

# MSC Cruises Onboard Services Terms & Conditions

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Applies to: Beverage Packages, Specialty Restaurants, Internet, Photo, Amusement, Spa & Beauty, Shore Excursions

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## **Quick Access**

[Beverage Packages](#)

[Specialty Restaurants](#)

[Internet \(Wi-Fi\) Packages](#)

[Photo Packages](#)

[Amusement – Fun Pass](#)

[Spa & Beauty Services](#)

[Excursion](#)

## **1. Beverage Packages**

### **BEVERAGE PACKAGE TERMS & CONDITIONS:**

#### Easy Package

Packages are sold on a per cruise basis and not a per day or any other basis. Pricing applies to each day of the cruise, except for disembarkation day. Once activated on board, packages cannot be terminated or refunded.

Packages must be booked by all guests occupying the same cabin. This includes minors, for whom the Minors Package must be booked. Packages are not obligatory for infants.

The following exclusions apply: tobacco, souvenir glasses, ice cream menu, retail items, minibar, room service and promotions. Other conditions & terms may apply. Beverages and liquors may be substituted based on availability and itinerary.

Package is not applicable at selected thematic bars, specialty restaurants, and on private islands.

As part of MSC Cruises' ongoing commitment to sustainability, we are reducing the use of plastic on board by replacing many single-use items with lower-impact alternatives. AQUA by MSC is a mineral-enriched drinking water produced on board using state-of-the-art purification technology. AQUA by MSC combines purity with essential minerals like magnesium and potassium to deliver a crisp taste. Available on some ships, with gradual rollout across the fleet.

### Premium Extra Package

Drinks with a value over €14 / \$ 16 are excluded. Packages are sold on a per cruise basis and not a per day or any other basis. Pricing applies to each day of the cruise, except for disembarkation day. Once activated on board, packages cannot be terminated or refunded.

Mixed drinks included in the Premium Package are served on board with a standard measure of 2.5 cl per single serving and 5 cl per double serving.

Packages must be booked by all guests occupying the same cabin. This includes minors, for whom the Minors Package must be booked. Packages are not obligatory for infants.

The following exclusions apply: tobacco, souvenir glasses, ice cream menu, retail items, minibar, room service and promotions.

Package is not applicable at selected thematic bars.

Other conditions & terms may apply. Beverages and liquors may be substituted based on availability and itinerary.

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Drinks threshold:

\* €14 MED, NOR, WEE, EMW, SOC, WOR

\* \$16 CAR, NOA, ALA, FAE

### Alcohol-Free Package

Packages are sold on a per cruise basis and not a per day or any other basis. Pricing applies to each day of the cruise, except for disembarkation day. Once activated on board, packages cannot be terminated or refunded.

Packages must be booked by all guests occupying the same cabin. This includes minors, for whom the Minors Package must be booked. Packages are not obligatory for infants.

The following exclusions apply: tobacco, souvenir glasses, ice cream menu, retail items, minibar, room service and promotions. Other conditions & terms may apply. Beverages may be substituted based on availability and itinerary.

Package is not applicable at selected thematic bars, specialty restaurants, and on private islands.

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### Minors Package

The Minors Package is applicable for minors (age respective of the country/operation area) who are part of a family purchasing an adult Easy, Alcohol-free, or Premium Extra package.

Other conditions & terms correspond to inclusions and exclusions in the connected adult's package.

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As a final note, prices and inclusions may vary by ship and itinerary. Prepaid purchases offer additional savings compared to onboard rates.

## 2. Specialty Restaurants

### **SPECIALTY DINING PACKAGES TERMS & CONDITIONS:**

Gratuities are included for all prepaid packages.

Children under 3 enjoy complimentary meal.

Single and multi-meal packages (2, 3 or 4 meals) are personal and non-transferable.

Guests aged 3–12 have a dedicated Kids Menu (fixed package price). An onboard upgrade to the full adult menu is available by paying the difference between the Kids Menu price and the prepaid adult price (Hola! Tacos & Cantina is excluded).

Meals and reservations are subject to availability. We'll do our best to accommodate your preferences.

Select premium menu items are available at an additional charge.

Single and multi-meal packages (2, 3 or 4 meals) include food only. Alcohol cannot be purchased or consumed by guests under the legal drinking age.

