



MSC

VOYAGERS
CLUB

MSC VOYAGERS CLUB: GENERAL

What is the MSC Voyagers Club?

MSC Voyagers Club is the Loyalty Programme dedicated to MSC Cruises guests. It is MSC Cruises' way of rewarding its most loyal customers.

Why should I register for the MSC Voyagers Club?

Because it's free and easy to join! Being a member of the MSC Voyagers Club is a great way for cruise lovers to experience life on board and ashore. It gives you great privileges and services. The more you cruise with MSC, the more you will see your privileges increasing. Don't miss out on the best way to cruise with MSC!

How much does it cost to become an MSC Voyagers Club member?

Joining the MSC Voyagers Club is free of charge.

REGISTRATION

How can I register for the MSC Voyagers Club?

Membership of the MSC Voyagers Club is open to everyone who has cruised at least once with MSC or has booked and confirmed a cruise with MSC. Membership to the Club is free and has no age limit. You can register:

- Before embarkation: You can complete the "Become a Member" form on the dedicated MSC Voyagers section on the MSC website; by clicking the link on the booking confirmation document which you receive by email after the booking is made or by clicking the link on the e-ticket that you receive 10 to seven days before departure. It is also possible to register during the online Check-In. Members will receive their Club Identification Number after subscription via email with an electronic card.
- On board: You can complete the Comment Form delivered to your cabin at the end of your cruise or apply for membership by contacting the Reception – Guest Service and/or the MSC Voyagers Club Infopoint on board:
- guests who have sailed on an MSC cruise at least once and who subscribe on board will receive an email confirmation of their enrolment at the end of the cruise (approximately 10 days from the end of the cruise, with their designated club number and electronic card).
- guests who are cruising with MSC for the first time and who subscribe on board will receive an email confirmation of their enrolment at the end of the cruise. They will receive a Club Identification number and points.
- Post-cruise: You can register through the website at www.mscevoyagersclub.com.au by accessing the "Become a member" section. You will receive an email with the electronic version of your MSC Voyagers Club Card including your Club Identification Number.

How should I enter my name on the registration form?

You should enter your name exactly as it appears on your passport.

How does the MSC Voyagers Club work?

Members of the MSC Voyagers Club are entitled to a set of privileges both ashore and on board. All that is required is a valid MSC Voyagers Club membership and MSC Voyagers Club Identification Number. You will find your MSC Voyagers Club Identification Number on the Cruise Card which you will receive at embarkation (the Cruise Card is the key to your cabin and it is also your on board payment method) and in the email you receive when you subscribe to the MSC Voyagers Club. Please remember to keep your Club Identification Number at hand as it is the key to receiving your benefits and discounts.

Where can I find and consult the terms and conditions for MSC Voyagers Club?

You can find and consult MSC Voyagers Club terms and conditions at www.mscevoyagersclub.com.au

I am under 18 years old; can I register for the MSC Voyagers Club?

Yes, MSC Voyagers Club membership is open to all ages with no limits. However, for under 18, subscription can only be completed by a parent or legal guardian. The following information is required: name, surname and date of birth. Email is optional.

I am under 18 years old; do I receive the same benefits and privileges as an adult?

You are entitled to enjoy most benefits and privileges. However, some will have restrictions in place for members under 18 or specific conditions of use. Please make sure you have read the terms and conditions carefully.

I am under 18 years old; can I access my online area to see my points balance?

In order to see your points balance you will need to access the MSC Voyagers Club private area online. If you have not registered to the Private Area yet, you will need to register on www.mscevoyagersclub.com.au with the help of your parents or legal guardian.

What level of membership am I at if I register for the programme prior to embarking on my first cruise, i.e. with a confirmed booking?

If you have registered as a member prior to your cruise and you have never travelled with MSC before, you will become a "Welcome" member with 0 points and 0 cruises. After the cruise you will be awarded the points related to your holiday.

What level of membership am I at if I register for the programme on board, during my first cruise with MSC?

During that cruise you will be registered as a "Welcome" member and after the cruise you will be awarded the points related to the cruise on which you registered (approximately 10 days after disembarkation).

