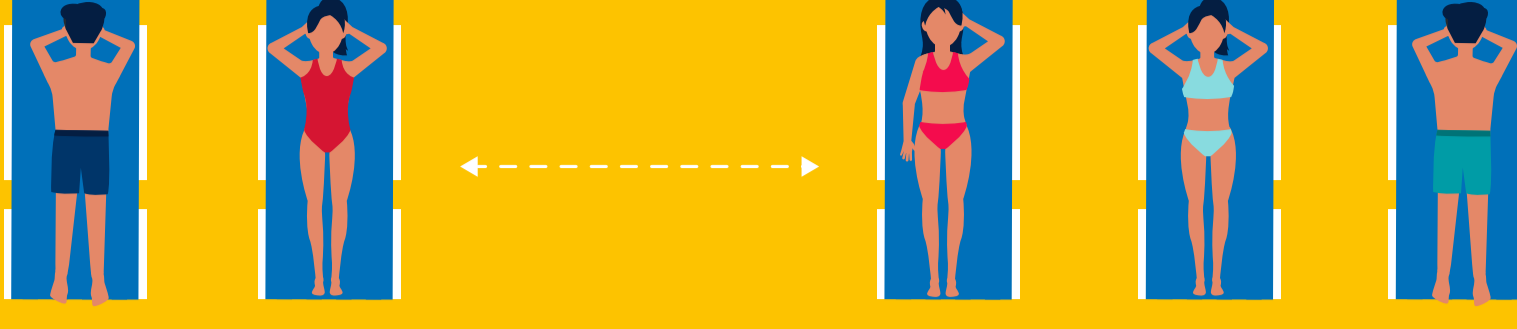


# 10 THINGS TO KNOW

## FOR A TOTALLY SAFE CRUISE



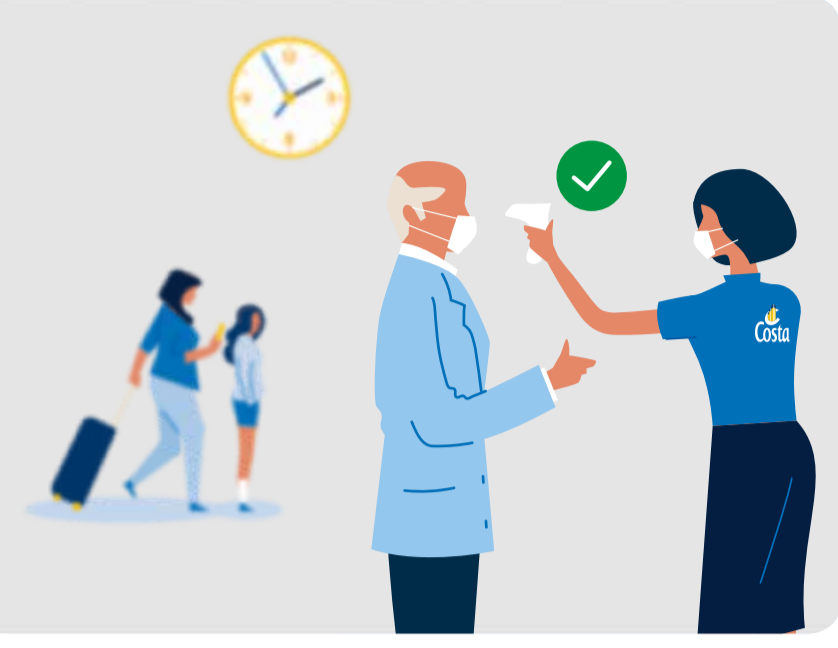
### THE COSTA SAFETY PROTOCOL, FOR YOU

Our health and safety team along with a group of independent scientific experts are working to make your vacation an unforgettable experience with total peace of mind. Here is the Costa Safety Protocol: protocol to protect your health and which contains new operational procedures adapted to the needs of responding to the COVID-19 situation in compliance with national and international health standards



### EXTRA ATTENTION FOR EVERY SINGLE PASSENGER

1



- > **Check-in is carried out completely online and opens 72 hours before your departure.** To receive your cruise ticket, you must fill in a **self-certification questionnaire** regarding your health status.
- > The **boarding times are staggered** to facilitate compliance with the correct social distancing rules and to ensure safe boarding. This is why punctuality is so important.
- > At the boarding terminal, all passengers are **subject to a body temperature and health check** so as to enable a departure in total safety.