Unused meals in multi-meal packages (2, 3, or 4 meals) are non-refundable. Packages are valid across all Specialty Restaurants but may only be used once at Butcher's Cut or Le Grill (Euribia).

For Carousel Productions at Sea – Signature Cocktail & Show packages, children under 3 enjoy complimentary show access.

As a final note, prices and inclusions may vary by ship and itinerary. Prepaid purchases offer additional savings compared to onboard rates.

## 3. Internet (Wi-Fi) Packages

### **INTERNET PACKAGES TERMS & CONDITIONS:**

Stay connected throughout your cruise and share every unforgettable moment with your loved ones. MSC Cruises offers a range of Internet Packages tailored to your connection needs and the number of devices you wish to use on board. Internet access on board is provided via advanced satellite technology, ensuring connectivity wherever your cruise takes you. As satellite coverage depends on external factors, occasional variations in speed or service may occur.

## 1. Acceptance of Terms

By accessing or using the onboard Internet service, guests confirm that they have read, understood, and accepted these Terms & Conditions, which form an integral part of the MSC Cruises Passenger Contract.

## 2. Service availability

Internet access on board is provided via satellite communication. Connection speed and stability may vary depending on weather conditions, ship position, and network congestion. Performance may also fluctuate during peak periods, such as early morning or after shore excursions. While every effort is made to maintain stable connectivity, MSC Cruises does not guarantee uninterrupted service, minimum connection speeds, or specific performance levels.

## 3. Coverage

Wi-Fi is available in all public areas and cabins, including MSC Yacht Club suites. Temporary interruptions may occur while the ship is manoeuvring near ports or sailing through areas with limited satellite visibility.

## 4. Packages and usage

MSC Cruises offers two Internet Packages: Browse and Browse & Stream, both providing unlimited data under a Fair Use Policy designed to ensure a smooth and equitable experience for all guests on board.

Packages may be purchased for the full cruise or on a per-day basis and are available for 1, 2, 3, or 4 devices. Internet Packages are personal, non-transferable, and intended solely for personal, non-commercial use.

## 5. Device management

Once a device is connected and activated with an Internet Package, it is registered to that package and cannot be switched to another device. Multi-device plans allow simultaneous use only on the number of devices purchased.

## 6. Activation and login

Internet Packages can be purchased or activated by connecting to the ship's Wi-Fi network and visiting [www.mscwifi.com](http://www.mscwifi.com) or directly through the MSC for Me App. Login credentials consist of the guest's cabin number and month/year of birth.

## 7. Upgrade policy

Guests may upgrade from Browse to Browse & Stream or increase the number of connected devices by paying only the difference between the packages. Downgrades are not available once a package has been activated. Prepaid upgrades retain their original discounted rate.

## 8. Fair use policy

All MSC Cruises Internet Packages include unlimited data, managed under a Fair Use Policy designed to ensure a stable, secure, and equitable Internet experience for all guests on board.

Internet connectivity is delivered via shared satellite bandwidth. To preserve overall network performance, MSC Cruises reserves the right to manage traffic in cases of unusually heavy, continuous, or disproportionate usage that may negatively affect other guests.

Fair Use management measures may include, but are not limited to, temporary reduction of connection speed or limitation of background or automatic data usage, such as cloud backups, large file transfers, or system and application updates.

MSC Cruises further reserves the right to restrict, suspend, or terminate Internet access in exceptional circumstances involving security risks, unlawful activity, misuse of the network, or actions that compromise network integrity or onboard operations. In such cases, no refund will be due.

## 9. Acceptable use

Guests agree not to use the Internet service for any unlawful, fraudulent, abusive, harassing, or harmful purpose, nor in a manner that interferes with network security, functionality, or the experience of other guests.

The Internet service may not be used for commercial purposes, resale, redistribution, hotspot sharing, or any activity intended to circumvent system controls or usage limitations.

MSC Cruises reserves the right to act immediately and without prior notice to suspend or terminate access where necessary to protect network integrity, onboard operations, or legal compliance.

#### 10. App compatibility and restrictions

Certain applications, including VPNs, peer-to-peer (P2P) services, corporate tunnels, and region-restricted streaming platforms, may not function properly due to satellite configuration, bandwidth limitations, or proxy settings. Please note that MSC Cruises does not guarantee the availability, compatibility, or performance of third-party applications or services.