What level of membership am I at if I have already cruised with MSC and I decide to register prior to my cruise with a confirmed booking?

If you have already travelled with MSC and more than 3 months have passed since your last disembarkation date, you will become a "Classic" member after your cruise and you will receive a fixed amount of 500 points. Additionally, all the points that you earn during the cruise on which you are currently booked on will be assigned to you at the end of said cruise (approximately 10 days after disembarkation). If you have already travelled with MSC and no more than 3 months have passed since your last disembarkation date, you will receive all the points pertaining to your most recent cruise. All the points you earn during the cruise on which you are currently booked will be assigned to you at the end of said cruise.

What level of membership am I at if I register on board on my second (or more) cruise with MSC?

If you have previously travelled with MSC and more than 3 months have passed since the last disembarkation date, you will become a "Classic" member after your most recent cruise and you will receive a repeater bonus of 500 points. In addition, all the points that you earned during the cruise on which you requested the subscription will be assigned to you at the end of your cruise.

If you have previously travelled with MSC and no more than 3 months have passed since the last disembarkation date, you will receive all the points pertaining to your most recent cruise once the cruise on which you are currently travelling on is over (approximately 10 days after disembarkation). In addition, all the points that you earned during the cruise on which you requested the subscription will be assigned to you shortly after your cruise.

What level of membership am I at if I register online post-cruise after my first cruise with MSC?

If you register within 3 months from the disembarkation date: You will become a Classic member (or higher based on your points) and you will be credited with the points resulting from your last completed cruise;

If you register more than 3 months after disembarkation: You will become a "Classic" member and you will be credited with 500 repeater bonus points.

What level of membership am I at if I register online post-cruise after my second (or more) cruise with MSC?

The same criteria will apply as for registering online post-cruise after your first cruise with MSC.

I have enrolled pre-cruise and I am currently a Welcome member, what privileges will I receive on board?

"Welcome" members have a dedicated set of privileges once on board. Please view the full list of privileges here.

Can I register on board and immediately start enjoying my privileges on the same cruise?

If you register on board, your membership will be effective as soon as your cruise and corresponding points are added to your MSC Voyagers Club profile. On board enrolment will be confirmed via email approximately 10 days after disembarkation. You will enjoy all your benefits and privileges on your next cruise according to your level of membership.

Can I register on board and immediately receive my Club Identification number and MSC Voyagers Club Card on the same cruise?

If you register on board, your membership will be effective as soon as your cruise and corresponding points are added to your MSC Voyagers Club profile. On board enrolment will be confirmed via email approximately 10 days after disembarkation. This confirmation will also include your MSC Club Identification Number and an electronic version of your card.

MSC VOYAGERS CLUB BENEFITS AND LEVEL OF MEMBERSHIP

Where can I find a list of benefits for the MSC Voyagers Club?

You can find and view MSC Voyagers Club Benefits at www.mscevoyagersclub.com.au

What are the levels of membership of the MSC Voyagers Club?

There are 5 levels of MSC Voyagers Club membership:

- Welcome membership: At least 1 Confirmed Booking
- Classic membership: from 1 to 2,199 points
- Silver membership: from 2,200 to 4,299 points
- Gold membership: from 4,300 to 9,999 points
- Black membership: 10,000+ points

What are the benefits for each MSC Voyagers Club level?

You can find a full list of benefits for each level on the website www.mscevoyagersclub.com.au in the benefits section

Are the benefits valid for all cruises and destinations?

Please ensure that you have checked all the details of the benefits as they may vary according to destination, cruise length or class of ship.

Where/when will I receive my MSC Voyagers Club Card?

With the launch of the new MSC Voyagers Programme, you will receive a Cruise Card directly on the first day of your cruise, each time you embark on a cruise with us. The cruise card will also be your MSC Voyagers Club Card. You will notice that it will be customised by colour according to your particular tier and will display your level of membership and your Club Identification number. Once you have completed your subscription to the MSC Voyagers Club and received all your details, make sure that you quote your MSC Voyagers Club number when booking your next cruise.

