



MSC

VOYAGERS
CLUB

MSC VOYAGERS CLUB LOYALTY PROGRAM GENERAL CONDITIONS (AS OF 7/19/15)

The present terms and conditions regulate the constitution and conditions of use of the MSC Voyagers Club Program. The MSC Voyagers Club is the loyalty program of MSC Cruises SA dedicated to all travelers who have sailed at least once on board an MSC cruise since 2006 or have a confirmed booking with MSC Cruises.

CONDITIONS OF USE

These terms and conditions apply to all MSC Voyagers Club members. MSC Voyagers Club substitutes the previous MSC CLUB as MSC Cruises Loyalty program. Please refer to section 5 for further information. MSC Voyagers Club will be effective starting from 7/19/2015. 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 TO THE MSC VOYAGERS CLUB

1.1 Membership applies to all passengers of MSC Cruises SA who have traveled on at least one cruise with MSC since 2006 and to all guests that have a confirmed booking with MSC Cruises.

1.2 All passengers are eligible for membership. Enrollment to the MSC Voyagers Club for members under 18 years old must be carried out by a parent/legal guardian. During the enrollment process, passengers must enter their full name as it appears exactly on their passport.

1.3 Membership is not automatically issued and passengers can subscribe using one of the following methods:

- **Before embarkation** by completing the Become a Member Form at the address indicated in the section of the website dedicated to the MSC Voyagers Club or directly clicking the link on the booking confirmation document or the link on the e-ticket issued once booking is confirmed. It is also possible to register during the online Check-In process. Members will receive their Club Identification Number via email with an electronic card after subscription. Subscription is possible up to 72 hours prior to sailing.

- **On board** by applying for membership on board by contacting Reception-Guest Service and/or MSC Voyagers Club Infopoint:

- **Passengers who have sailed at least once** on MSC Cruises and subscribe on board will receive confirmation that their subscription has been successful via email at the end of the cruise (approximately 10 days after the cruise is completed) with their Club Identification Number and an electronic version of the MSC Voyagers Club card. Regulations regarding recovery of points for previous cruises are set out in clause 3.1 of the present terms and conditions.

- **Passengers who cruise for the first time with MSC** and subscribe on board will receive confirmation that their subscription has been successful via email at the end of the cruise (approximately 10 days after the cruise is completed). They will receive their Club Identification Number and an electronic version of the MSC Voyagers Club Card.

- **Post-cruise** through the website <https://www.msccruisesusa.com/en-us/MSC-Voyagers-Club/Voyagers-Club.aspx> by accessing the "Become a Member" section. Once subscription is successfully processed, they will receive an email with their Club Identification Number and an electronic version of the MSC Voyagers Club Card.

1.4 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. 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 stateroom. The Cruise Card with the Club Identification Number constitutes the MSC Voyagers Club Card and it will be printed and given to the guest 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.

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, 40 - 1206 Geneva (Switzerland).

1.5 Length of Membership

MSC Voyagers Club Membership is subject to a minimum of one cruise every three years. If the last cruise disembarkation date is over 3 years (36 months) or no cruise has been completed in 3 years after the enrolment date, membership to the MSC Voyagers Club program will expire.

For example: if the last disembarkation date is 1/30/2015 and no cruises are completed by 1/30/2018, the membership will expire.

If the registration date is 1/30/2015 and no cruises are completed by 1/30/2018, the membership will expire.

Should the membership expire, passengers must subscribe to the MSC Voyagers Club again. Subscription will be subject to the conditions stated. A new Club Identification Number will be assigned.

2. EARNING POINTS

All MSC Voyagers Club members earn points according to the 3 following criteria:

- "Experiences" purchased** (Bella, Fantastica, Wellness, Aurea) or MSC Yacht Club;
- Onboard Services pre-paid before the cruise;**
- Onboard Expenses.**

a. **"EXPERIENCES PURCHASED"** MSC Cruises SA offers the possibility of purchasing different types of "Experiences": Bella, Fantastica, Wellness, Aurea or 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.

Wellness/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" purchased (Bella, Fantastica, Wellness, 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, Wellness, Aurea Experience or the MSC Yacht Club do not apply, the following rules will be enforced:

Stateroom Type:

Interior Stateroom: 600 points

Ocean View Stateroom: 750 points

Balcony Stateroom: 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 stateroom, 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 stateroom, at the end of the cruise 700 points will be awarded. If two members are present in the stateroom, at the end of the cruise 700 points each will be awarded. MSC Voyagers Club members (Classic, Silver, Gold and Black) who purchase the entire MSC World Cruise will earn triple the points based on

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 Club Area in the MSC Voyagers Club section.

6.5 The points and benefits assigned to the members are strictly personal and cannot be yielded, transferred, sold, converted into money or reimbursed in the case of partial use. Points will be recognized to MSC Voyagers Club members traveling 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 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 stateroom will not be applied to the stateroom originally occupied by the member; in case the other occupants of the stateroom 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.

MSC Cruises reserves the right to ask members for a copy of their final bill, in case of controversy concerning points earned related to onboard expenses.

Points for Experience purchased will not be assigned in case of "MSC Specials" promotions, only points for onboard services pre-paid before the cruise and purchases on board will be recognized. When purchasing combined cruises (i.e. the same ship with consecutive departure date, on one reservation or separate reservations), points will be applied taking into account the total number of nights and assigning the highest type of Experience purchased.

6.8 In the event of any controversy concerning the validity, interpretation and/or execution of these General Conditions and the MSC Voyagers Club Program, Swiss law and jurisdiction will be exclusively applicable.

6.9 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 program launch date published on this 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. 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.

7. PRIVACY POLICY

Privacy policy and principles for data processing are available on the following website <https://www.msccruisesusa.com/en-us/Privacy.aspx>