#### 11. Device and network settings

Some devices may require adjustments to local settings, such as disabling Private MAC Address features or configuring the IP type to DHCP. Company-issued devices with firewalls, VPNs, or parental control software may prevent a successful connection.

Public Wi-Fi networks are inherently unsecured. Guests are responsible for ensuring appropriate device security, including firewalls, antivirus software, and data protection measures. MSC Cruises is not liable for data loss, interception, or security breaches occurring through use of the Internet service.

#### 12. Age and responsibility

The Internet service is intended for guests aged 18 or older. Minors may use the service only with the consent and supervision of a parent or legal guardian. The purchasing guest or account holder remains fully responsible for all Internet usage associated with their package and connected devices.

#### 13. Pricing and value

Satellite Internet requires significant infrastructure and operational investment. Prices reflect the cost of maintaining a global maritime network. Pre-cruise Internet Packages purchased before sailing are offered at preferential rates compared to on board prices.

#### 14. Responsibility, refunds, and compensation

Internet performance depends on satellite coverage and external factors beyond MSC Cruises' control. Once activated, all Internet Packages are final and non-refundable.

MSC Cruises is not liable for any indirect or consequential losses arising from temporary service interruptions. In the event of a prolonged interruption exceeding what would reasonably be expected from normal satellite or operational conditions, MSC Cruises may, at its discretion or where required by law, provide appropriate compensation or a partial refund. Under no circumstances shall any compensation or refund exceed the amount paid for the affected Internet Package.

### 15. Assistance

Our friendly Digital Experts, available at The HUB, Photo Gallery, or any onboard Internet Info Point, are pleased to assist with activation, troubleshooting, and package upgrades.

### 16. 24-Hour Access Option

Guests may purchase a 24-hour pass for one device, available directly onboard through [www.msccruisewifi.com](http://www.msccruisewifi.com) or the MSC for Me App.

### Legal and Privacy Notice

These Terms & Conditions form part of the MSC Cruises Passenger Contract and are governed by its applicable law and jurisdiction. Personal data used for login or package activation is processed securely and in accordance with MSC Cruises' Privacy Policy.

## **4. Photo Packages**

### **PHOTO TERMS AND CONDITIONS:**

Capture your cruise memories effortlessly with MSC Cruises' professional photography services. Our onboard photographers are ready to preserve your most memorable moments with style and care. Please review the following Terms and Conditions before purchasing any photo package.

#### 1. Photo Packages Overview

MSC Cruises offers a variety of photography packages to suit your preferences. Below is a summary of available options and related conditions.



### All-Inclusive Digital Photo Package

- Available per stateroom and includes only photos of guests registered and travelling in that stateroom.
- Includes unlimited digital copies of all your personal cruise photos.
- Excluded: photos of guests not staying in your stateroom (including those in Super-Family cabins), as well as group, wedding, vow-renewal, or Quinceañera photos.
- Private Timeless Studio sessions, special printing, and retouching services are not included.
- All sales are final and non-refundable, except where required by applicable law.

### Mix & Match Printed Photo Packages (5, 10, 20, or 30 Photos)

- Available per stateroom and includes only photos of guests registered and travelling in the same stateroom.
- Excluded: photos of guests not staying in your stateroom, as well as group, wedding, vow-renewal, or Quinceañera photos.
- Private Timeless Studio sessions, special printing, and retouching services are not included.
- Digital Copy Policy:
  - Mix & Match 5 and 10 packages: digital versions of your selected printed photos are available at a 50% discount.
  - Mix & Match 20 and 30 packages: digital versions of your selected printed photos are included free of charge.
  - Digital copies apply only to printed photos purchased within your package.
  - No digital files are available for photos not selected.
- All sales are final and non-refundable, except where required by applicable law.

### Hanfu Photography

- Available per stateroom and includes only photos of guests registered and travelling in the same stateroom.
- Excluded: photos of guests not staying in your stateroom (including Super-Family cabins), as well as group, wedding, vow-renewal, or Quinceañera photos.
- Private Timeless Studio sessions, special printing, and retouching services are not included.
- The Face Painting package does not include any photos.
- All sales are final and non-refundable, except where required by applicable law.

## Weddings and Vow Renewals

- Ceremony dates and times must be confirmed before the event.
- Final arrangements depend on port operations, weather, and venue availability on board or ashore.
- Photos are sold separately and are not included in standard packages.