What is the Cruise Card?

The Cruise Card is delivered to you on the day of embarkation. The Cruise Card is the key to your cabin and it is also your on board payment method. Every guest will receive a cruise card.

How do I see my Club Identification Number?

Your Club Identification Number will be displayed on your Cruise Card (MSC Voyagers Club Card).

What is the Welcome tier?

The "Welcome" tier/level is MSC Voyagers Club's brand new tier. It is the first level of membership before Classic. It means that you can become a member before cruising with us! Book a cruise with MSC and as soon as you receive your e-ticket you will be able to subscribe to the MSC Voyagers Programme online. The "Welcome" tier is valid for your first cruise only! You will immediately start collecting points on your first cruise; these points will be assigned to your membership after your first cruise!

I am a Welcome member: What does that mean?

Being a "Welcome" member indicates that your current status is the first level of the MSC Voyagers Programme. The "Welcome" membership is only valid for your first cruise because, at the end of the cruise, all points will be assigned/added to your Club account and the "Welcome" member will become a "Classic" member or higher, depending on the amount of points accumulated during the cruise.

I am a Welcome member: Where is my card?

You only receive an electronic version of your MSC Voyagers Club Card via email when you enrol to the MSC Voyagers Club. On your next cruise, you will receive a Classic MSC Voyagers Club Card. On your cruise as a Welcome MSC Voyagers Club member, you will receive a Cruise Card with your Club Identification number.

I am a Classic, Silver, Gold, Black member: Where is my card?

Your cruise card will also be your MSC Voyagers Club card and it will contain all your club information (level of membership and Club Identification Number).

I didn't receive a cruise card with my Club Identification Number; what do I do?

In order to ensure that you are always recognised as an MSC Voyagers Club Programme member; remember to always provide your Club Identification Number when you are booking a cruise. In the event that you have not been recognised, go to the Cruise Consultant or Guest Service on board that will be able to check your MSC Voyagers Club membership

My card is not the correct card; what do I do?

Visit the Reception - GUEST SERVICE. They will be able to print your card on board.

I have lost my card; what do I do?

Visit the Reception - GUEST SERVICE. They will be able to print your card on board.

What is the On Board Special Offers booklet?

The On board Special Offers booklet features a set of offers and discounts on selected products and services offered on board. It is exclusive to Classic, Silver, Gold and Black members and will be delivered to their cabin. On board Special Offers are not available for MSC Voyagers Club members under 18.

Are there any differences across ships, countries or memberships in the On-Board Special Offers Booklet?

Yes, offers included in the On Board Special Offers booklet may vary according to the cruise, level of membership or destination.

Do I need to ask the onboard staff for MSC Voyagers Club benefits?

You will be recognised as part of the MSC Voyagers Club and most benefits will be provided without the need of requesting them. Still, it is important that you always have your Voyagers Club Card with you when on board or booking your cruise as most benefits will be provided to you by showing your Voyagers Club Card.

I want to book a new cruise with MSC as an MSC Voyagers Club member. Will I receive special discounts?

Yes, being part of the MSC Voyagers Club entitles you to special cruise fares, if applicable, on selected departures. MSC Voyagers Club grants you a 5% discount on cruise bookings ("welcome" tier excluded)

MSC VOYAGERS CLUB: EARNING POINTS

How do I earn points with the MSC Voyagers Club?

You earn points according to 3 criteria:

- Experience Purchased (Bella, Fantastica, Aurea, MSC Yacht Club)
- On board Services pre-paid before the cruise
- On board Expenses

What does "experience" refer to?

MSC offers you the possibility to book different types of experiences: Bella, Fantastica, Aurea, MSC Yacht Club.

MSC Cruises fare categories offer not only a different choice of accommodation but also a different set of on board experiences to enrich your cruise.

How do I earn points according to the "experience" purchased?