### A SMART VACATION

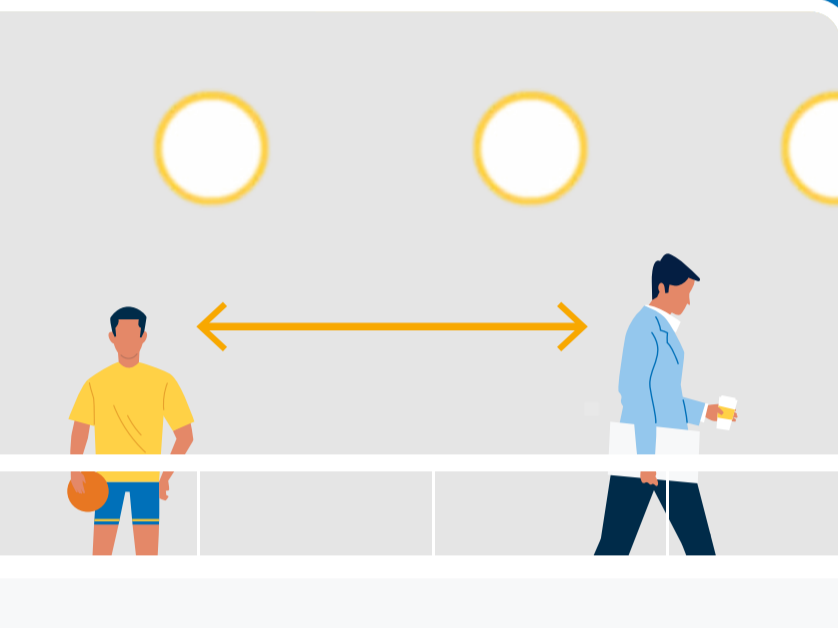
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- > **The best way to ensure your on board safety** is to book in **advance**. Visit [www.mycosta.com](http://www.mycosta.com) before leaving: save time so you won't have to check-in at the desks!
- > Your **smartphone is a fundamental travel companion!** Thanks to **Costa App** and the **QR codes** you can now enjoy a wonderful holiday with complete digital security. And it also means less paper to throw away!
- > There are other ways you can stay informed about what's new on board: You'll find **digital screens and interactive monitors** in public areas, a dedicated **Info TV channel in the cabin** and the **new Call Me service**, plus a convenient personalized assistance via the cabin phone.

### MORE SPACE FOR YOU

3



- > The **number of passengers onboard has been reduced** to make social distancing easier and guarantee a safe and pleasant cruise.
- > The **common areas and relaxation rooms have been remodeled** so that they fully meet the safety standards you deserve: **this means they are accessible to only a limited number of people at a time**.
- > The **signposting** in all high-traffic areas of the ship **and the on-board staff will help you to get around easily** and to maintain the correct safety distances.