## 1-Hour Photo Service

- Covers only the photographer's time during the contracted hour.
- Printed and digital photos are not included.

## 2. Scope of Service

Photo packages are available per stateroom and include only photos of guests registered and travelling in that stateroom, even if multiple staterooms are linked under the same booking. Services may include printed or digital photos, albums, or specific event sessions.

## 3. Exclusions

Certain experiences, such as Weddings, Hanfu, or Timeless Studio sessions, are not included in standard packages. Excluded items may be purchased separately at standard onboard prices.

## 4. Package Validity

Photo packages are valid only during the cruise and cannot be transferred between cruises or guests. Digital copies of selected photos will be made available only before the end of your cruise via onboard kiosks or a secure download link. The photos are not accessible anymore once leaving the ship.

## 5. Liability Disclaimer

MSC Cruises cannot guarantee the continuous availability of photographic services or equipment due to operational or technical factors. **Guests are responsible for verifying that their photos have been selected and downloaded before disembarkation.**

## 6. Privacy and Image Rights

All photographic data is processed securely in compliance with MSC Cruises' Privacy Policy. Guests may request deletion or restriction of personal images in accordance with applicable privacy regulations.

### **Legal and Privacy Notice**

These Terms and Conditions form part of the MSC Cruises Passenger Contract and are governed by its applicable law and jurisdiction. MSC Cruises S.A. reserves the right to modify or suspend the availability of any service for operational or safety reasons. All guest data and images are processed securely and in compliance with MSC Cruises' Privacy Policy and applicable data protection laws.

As a final note, prices and inclusions may vary by ship and itinerary. Prepaid purchases offer additional savings compared to onboard rates.

## **5. Amusement – Fun Pass**

### **AMUSEMENT FUN PASS TERMS AND CONDITIONS**

Amusement Fun Pass (60 / 90 / 140 / 220)

The MSC Cruises Amusement Fun Pass provides prepaid onboard credit for use across our Virtual World and Amusement attractions. Designed for maximum flexibility and value, the Fun Pass allows guests in the same stateroom to enjoy a wide range of entertainment experiences throughout their cruise.

#### 1. Scope of Use

The Amusement Fun Pass is a pre-purchased onboard credit designed for use across MSC's Virtual World and Amusement attractions. It is activated on board and linked to your stateroom account, allowing all guests registered in the same stateroom to enjoy and share it with ease through their cruise cards. Each use is recorded through your cruise card for convenient access and tracking.

Depending on the ship, the Fun Pass may be used on the following attractions, where available:

- MSC Formula Racer Simulator (minimum height: 140 cm)

- Bowling
- Interactive XD Cinema (minimum height: 110 cm)
- Thrilling VR Adventures
- Cliffhanger — the only over-water swing ride at sea
- Robotron — a state-of-the-art robotic arm thrill ride
- Selected video games and other exciting onboard experiences

*Attraction availability, pricing, and product configuration vary by ship and itinerary and may change at any time.*

## 2. Height and Safety Requirements

Certain attractions require a minimum height, weight, age, or physical capability. Guests must follow all posted safety instructions and comply with guidance from MSC's trained Amusement Team.

Participation is at the guest's own risk. MSC Cruises is not liable for injury, damage, or loss resulting from failure to follow instructions, safety requirements, or correct use of the equipment.

## 4. Validity and Non-Transferability

The Fun Pass becomes active upon first use and remains valid until the end of the cruise for all the guests sailing with you in the same cabin.

It cannot be transferred to any guest from another cabin, another stateroom, or another voyage.

Unused credit is non-refundable and cannot be carried forward to future sailings.

## 4. Cancellation and Refund Policy

The Fun Pass is not exchangeable for cash, and cannot be used to settle other onboard services.

## 5. Pricing and Promotions

### **Fun Pass 60 – Easy Start**

Available only on ships with a reduced Amusement offer (LX, AX, SX, OX, MU, OR, PO, MA). Ideal for a simple, entry-level selection of video games and basic attractions.

### **Fun Pass 90 – Easy Start**

Suitable for couples or first-time cruisers seeking flexible access.

### **Fun Pass 140 – More Play for Less**

Designed for families enjoying more shared playtime.

### **Fun Pass 220 – Double Your Fun**

Ideal for teens, groups, or guests seeking maximum thrills.