You will earn points according to the following rules:

EXPERIENCE	Cruises under 6 days - 5 nights	Cruises from 6 to 10 days - 5 to 9 nights	Cruises of more than 10 days - 9 nights
Bella	200	500	700
Fantastica	400	700	1000
Aurea	600	1000	1500
MSC Yacht Club	800	1500	2000

I have received a free experience upgrade; will I receive more points?

Points will be earned only for purchased experiences. If you are offered a free experience upgrade, you will only receive points for the experience and cabin purchased. No additional points will be assigned in the event of free experience upgrades.

Who will receive the points related to the experience (Bella, Fantastica, Aurea, MSC Yacht Club) purchased?

Points awarded for bookings will be applied to each member in the cabin, if there is more than one.

How do I earn Points for On board Services Pre-paid before the cruise?

MSC Voyagers Club members earn 100 points for every €150 spent before the cruise on MSC packages/services related to the cruise booked*.

*For currencies other than € euro, the currency conversion on purchase day will apply.

Will I pay in my country's currency?

Yes, points given for on board services pre-paid before the cruise are calculated by applying a currency conversion towards the on board currency.

Who will receive points for on board Services pre-paid before the cruise?

There are two types of on board services pre-paid before the cruise: per cabin and per single cabin occupant.

The points will be calculated based on the total amount spent by the member on MSC on board services pre-paid before the cruise. Expenses for on board services pre-paid before the cruise which apply to **all cabin occupants** (and not single occupants) will be equally distributed amongst the cabin occupants.

Example of on board services pre-paid before the cruise per cabin: the total amount of pre-paid on board services that apply to all cabin occupants before the cruise is €600.

If there are four cabin occupants, the spending for the points calculation of each member will be €150, equal to 100 points. Members cannot claim points distributed to non-members occupying the same cabin for on board services pre-paid before the cruise which apply to all cabin occupants.

Points for On board Services pre-paid before the cruise **by single cabin occupants** will be assigned to individual members who pre-paid for on board services before the cruise.

Here is an example of on board services pre-paid before the cruise per single occupant: the total amount of pre-paid on board services that apply to single occupants before the cruise is €600. In order to assign the points, the total amount will be divided by 150, resulting in 400 points. The single occupant who benefits from the pre-paid on board services that apply to individuals only will receive all 400 points.

How do I earn points for On board Expenses?

MSC Voyagers Club members earn 100 points for every €/\$150 spent on board (excluding casino expenses). At the end of the cruise, points given for onboard expenses will be applied on board only to the MSC Voyagers Club member making the final payment.

Who will receive points for Onboard expenses?

Points given for onboard expenses will be applied only to the cruise card/Club card holder making the final payment.

For how long are points valid?

Points earned at the end of a cruise have a validity date of 36 months from the date of disembarkation. You will need to complete at least one cruise in 36 months since your last disembarkation date to extend your membership for another 36 months from your last disembarkation date.

I have already sailed with MSC Cruises before; have I lost my points?

If you are a past passenger who would like to subscribe to MSC Voyagers Club and you've cruised with us at any point after 2006, you are entitled to a fixed amount of 500 points. This applies if the last cruise disembarkation date was more than 3 months prior to subscribing to the programme. The same criteria for recovery of previous cruises apply to passengers who have previously lost MSC Voyagers Club membership (in the event of no cruises in 3 years since their last disembarkation date).

If your last cruise disembarkation date is less than 3 months ago, you will recover all the points pertaining to your most recent cruise with us.

I cruised before the new MSC Voyagers Club launched but I am subscribing just now. Can I still recover my points?

As a past passenger, you are entitled to a fixed amount of 500 points upon subscription to MSC Voyagers Club if you have travelled on at least one MSC cruise since 2006. The same criteria for recovery of previous cruises applies to passengers who have previously lost MSC Voyagers Club membership (in the event of no cruises in 3 years since their last disembarkation date).

Passengers successfully completing their subscription to MSC Voyagers Club less than 3 months after their last disembarkation date will recover all points from their most recent cruise. If the disembarkation date occurred before the MSC CLUB Programme became MSC Voyagers Club, points will be assigned according to the regulations of the original MSC CLUB on issuing points (1 point received for each night on board, 1 point for every €/\$200 spent on board, excluding casino expenses) multiplied by 100.

