYAGERS CLUB

Starting from 07/11/2024 MSC Voyagers Club Programme has been restyled with new mechanisms and benefits. Members from old MSC Voyagers Club Programme who have more than 25.000 points, will be recognised as Blue Diamond members. Blue Diamond tier is excluded from Family and Friends rates, STAFF. Main changes regard the extension of expiration validity from 3 to 5 years, removal of on board expenses points attribution and introduction of new ways to earn points highlighted in 2.b and 2.c All members existing before MSC Voyagers Club restyling will maintain the same card membership number, and will enjoy new benefits coming with the new restyling.

6. GENERAL TERMS
6.1 MSC Cruises SA reserves the right to modify or integrate all or part of these General Conditions without notice.
6.2 MSC Cruises SA, reserves the right to exclude any member from the MSC Voyagers Club Programme without any notice. In case of exclusion and/or closure of the membership, the points accumulated up to that moment and related privileges will be forfeited. MSC Cruises reserves the right to deny participation without notice.
6.3 Legal persons, as well as employees of MSC Cruises and related companies, are excluded from participation in this Programme. No points will be awarded for "Experience" purchased and pre-paid on board services if the Member is travelling on a free or special ticket, nor will the cruise count towards achieving a higher level of membership.
6.4 Members who need to communicate any change of address can edit their membership profile on the MSC Cruises website entering the personal area in the MSC Voyagers Club section or contacting the MSC Cruises contact centre.
6.5 The points and benefits assigned to the Members are strictly personal and cannot be transferred, sold, converted into money or reimbursed in the case of partial use. Points will be recognised for MSC Voyagers Club members travelling on a Charter Cruise.
6.6 Every Member may be the holder of only one Club Identification Number. In

case of an error in which there is more than one Club Identification Number registered to the same Member, MSC will transfer the points accumulated to one single Club Identification Number and cancel the other Club Identification Numbers.

6.7 Points will be credited only if the card identification number is inserted in the booking and if the cruise has been completed.

If a member does not embark on the cruise, points will not be awarded.

If members do not embark on the cruise, points for pre-board will not be awarded and the cruise will not form part of the calculation of points and the evaluation of status.

If the member does not embark, the cruise will not be taken into consideration in the extension of the status duration.

If members do not embark on the cruise, benefits per cabin will not be applied to the cabin originally occupied by the member in case the other occupants of the cabin are not Club members.

In case of cancellation of cruise by MSC please refer to the conditions stated on MSC Cruises website or MSC Cruises brochure.

Points for Experience Purchased will not be assigned in case of "MSC Specials" promotions, only points for on board services pre-paid, bundle points and bonus points will be recognised.

6.8 MSC Cruises SA reserves the right to amend, modify or change any of the MSC Voyagers Club terms and conditions at any time and without prior notice by posting the amended terms on our websites. The amended terms and conditions shall automatically be effective upon posting on our websites and starting from the Programme launch date published on these T&Cs. Members should therefore review these terms

and conditions from time to time so that they will be aware of such eventual amendments, modifications or changes.

MSC Cruises SA further reserves the right to discontinue the MSC Voyagers Club with or without prior notice without incurring in any liability. MSC Cruises SA shall not be liable to any Member or any third party should we exercise such a right. Moreover, MSC Cruises SA may from time to time post additional guidelines or rules, whether relating to particular sub-parts of the MSC Voyagers Club. Any such additional documents are hereby incorporated into these terms and conditions by reference; provided, however, that in the event of a direct conflict between any such additional documents and the terms set forth herein, these terms herein shall prevail.

6.9 The present rules and the contest are subject to Swiss law, with the exclusive jurisdiction of Swiss Courts.

7. PRIVACY POLICY

Privacy policy and principles for data processing are available on the following website

http://www.msccruises.com/en-gl/Privacy.aspx