Fun Pass 90, Fun Pass 140, and Fun Pass 220 are available on: FA, SP, DI, PR, MR, BE, SE, SV, SH, SC, GR, VI, ER, EU, AM, AS, AT.

#### **General pricing rules:**

- Prices and onboard credit values vary by ship, region, and itinerary.
- Pre-purchased passes provide additional savings versus onboard value.
- Attractions access varies depending on the ship's installed equipment.

### 6. Operational Conditions

Attractions may be modified, suspended, or closed at any time for operational, technical, safety, weather, or itinerary-related reasons without prior notice.

MSC Cruises reserves the right to adjust attraction availability, rules, or operating hours to ensure guest safety and operational efficiency. No compensation is provided for temporary interruptions or closures.

### 7. Assistance

The Amusement Team can assist with:

- Attraction availability
- Safety and usage guidance
- Fun Pass balance inquiries (balances can also be checked by tapping the cruise card against any amusement machine)
- Recommendations and upgrades (where applicable).

## 8. Liability Disclaimer

Participation in Amusement activities is entirely at the guest's risk.

MSC Cruises does not guarantee the uninterrupted availability of attractions or technical equipment

MSC Cruises is not responsible for indirect or consequential losses resulting from temporary service interruptions, closures, or operational limitations.

MSC Cruises reserves the right to modify or suspend attractions or services at any time for operational, safety, or technical reasons.

## 9. Legal and Privacy Notice

These Terms and Conditions form part of the MSC Cruises Passenger Contract and are governed by its applicable law and jurisdiction.

All guest data is processed securely and in compliance with MSC Cruises' Privacy Policy and applicable data-protection laws.

Prices and inclusions may vary by ship and itinerary. Prepaid purchases offer additional savings compared to onboard values.

## **6. Spa & Beauty Services**

### **TERMS AND CONDITIONS – PREPAID PACKAGES**

Spa, Massage, Gym, Fitness & Barbering

#### Offer Validity

- Prepaid packages are reserved exclusively for guests 18 years of age or older.
- Packages are valid for the entire duration of the cruise and are non-transferable, non-assignable, and non-convertible.
- All treatments and services must be used during the official opening hours of the Spa, Hair Salon, Barbershop, and Gym, and are subject to availability.
- Prepaid package prices are subject to change based on the applicable offer and the period of purchase.

#### Welcome Massage

The Welcome Massage is available exclusively on the day of embarkation.

To book and enjoy this prepaid service, please visit the Spa Reception.

### General Conditions

- If specific products or services are temporarily unavailable onboard, MSC Aurea Spa reserves the right to offer equivalent alternatives.
- The Spa reserves the right to modify opening hours, prices, and availability without prior notice.
- Guests with medical conditions are required to inform qualified staff prior to booking or treatment.
- MSC Aurea Spa and MSC Cruises are not responsible for any personal belongings lost, damaged, or left unattended within the Spa, Fitness, Hair, Massage, or Barbering areas.
- The Spa and Relaxation areas are designated “Quiet Areas”; guests are requested to maintain a calm atmosphere and speak quietly.
- MSC Aurea Spa accepts no liability for any damage to clothing, personal accessories, or electronic devices brought into Spa, Thermal, and Fitness areas.
- A service charge of 15%–18% (depending on ship and destination) is included in all pre-paid prices.
- Onboard experiences, features, equipment, products, and service rules may vary by ship and destination and are subject to change without notice.
- MSC Aurea Spa and MSC Cruises shall not be held liable for any injury, loss, or damage arising from the use of Spa, Massage, Fitness, or Barbering facilities, except in cases of proven gross negligence or willful misconduct.

### Massage Services – Safety and Suitability

Massage services are designed to promote relaxation and well-being. To ensure guest safety and comfort, please note the following:

- Guests with medical conditions, including recent surgeries, injuries, or chronic pain, should consult their physician prior to booking any massage service.
- Guests are responsible for ensuring that they are medically fit to receive Spa or Fitness services.
- Massage treatments are not recommended for guests with:

- Fever, infections, or contagious skin conditions
  - Inflammation, open wounds, or recent fractures
  - Varicose veins or severe circulatory issues
  - Severe sunburn or hypersensitive skin
  - Recent operations or acute injuries
  - Pregnancy (unless booking a specific prenatal massage, available where applicable)
- Guests are required to disclose any allergies, medical conditions, or pregnancy before the start of the treatment.
  - Therapists reserve the right to refuse or adapt treatments based on safety or contraindications.
  - All massage services are performed by qualified, licensed professionals in accordance with MSC Cruises' hygiene and safety standards.

