

FAQs:

HOW WILL MY COSTA CRUISE CHANGE POST COVID-19

This document contains the main news regarding how life on board will change, covering all aspects of Costa's interaction with the guest, from booking to disembarkation, in the face of the "new normal" introduced by the Covid-19 prevention regulations.

It is not intended to be a statement, but rather a communication tool for sales channels when presented with questions from our guests and potential guests.

The indications provided in this document are based on the current pandemic situation; of course, as the situation evolves, things may change. We will continuously monitor relevant developments in our response to the COVID-19 situation and, if necessary, update shared information regarding our prevention protocols and safety measure.

GENERAL INFORMATION

01 What are the main safety measures in force on the ship?

In order to guarantee maximum safety for guests and crew, Costa has implemented new safety measures on board its fleet. These have been designed to guarantee our guests both a pleasant and safe vacation experience at the same time. Life on board our ships brings together a mix of different experiences, many of which can also be found on land (restaurants, bars, gyms, wellness centers, shops), therefore we are working out ways to comply with the safety protocols defined for these types of activities and develop services to increase the safety of our guests and crew. Cruise ships are equipped with hospitals and medical staff available 24 hours a day, unlike other types of tourist facilities and thus can guarantee maximum safety.

Specifically:

- > we will ensure social distancing by reducing the number of passengers on board each cruise
- > the cabins will be sprayed after every change of guest with certified antiviral disinfectants and will also be cleaned, sanitized and disinfected daily
- > all public areas will be sanitized twice daily with powerful disinfectant detergents; the internal public areas, including the corridors on the decks where cabins are located, will also be disinfected with an antiviral treatment sprayed once a day
- > all onboard personnel will utilize the necessary protective equipment and will pay particular attention to hand washing (using antibacterial soap for at least 20 seconds at the beginning and end of each shift)
- > guests will find hand sanitizer dispensers available in all the main public areas
- > in public areas of the ship, it will be essential to wear face masks in all circumstances where it is not possible to guarantee adequate social distancing, in accordance with the regulations in place
- > in all areas of the ship, the ventilation systems will ensure maximum filtration of fresh air from outside keeping recycled air to a minimum

To guarantee the health and safety of its fleet, Costa is working with the Cruise Lines International Association (CLIA), an internal health and safety team and a panel of independent public health experts to develop new operational procedures to respond to the COVID-19 situation in compliance with national and international health standards.

The security measures put in place cover all stages of the journey, from arrival at the terminal to life on board, excursions and both the prevention and management of health problems that may arise.

PERSONAL PROTECTIVE EQUIPMENT

02 Will I have to wear a mask and gloves during my vacation?

As we have seen in our “new” daily life on land, it will be necessary to wear a facemask in all circumstances where it is not possible to guarantee the appropriate social distancing. It will not, however, be required in outdoor areas, on sun loungers, in the swimming pool and during the meal and bar service, once seated at the table; instead, it will be mandatory to wear a mask at the terminal and during the boarding process and in all other public areas of the ship.

During your vacation, you will not need to wear disposable gloves, thanks to the widespread presence of hand sanitizer dispensers, located in different areas of the terminal and the ship.

We recommend, for the convenience of each guest, acquiring the necessary personal protective equipment prior to departure; however, Costa will make every effort to provide disposable masks and gloves upon request during your stay.

DIGITAL TOOLS

03 How can I minimize my interaction and direct contact with surfaces?

To ensure minimal contact with surfaces and staff, we offer all our guests, both before and during the cruise, several digital solutions:

- > all paid cruise services can be booked before boarding on the MyCosta platform (www.mycosta.com): from spa treatments to drink packages; thanks to this advance booking service, you will be sure to avoid any waiting time
 - > interactive on-board monitors, present in many areas of the ship, allow you to safely book cruise services (for example photos, excursions, internet packages)
 - > the cabin telephones, from which you can call the various onboard services for reservations and information
-

PRE BOARDING (CHECK IN / TERMINAL)

04 How will check-in be done?

Check-in must be done online, starting 72 hours before departure, on the MyCosta platform (www.mycosta.com). Following your online check-in, you will receive a boarding slot, with a designated time to arrive at the cruise terminal; punctuality and compliance with this schedule is essential in order to minimize the influx of guests and avoid gatherings.