### ENJOY THE WHOLE SHIP IN SAFETY

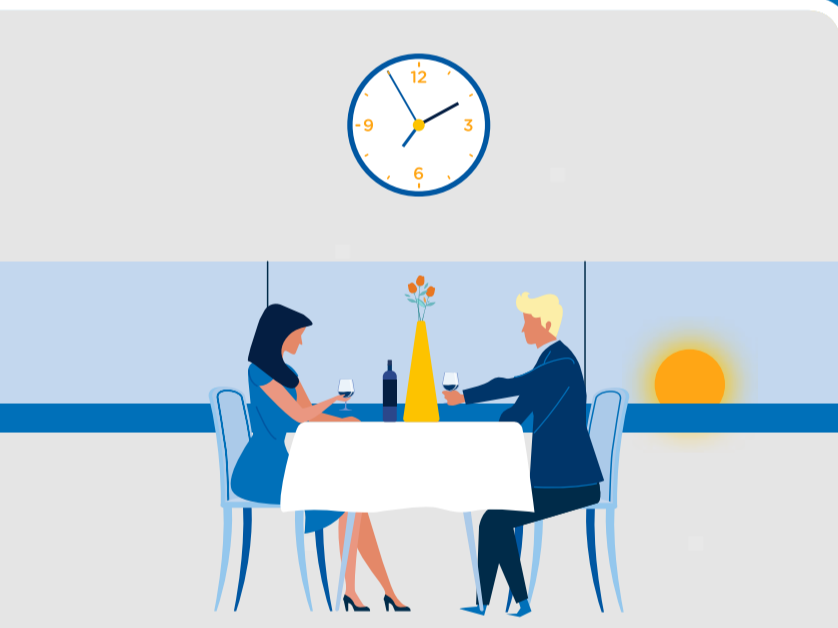
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- > Just as on land, **when in public areas while on board, protective masks must be worn**. By doing this, you protect your own health and that of your fellow travelers!
- > To help you keep your hands clean and sanitized at all times, **in all the main areas of the ship you will find numerous sanitizing gel dispensers**.
- > **The crew too have the necessary protective equipment** to be able to do their job to the highest health standards.

### BREAKFAST IS SERVED

5



- > Our restaurants are set up to welcome you in the best way while respecting social distancing. To ensure the safety of all our guests, **we ask you to only sit at the table with the travel companion(s) included in your booking**.
- > Also, to order breakfast and lunch **you can access the main restaurants** leisurely at your leisure, whenever you want, **with a wider time slot than usual**.
- > **Scan the QR code that you will find at the tables, in the restaurants and bars**, to check the daily food and drink menus directly on your smartphone. If you decide to order **at the counter, follow the safety signs**.

### NON-STOP FUN

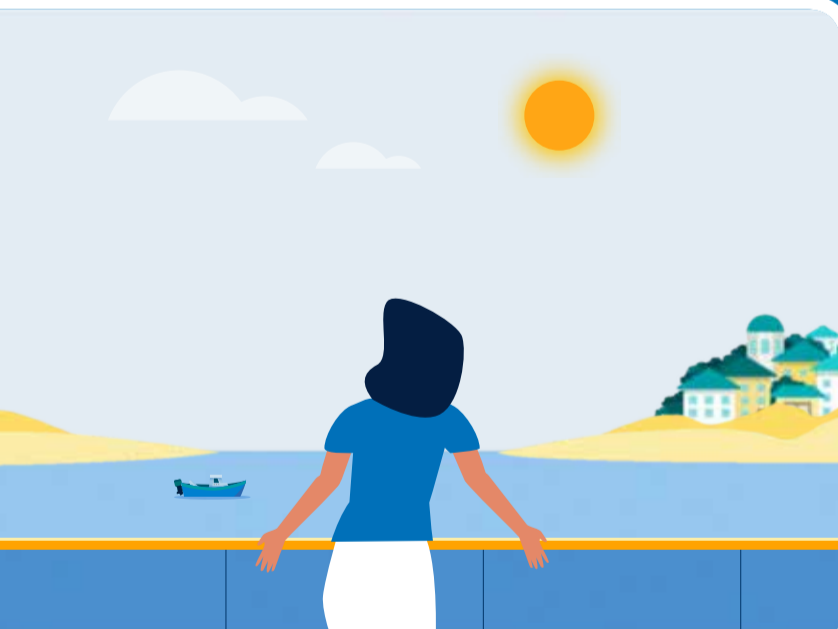
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- > Enjoy the new forms of entertainment we have designed, with **shows repeated several times during the week, and allow everyone to have fun at the same time**, while still respecting social distancing rules.
- > Keep fit in the **fitness room**, have fun at the **casino** or relax at the **SPA** or in the **swimming pool following the instructions given in the safety signs and observing the occupancy limits as indicated at the entrances**.
- > Even children are guaranteed to have fun in complete safety: **The Squok Club is sanitized several times a day and open at specific times, accessible to a limited number of persons**.