### Fitness & Gym Policy

To ensure a safe and enjoyable experience for all guests, the following gym policies apply:

- Guests under the age of 13 are not permitted to enter or use the gym facilities under any circumstances.
- Guests aged 13 to 17 years may access the gym only under adult supervision and at the discretion of Spa & Fitness management.
- Guests under 16 years of age are strictly prohibited from using weightlifting or resistance equipment.
- Proper sports attire must be worn at all times, including closed-toe athletic shoes and appropriate fitness clothing.
- For hygiene and safety reasons, swimwear, bare feet, sandals, or flip-flops are not allowed inside the gym area.
- Guests are required to use gym equipment responsibly and follow all safety instructions and signage provided by Spa & Fitness staff.
- MSC Cruises and MSC Aurea Spa are not responsible for any accidents, injuries, or damage that may occur as a result of improper equipment use, failure to follow safety instructions, or disregard of gym policies.



- Guests are encouraged to consult a physician before starting any exercise or fitness program.

### SPA & Gym Minors Policy

Minors may benefit from a few treatments that can only be booked on board. This procedure outlines the guidelines for minors who want to participate in treatments or services offered in the SPA on board.

a. 13 – 17 years are permitted to receive:

- Swedish Massage
- Body Scrubs
- Hands-On Facials
- Lash & Brow Services
- Waxing Services (excluding intimate waxing)
- Hair Services except Colour
- Barbering Services
- Nail Services

b. 12 years and under are permitted to receive:

- Hair Services except for Colour
- Nail Services

c. GYM, GYM Sauna, Fitness Classes, and Personal Training Sessions:

- From ages 13 years to 15 years, a parent or guardian must complete a GYM waiver and they must accompany the minor when using the GYM/GYM Sauna.
- From ages 16 years to 17 years, a parent or guardian must complete a gym waiver only.
- 12 years and under are not permitted to use the GYM, GYM Sauna, Fitness Classes, or Personal Training Sessions.

d. Guidelines :

- Minors (17 years and under) must have their parents' consent before receiving treatments. A parent or guardian must accompany the minor to the spa, complete the waiver and then sign the final receipt with no exceptions. Ensure all consultation forms are stored as per the procedure.
- Minors (13-17 years) receiving massage treatments and body treatments are required to wear their bathing suits during treatments and an adult must be present in the same room.
- Minors 12 years and under must be accompanied by a parent or guardian at all times.
- Aromatherapy oils are not to be used on minors. Base oil only.
- Thermal Area usage is permitted to guests 18 years and above.
- Swedish Massage is the only massage that we can offer to minors.

#### Health & Safety Notice (Electrical or Specialized Equipment)

For certain treatments involving electrical or specialized equipment, the following conditions are contraindicated (treatment should be avoided):

- Pregnancy
- Pacemaker
- Epilepsy
- Heart conditions (doctor's note required)
- Insulin-controlled diabetes
- Thrombosis or phlebitis (risk of blood clotting)
- Tumors
- Photo-epilepsy (for light therapy)
- Metal pins or plates in the face
- Open cuts, abrasions, or severe sunburn
- Styes
- Severe facial psoriasis
- Inflamed or hypersensitive skin conditions such as acne rosacea

#### Spa Vouchers

- The onboard credit (the “credit”) will be automatically loaded onto the guest’s onboard account once on board.
- The credit will be automatically deducted at the time of purchasing Spa services or products.
- The credit can be transferred to all guests within the same booking number.
- The credit can only be used during the cruise for which it was purchased.
- The credit is valid exclusively in the Spa and cannot be used in other areas of the ship.
- If the credit is not used in full or in part, no refund will be issued, and no cash conversion or alternative credit will be granted.
- The onboard credit value is expressed in the currency used on board (EUR, USD or GBP, depending on the itinerary).
- The price displayed on the website in the local currency of the country of purchase is calculated based on the exchange rate in effect at the time the product is published; therefore, the online price may differ from the actual exchange value at the time of embarkation.
- The guest accepts that any exchange rate fluctuations do not entitle them to refunds or price adjustments.