The arrival time at the terminal will therefore be staggered for all guests. The online check-in will be completed together with a mandatory online health-screening questionnaire for each passenger; without having checked-in and completed the required questionnaire online, access to the ship will be denied.

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

To safeguard the health of the guests and all others boarding, you will be required to follow certain safety procedures, including:

- > body temperature check via an infrared system at boarding: in case of a body temperature higher than 37.5°C (99.5 °F) or flu-like symptoms, a more extensive medical check-up will be required
- > constant presence of specific personnel in charge of monitoring the health conditions of the passengers

In this way, the staff will assess the health conditions of all passengers; to protect the health of guests and crew, Costa may refuse access to the ship if the necessary safety conditions are not met.

06 What happens if I am not considered fit for boarding?

Unfortunately, you will not be able to access the ship; you will, however, receive a full refund of your cruise fare.

07 What are the main preventive measures implemented at the boarding/disembarkation terminal?

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

- > increased frequency and intensity of sanitization and disinfection in common areas
- > management of spaces to respect social distancing and larger waiting areas for guests inside the terminal
- > use of all available communication channels (announcements, videos, signs, etc.) to provide the necessary information on hygiene and the behaviors to be adopted in terms of safety and prevention
- > mandatory use of masks by guests, crew, and employees
- > implementation of numerous hand sanitizer dispensers
- > sanitization of the air conditioning systems

08 How much luggage can be brought on board?

The rules on baggage have not changed as a result of the Covid-19 prevention regulations. In addition to your hand luggage, each passenger may bring: one additional bag for cruises of a maximum of 7 days, two additional bags for cruises of a maximum of 14 days and three additional bags for cruises longer than 14 days.

THE STAFF

09 What hygiene protocols must the crew respect?

We have strengthened the hygiene protocols that our crew must follow. In addition to wearing protective equipment, the crew will be required to carry out body temperature screening at least once a day using automatic devices.

10 Has the Costa staff undergone specific training?

Yes, all personnel on board Costa ships and in the terminals have been through specific training courses on safety protocols adopted in compliance with national health regulations and on how to prevent and manage emergencies when passengers show suspicious symptoms attributable to Covid-19.

In addition, in the crew areas, there will be widespread information, via signs, digital screens and audio announcements, on the main hygiene regulations and how to correctly manage interactions with the guests.

Our ships are equipped with a hospital with medical and paramedical staff available 24 hours a day to handle any health problem. Naturally, each ship works in full collaboration with the shore side health authorities.

PUBLIC AREAS ON BOARD

11 What precautions have been taken for public areas on board?

Costa Cruises respects the regulations imposed by the national and international authorities:

- > the internal and external public areas will be sanitized twice daily with the use of powerful disinfectant detergents (the internal areas will be further disinfected with an antiviral nebulization treatment once a day)
 - > hand sanitizer dispensers will be available to guests in all public areas
 - > the ship's floors will be frequently cleaned with specific neutral-PH products and sanitized at the end of every day
 - > surfaces with a high-contact factor, such as elevator buttons, handles, handrails will be frequently sanitized
 - > the information desks at reception and the excursion office will be equipped with plexiglass barriers; all personnel on board must wear a mask and, where applicable, protective gloves
 - > automatic payment points will be sanitized frequently
 - > public restrooms will be sanitized frequently
 - > the seats on the external decks will have surfaces that can be washed and sanitized; for this reason, we have chosen to eliminate some fabric cushions and hammocks
 - > comprehensive information can be found at strategically located points on our ships, via signs, digital screens and audio announcements, containing the relevant hygiene recommendations and the methods for using the services on board
-

12 Will it be possible to move between the decks of the ship by elevator?

Yes, it will be possible; our on-board staff and relevant signs will provide precise instructions on the maximum occupancy and elevator buttons will be frequently sanitized.