I booked a new cruise before the launch of the MSC Voyagers Club. How will I receive my points?

If your disembarkation date occurred after the launch of MSC Voyagers Club, you will receive your points according to the new points regulations.

Does each guest in a cabin earn points and receive Club benefits?

No, some benefits apply to members only. Others are applied to cabins so that they can be enjoyed by all cabin occupants if more than one member is present in the cabin and benefits are issued per person. Please see the benefits section on www.mscevoyagersclub.com.au for more information.

Do all MSC cruises count towards MSC Voyagers Club points?

Most cruises contribute towards your points balance unless otherwise specified. With promotional departures, it is important to clarify this during the booking process. It is possible that for promotional reasons, MSC Voyagers Club points might not be awarded for a particular cruise. No points will be issued for MSC Specials promotions.

Do I earn points if my cruise is chartered?

Yes, points will be recognised for charter cruises.

What happens if MSC cancels a cruise?

In case of a cruise cancellation by MSC please refer to the conditions stated on MSC Cruises website or MSC Cruises brochure.

If a guest is sharing a cabin with another guest on a different level of membership (e.g. a Silver and a Gold), how will benefits apply to the stateroom?

With the new MSC Voyagers Club, the discount will be the same for each tier. Other benefits may be enjoyed per cabin. Please see the benefits section on www.mscevoyagersclub.com.au for more information.

Will benefits change over time?

Please ensure that you regularly check the website for any changes to the programme, otherwise, great news may go unnoticed.

How will MSC Voyagers Club know my level when I sail?

Every time you book a cruise, please include your MSC Voyagers Club Card number as part of your booking to make sure that MSC can recognise you on board. If you did not give your Voyagers Club Identification Number when booking, you may miss some important benefits.

Who should I contact on board for MSC Voyagers Club info?

Please go to the MSC Voyagers Club Infopoint or visit the Reception-GUEST SERVICE for help or support.

What are the Voyages Selections and how do I book them?

Voyages Selections are a Selections of departures available with an additional discount (5% or 15%) that can be combined with the 5% MSC Voyagers Club booking discount. The additional discount can vary by departure date. Voyages Selections are not available for Welcome members.

Silver, Gold and Black members receive an additional €/\$50 shipboard credit on top of their discount on their Voyages Selections booking. Shipboard credit is issued per member and not per cabin. Shipboard credit is applied to the final bill at the end of the cruise. Shipboard credit does not apply to MSC Voyagers Club members under 18 years old.

This awarded discount can be extended to all occupants of the cabin and can be combined with all offers and promotions unless otherwise specified in the details of the promotion itself.

Voyages Selections are visible online in the MSC Voyagers Club section and on board. Voyages Selections can be booked online by providing your Club Identification Number.

The possibility of booking Voyages Selections may be limited to a certain time frame. Expiry of promotions will be communicated online.

Voyages Selections terms and conditions may vary according to the market.

How do I access my Online Private Area?

In order to access the Private Area you must register first. In order to register you need to subscribe to MSC Voyagers Club and have a valid Club Identification Number and email address.

How do I access the Private Area?

Log into the MSC Voyagers Club Area in the MSC Voyagers Club section of the website

I have lost my MSC VOYAGERS CLUB online credentials; what can I do?

You can retrieve your credentials by clicking the dedicated link in the private area section.

I haven't received any communication from MSC, why?

To receive MSC communications, you must have given us your consent and you must have provided us with a valid email address. Please check the "your authorization" in your membership profile in the Private area section online.

How often is my points' information updated?

Your points are updated after every cruise. Updated information will appear approximately 10 days after disembarkation. You will also receive an email to inform you of your updated balance.

What is the "Membership Validity Date" and when does it expire?

MSC Voyagers Club points and status do not expire as long as you have at least a minimum of one cruise completed in three years. If the last cruise disembarkation date is over 3 years ago (36 months) or no cruise has been taken in 3 years since the registration date, membership to the MSC Voyagers Club Programme expires. For example: if the last disembarkation date is 30.01.2015 and no cruises are taken up to 30.01.2018, the membership will expire. If membership expires, 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.