## 2) Buy 2 (or 1) Get 1 Free Massage

- The massages included must be booked directly at the Spa reception once on board.
- All massages must be used during the same cruise.
- The package is personal, strictly associated to the guest and therefore non-transferable.
- In the event of total or partial non-use, no refund will be issued.
- The package cannot be combined with other promotions or discounts.
- The package price may not always correspond exactly to the sum of the individual services, due to possible price fluctuations of each item.

## Experience and Safety

- All treatments are performed by qualified professionals in full compliance with MSC Cruises’ hygiene and safety standards.
- For safety and comfort, guests are requested to follow staff instructions throughout their Spa, Massage, and Fitness experience.

## Guest Acknowledgment

By purchasing or using a prepaid package, guests acknowledge and accept these Terms and Conditions.

As a final note, prices and inclusions may vary by ship and itinerary. Prepaid purchases offer additional savings compared to onboard rates.

## 7. Shore Excursions

### **SHORE EXCURSIONS AND SPECIAL SERVICES TERMS AND CONDITIONS:**

#### Online Booking Terms & Conditions for Shore Excursions

Please read these terms and conditions carefully before booking a place on an excursion. Please note that if English is not your main language then it is your obligation to ensure that you have clearly understood these terms and conditions for online booking of shore excursions before ticking the appropriate box confirming that you have read and understood them.

As used herein “MSC”, “us” or “we” means MSC Cruises S.A., and its or their affiliates, subsidiaries, parents and/or vessels. Shore excursions are provided by third independent contractors.

Owners or operators of shore excursions available for purchase on this website or onboard any MSC vessel have represented to MSC that they carry out their duties in accordance with accepted standards of behavior.

MSC will not be responsible for possible variations to the program due to local holidays and/or closing of the sites to be visited and/or any other event (strikes, demonstrations, mechanical breakdowns, etc.), which could prevent from performing the tour in a complete or partial way. The routing and timing of each tour will be reconfirmed onboard. Every shore excursion/tour requires a minimum number of participants and may have a maximum limit of participants. If the minimum number of passengers required is not achieved the excursion may be cancelled. If the minimum number of passengers is booked for an excursion, the tour may be lead by a bilingual guide.

You and all members of your party, by booking a place on any excursion where there is a degree of physical exertion involved, confirm that you and all those others who have booked are in good physical and mental condition, with no history or condition such as seizures, dizziness, fainting, heart condition, respiratory problems or back/neck problems, or any other medical condition of body or mind which could make physical exertion or lack of access to immediate medical care hazardous (these examples are not exclusive) or any

other illness, infirmity or condition that would preclude you from participating in any excursions that you have selected. You should also make sure that no one in your party who has booked such an excursion is taking medicine that carries a warning about impairment of physical or mental abilities.

If you are pregnant, certain excursions may not be suitable for you. When booking any excursions, it is your responsibility, including any member of your party that has booked an excursion, to make sure that you are fit and well enough to take part in any excursion booked and to take care of yourself whilst on it.

If you participate in an excursion involving water, you should take care in avoiding alcohol and eating a full meal. Where buoyancy aids are provided for an activity they must be worn at all times. Be aware that the sea is unpredictable. Lifeguards are not always present and there may not be a flag or other system to indicate whether or not it is safe to go in the water. In addition, beach activities may not be supervised or accompanied so take care to satisfy yourself as to the safety of the beach and/or the sea at the time of your excursion. Children must always be supervised by you at all times whilst on an excursion, especially near water.

All such activities are undertaken by you and any member of your party that has booked at your/ their own risk and MSC cannot be held liable for any injury, loss, death or damage whatsoever resulting as a consequence. Before booking any activity excursion it is very important, and your responsibility, that you and any member of your party that has booked an excursion to check that your travel insurance covers the specific type of excursion booked.

You or any member of your booking may be prevented from participating in an excursion (whether pre-booked or not), if it is determined that you or any member of your booking is unsuited to undertake the excursion, or if you or they appear to be under the influence of drugs or alcohol. In the event that you are prevented from undertaking the excursion for any of these reasons then you may not be entitled to any refund of the cost of the excursion booked.

The owner or operator of shore excursions may require participants to sign a liability release and/or assumption of risk form before participating in the excursion. Such releases are particularly common in the case of snorkeling or scuba diving excursions.