13 Will it be possible to swim in the pool?

In fact, it will only be possible to access the pool area on the external decks of the ship and the area reserved for hot tubs, although the number of people permitted to use it at the same time will be limited.

14 Will it be possible to use the sun loungers?

Yes, the sun loungers will be adequately spaced to allow guests to sunbathe and will be sanitized frequently by the crew.

CABINS

15 What precautions have been taken for our safety in the cabin?

- > Daily cleaning and disinfection, as well as antiviral nebulization treatment at each guest change
 - > Daily disinfection and antiviral nebulization treatment of the corridors on the decks where cabins are located
 - > Laundering and disinfection of sheets at high temperature
 - > Disinfection of the bathroom with specific, professional alkaline-based products
 - > Room service available on request
-

ENTERTAINMENT

16 How will the entertainment on board take place?

- > During your cruise you will be able to attend the extraordinary shows on board and participate in the daily entertainment activities, in accordance with the necessary health protection rules.
 - > The occupancy of the theatres and show lounges will be reduced to ensure the proper distance among spectators.
 - > We have redesigned the layout of the seats on board in order to guarantee a safe distance among passengers; seats that cannot be used will be marked with appropriate signs.
 - > The proposed shows will be repeated several times, so that all passengers have the opportunity to attend.
 - > After each show, before a new one starts, our staff will disinfect the entire area including each seat with appropriate disinfectant products.
 - > In addition, hand sanitizer dispensers will be available for guests at the entrance and exit of the theater.
-

17 How will the musical entertainment take place in the lounge bars?

In the daily program, live music shows will be offered in all lounge bars. Also, in this case, the occupancy of the room will be regulated to permit social distancing based on available seats.

18 Will there be dance evenings and disco parties?

In order to avoid the possibility of large gatherings and to respect the social distancing rules, we have chosen not to propose these types of events: they will be replaced by live shows and unforgettable performances, which will allow you to have fun safely.

19 How will payments on board work?

The Costa Card will continue to be the only payment method on board. To cover your expenses, you can choose to link your Costa Card to a credit card (Visa, Mastercard or American Express), or reload it with cash, using the designated automatic machines on board.

RESTAURANTS AND BARS

20 Where can meals and drinks be enjoyed on board?

Meals and drinks, in restaurants or at the bar, will be served exclusively at the table. The menus and paper lists will be reduced to a minimum; to ensure an experience safely,

21 Will it be possible to order drinks at the bars?

On board at all our bars, during the opening times indicated in the daily program, it will be possible to order drinks at the table from our staff.

Tables (and any reusable menus) will be sanitized after each use.

It will be possible to order directly at the counter only if the safety distance is respected; guest access points will be clearly marked and limited to avoid creating large groups.

Costa Cruises will follow all national and international regulations in place.

22 How will seating in restaurants be arranged?

The space between seats at the tables and between the tables themselves have been designed for you to enjoy your meal safely. Only members of the same family and guests traveling together will be allowed to sit together at the same table.

23 Will it be possible to choose my own table for meals?

At breakfast and lunch, the tables will not be assigned, and the rule of open seating will apply, always respecting the social distancing rules. For dinner, the table will be assigned without the possibility to modify it; this is to permit the correct management of the space.

24 Will the buffet restaurant be open?

No, the buffet service for this type of cruise will be suspended. Breakfast, lunch, snack, and dinner will be served in the restaurants by our crew, wearing the necessary personal protective equipment.

25 What precautions have been taken for the food service activities?

- > All of our restaurants and bars will be cleaned and sanitized before the meal service, at the end of the meal service and after each use of the table by guests.
- > In addition, the crew will serve the food wearing disposable masks and gloves.
- > Costa will provide separate entrances and exits for guests entering and leaving the on board restaurants. Furthermore, any menus will be collected promptly by our crew and sanitized after each use.
- > We remind you that Costa has always been at the forefront, strictly complying with HCCP protocols and the American USPH standards (more restrictive than the European ones), in terms of control and hygiene safety of the food supplied.