How can I keep my membership so that it doesn't expire?

All you need to do is to complete at least one cruise in 36 months. And it is even easier to cruise with the Voyages Selections for MSC Voyagers Club members! After your cruise is completed, your points expiration date will automatically be extended for an additional 36 months from the date of your most recent cruise disembarkation date.

If I purchase a cruise ticket for another passenger, who receives the points?

The person who actually travels on that cruise is the one who is eligible to earn points.

Can I transfer my points to another MSC Voyagers Club account?

No, MSC Voyagers Club points are non-transferable and cannot be given to third parties. Points have no monetary value and cannot be redeemed for cash but contribute only to obtaining benefits belonging to the MSC Voyagers Club Programme.

What happens if my cruise is cancelled?

If you do not cruise, points will not be awarded. Please check our brochure for more information on the type of cancellation.

What happens if I cancel my booking?

Points are awarded only if the cruise is completed. Should you not sail you will not be awarded points.

What happens if I do not cruise (without booking cancellation)?

Points are awarded only if the cruise is completed. Should you not sail you will not be awarded points and on board privileges will not be extended to other cabin occupants sailing.

Are there ways to receive MSC Voyagers Club bonus points?

No, MSC Voyagers Club does not currently have any bonus points policies or campaigns.

Are there ways to purchase MSC Voyagers Club bonus points?

No, it is not possible to purchase bonus points.

MISSING POINTS

Why haven't I received my points?

If you did not provide your MSC Voyagers Club Identification Number either when you made your booking or on board, your points will not post automatically. Also, the name on the ticket must match the name on your MSC Voyagers Club account as points will not be credited if the name is spelled differently. It is also possible that your cruise was not eligible for points. If you have questions on eligibility, please check before completing the booking. In any case, our system will run checks to make sure that this doesn't happen and to recognise your membership.

Where can I find all my membership details?

You can find your membership details (Identification Number, level of membership) by accessing your Club Area or:

- Cruise card
- e-newsletter
- on board final invoice

How long should I wait before I request my points?

You should wait a minimum of 15 days from the disembarkation date.

I forgot to provide my Club Identification number during booking and on board; can I request a refund or benefits after the cruise?

No, you cannot receive or be refunded for benefits or discounts that you have missed due to failure to provide your Club Identification Number.

FAQS RELATED TO THE PREVIOUS MSC CLUB**I am a member of MSC CLUB; what happens now?**

You will always be a valued member of our Club. Only the conditions have changed, and for the better; we believe!

Will I keep my old benefits?

No, the new privileges will be applied according to your level of membership. Nevertheless, some benefits have been kept and others have been changed but many others have been added. Discover what is waiting for you.

I am a Classic, Silver, Gold, or Black member of the previous MSC CLUB; what happens now?

With the launch of MSC Voyagers Club you will keep your MSC CLUB level of membership and points. Your MSC CLUB level of membership will have a status validity date of 36 months starting from the launch date of the MSC Voyagers Club. At the end of the 36 months, if you have completed at least one cruise, your membership will remain valid.

Is there a possibility of being upgraded to a different level of membership in the MSC Voyagers Club?

No, but a minimum of one cruise completed every 36 months is required to maintain membership validity.

Will I keep my booking discount?

No, for all members booking a cruise after 19/07/2015, the new 5% Club discount will be applied.

What happens to my points?

All your points will remain. They will just be multiplied by 100 as we are introducing a new points system. You can check your updated points account by registering or logging into your online private area.

Does my Club Identification number change?

No, your Club Identification Number will remain the same.

Is my Club Card still valid?

Yes, it is. Nevertheless, you will always receive a Cruise Card at check-in featuring your Club Identification Number and level of membership.

Do I need to bring my old Club Card when I go on board?

This is no longer necessary. You will always receive an updated Cruise Card (Voyagers Club Card) on every cruise if your card number is correctly inserted during the booking.