If you buy the prepaid shore excursion the full payment must be made at the time of booking by credit card. The shore excursions can be booked, modified or cancelled either up to 24 hours before cruise departure either on board. If you cancel the shore excursion booked before cruise commences, no cancellation fees will be applied, provided that such cancellation is done 24 hours before the departure date through MSC Cruises Website.

On board the excursions can be modified up to 48 hours prior to the commencement of the booked shore excursion. If you want to cancel the shore excursion onboard, no cancellation fees would be applied, provided that the cancellation is made 48 hours prior to the commencement of the booked shore excursion. Any refund will automatically be posted to your onboard account. Tours involving flights, trains, special events, overland stays, hotel stay and private arrangements are excluded. Other restrictions may apply.

These Terms and Conditions are subject to the Law and Jurisdiction applicable to your cruise Booking Conditions with MSC. You may also further be subject to any specific Law and Jurisdiction in relation to any third-party providers' services or goods that you have purchased and in respect of which that contract is subject to.

Once we have received and confirmed your booking, you the 'Lead Passenger' will become contractually liable for the goods and services booked. Before booking your Shore Excursion please confirm and tick the box below indicating that you have read and understood these terms and conditions.

We will confirm your booking by issuing a confirmation receipt by e -mail. We will communicate with you using the email address you have provided. We will assume that your email address is correct and that you understand the risks associated with using this form of communication.

#### Online Booking Terms & Conditions for Special Services

Please note that if English is not your main language then it is your obligation to ensure that you have clearly understood these booking on line terms and conditions relating to any goods or services offered by any third party before ticking the appropriate box confirming that you have read and understood them.

As used herein “MSC”, “us” or “we” means MSC Cruises S.A., and its or their associate or parent companies, subsidiaries and/or vessels. All reasonable care has been taken to ensure that the prices, offers, which are published in relation to any goods and services advertised, are correct at the time of printing. However, if there is an error we reserve the right to correct it as soon as we become aware of it or to modify prices at any time without notice including after booking.

If any corrective change is not acceptable to you after you have booked, then you will be entitled to a full refund of what you paid for the goods and/or services booked and MSC and supplier shall thereafter be relieved of any further liability of any kind or nature whatsoever.

You accept that, when booking services with any third-party goods or services supplier, such as a Spa treatment or parking services, you will be entering into a contract directly with the suppliers of the goods or services. MSC undertakes no responsibility for and are not liable for the misrepresentations, breaches of contract, breaches of statutory duty or negligence of any of the third-party suppliers who sell their goods and services through this website or through MSC or whilst on board. We are not responsible or liable for the acts/omissions of the third-party suppliers in relation to such goods or services which results in any loss, damage, or injury to you or any member of your party booking or purchasing such goods or services.

You and all members of your party by booking any services confirm that you and all those others who have booked are in good physical and mental condition, with no history or condition such as seizures, dizziness, fainting, heart condition, respiratory problems, back/neck problems, or any other medical condition of body or mind which could make the service you have booked hazardous (these examples are not exclusive). It is your responsibility to make sure that you are fit and well enough to take part in such services and to take care of yourself whilst on it.

You should also make sure that no one in your party who has booked such a treatment is taking medicine that carries a warning about impairment of physical or mental abilities. If you are pregnant some type of treatment may not be suitable for you.

If you have any doubts about your ability to participate in such services, check with your personal physician before booking.

If you book the special services before cruise commences, the full payment will be debited on your board account at the time of embarkation. The booking shall be deemed to be successfully complete unless cancelled or modified within 4 days before the expected date of departure, thereafter you will not be able to cancel or modify on-line your booking for special services anymore.

Should you cancel or modify any service booked, you might be charged with a fee according to the type of the on-board service as specified in the service description. You agree on behalf of yourself and all member of your party who have booked any service or have reserved any of the advertised goods to be bound by these terms and conditions before booking your optional extras please confirm and tick the box below. We will confirm your booking by issuing a confirmation receipt together with these terms and conditions by Email. We will communicate with you using the Email address you have provided at the time of booking. We will assume that your Email address is correct and that you understand the risks associated with using this form of communication.

Once we have received and confirmed your booking, you the 'Lead Passenger' will become contractually liable for the goods and services booked.

These Terms and conditions are subject to the Law and Jurisdiction applicable to your cruise Booking

Conditions with MSC Cruises. You may also further be subject to any specific Law and Jurisdiction in relation to any third-party providers' services or goods that you have purchased and in respect of which that contract is subject to.

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