EXCURSIONS

26 Will it be possible to book excursions?

Of course! The best way to book an excursion safely is to do it from the comfort of your home, before departure, via the MyCosta website (www.mycosta.com). On board, you can book your excursions in the following ways:

- > with interactive onboard monitors (where present)
- > by phone, by calling the excursion office from the phone in your cabin
- > by setting an individual appointment with our Tour Experts to receive personalized information at the counter

27 How will the excursions take place?

Excursions will be planned for small groups of people, so that the spaces on board the coaches are comfortable and respect the distances required by the regulations in force.

The coaches will depart in a staggered manner and the meeting points will be directly on the dock. To ensure everyone's safety, the coaches will be scrupulously sanitized both before and after each use. Access will be granted only after checking your body temperature.

- > Participants and guides (where applicable) must wear masks. In addition, during guided excursions, guests will be provided with earphones, previously disinfected, and sanitizing wipes.

CASINO / SPA / GYM

28 Will it be possible to access and gamble at the Casino?

Yes, it will be possible to access and gamble at the Casino, but with some limitations. For table games (e.g. Roulette, Fun21), the number of players allowed at the same time will be limited and it will not be permitted to watch the players.

A reduced number of slot machines will be active, and they will be properly sanitized by our staff at the end of each use by a guest.

29 Will it be possible to access the SPA, the beauty salon, and the gym?

Yes, the Spa and Beauty & Wellness areas will be available to all guests, with access restrictions to ensure everyone's safety and well-being.

- > The courses held by instructors will have limited capacity and will be repeated several times during the day in order to guarantee access to all guests.
- > In addition, all equipment and machinery necessary for performing physical exercises and loungers for wellness treatments will be sanitized before and after each use.
- > For specific treatments that involve direct interaction with the operator, it will be mandatory for the guest to wear a mask in conformity with the regulations.

AREAS FOR CHILDREN AND TEENAGERS

30 Which specifically dedicated areas can children and teenagers access?

Children from 3 to 11 years old are guaranteed access to the Squok Club recreation area. Occupancy will be limited, and continuous sanitation protocols will be adopted to ensure that children play in total safety. Even for teenagers, activities will be organized in compliance with the hygiene and social distancing rules. Also, the Game Room/Video Arcade will be accessible with restrictions at set times.

MEDICAL CENTER & CARE

31 Is a medical center present on board?

Yes, on board, there is a medical center equipped with the most advanced health equipment to deal with any emergency that may occur during the cruise.

- > The center has a dedicated and isolated area for suspected Covid-19 cases and has all the medical equipment necessary to perform diagnostic swab screening tests to ascertain whether the Sars-Cov-2 virus is present or not, in addition to being supplied with medication to treat guests who present particular symptoms.
- > Costa has enhanced its information network with regard to the prevention and management of possible Covid-19 cases by stipulating specific agreements with ground-based diagnostic labs in the destinations we will be visiting.

32 Where can used medical devices/protective equipment be disposed of?

Masks, gloves and all protective medical equipment must be disposed of at a specific collection point, which will be defined on board.

As for medical waste, it will be sealed and disposed of following scrupulous health and safety guidelines.

33 Is treatment provided by the ship's medical staff free of charge?

Medical treatment associated to flu-like symptoms or respiratory difficulties will be free of charge for all our guests.

34 What happens if a guest experiences Covid-19 symptoms?

If a guest experiences symptoms similar to Covid-19, he/she will be immediately transferred to a dedicated area and isolated in the Medical Center on board the ship; subsequently he/she will be moved to quarantine in specifically equipped cabins with balconies. Also, those who have been in close and direct contact with any symptomatic subjects, will be treated in the Medical Center and, if necessary, isolated in dedicated cabins.

35 If, upon returning home, within 14 days of disembarking, I experience symptoms similar to Covid-19, who should I contact?

In the fight against Covid-19, the time factor is crucial; if you return home and within 14 days, you have suspicious symptoms or are certain to have contracted Covid-19, call us promptly at 1-800-GO-COSTA (1-800-462-6782) so that we can trace any contacts and prevent further possible spread.