

# Nonperformance Refund Claims Procedure

*Applicable to all Cruise Packages booked through MSC Cruises (USA) LLC where the Cruise portion of the itinerary includes any port in the USA or which embarks or disembarks in the USA.*

**THESE ARE THE INSTRUCTIONS ON HOW TO OBTAIN A REFUND IN THE EVENT OF NONPERFORMANCE OF TRANSPORTATION. FOR ANY TERM NOT DEFINED IN THIS PROCEDURE, PLEASE SEE THE STANDARD BOOKING TERMS AND CONDITIONS AVAILABLE AT [HTTPS://WWW.MSCCRUISESUSA.COM/](https://www.msccruisesusa.com/).**

**“Nonperformance of Transportation”** means cancelling or delaying a Cruise by three (3) or more calendar days, if the Passenger elects not to embark on the delayed Cruise or a substitute Cruise offered by the Company or Carrier. Passengers’ own cancellation does not constitute Nonperformance of Transportation.

In the event of Nonperformance of Transportation, the Passenger may submit a claim for a full refund of all monies paid, including cruise fare, any onboard amenity packages and government fees and taxes.

Refund claims for Nonperformance of Transportation must be submitted in writing with supporting documentation, including the booking confirmation and/or cruise ticket, proof and amount of payment, the cancellation or delay notice, and be sent to MSC Cruises (USA) LLC at the following address:

MSC Cruises (USA) LLC  
6750 N. Andrews Ave., Suite 100  
Fort Lauderdale, FL 33309  
ATTN: Nonperformance Claims Department

It is recommended that refund claims be sent via certified mail, registered mail or courier service with delivery confirmation. Valid refund claims will be paid within 180 days.