### EXCLUSIVE TOURS

7



- > **Costa excursions are totally safe: we have set out new procedures** to ensure social distancing, thanks to **limited group size** and the use of disposable headphones to make for a better experience.
- > **Our buses are sanitized after every use**. Social distancing is guaranteed by **reducing occupancy**. In addition, our tour guides always wear protective masks.
- > **You can get off the ship independently**, but we strongly recommend you to opt for our safe excursions, so as to safeguard your health and that of the other guests and crew.

### PURE AIR AND SANITIZED ENVIRONMENTS

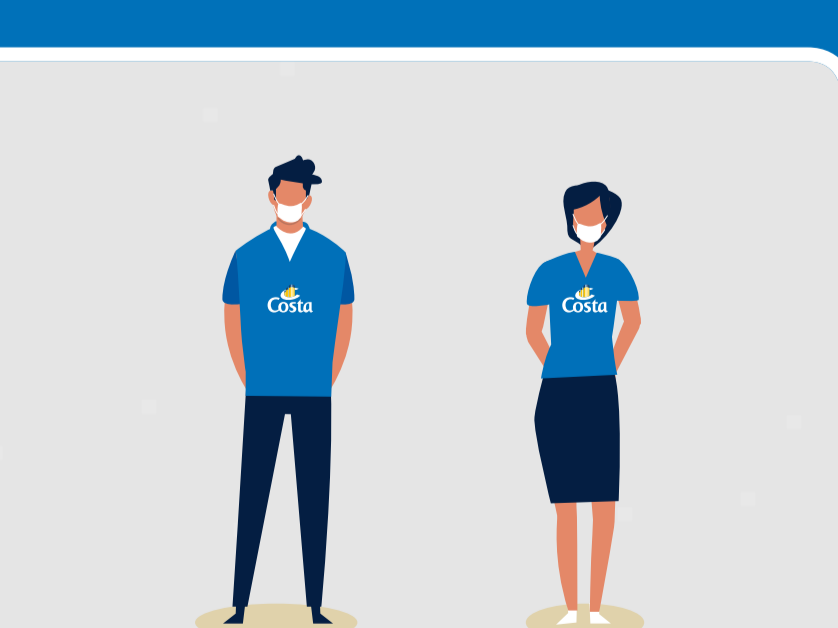
8



- > The **public areas are sanitized several times a day with new disinfection methods** including virus-killing nebulizers.
- > **Your cabin is also subject to a virus-killing disinfection** carried out by qualified personnel and is **cleaned and sanitized on a daily basis**.
- > On board ship, **the air you breathe is of high quality thanks to the new high efficiency filters**. Our on-board ventilation systems offer optimal filtering of fresh air from outside, minimizing the circulation of internal air.

### COUNT ON US FOR ANY CONCERNS

9



- > All members of our **crew have completed specific training courses** relating to compliance with safety protocols and practices.
- > If any guests show signs of health problems, our **crew members are trained to respond immediately** with set intervention procedures.
- > All **crew members are subject to daily body temperature checks** and their state of health is monitored constantly.

### CONSTANTLY UPDATED EXPERT PROFESSIONALS

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All Costa ships are equipped with a fully equipped medical center, consisting of professional doctors and qualified and experienced healthcare personnel, continuously updated as to health protocols and standards to combat the spread of COVID-19.

**THE HEALTH OF OUR GUESTS AND CREW IS OUR TOP PRIORITY.**