



GENERAL INFORMATION INCLUDING TERMS & CONDITIONS

Some important points while booking your cruise vacation on Costa Cruises. These are subject to change without prior notice.

1. GUEST NAMES:

First Name, Last Name and date of birth of each guest is required at the time of confirmation and must match as per the passport. Due to security considerations, any variations can result in denied boarding at the pier and 100% cancellation fee applied.

2. DEPOSIT & PAYMENTS

All fares are in EUR and subject to availability at the time of booking. A deposit 30% along with booking form is required to secure a confirmation. If booking within the cancellation period, full pre-payment is required at the time of confirmation. Final payment is required 90 days prior sailing.

3. PAYMENT OPTION:

All payments must be sent directly to the bank. Do send us a copy of bank wire / deposit slip to verify receipts and apply to your booking. An additional fee is levied on payment via Visa and MasterCard.

4. CRUISE FARE INCLUDES

Shipboard accommodation as reserved and paid for, ocean transportation as per itinerary, all meals onboard, some non-alcoholic beverages available in vending machines (including tea, coffee, lemonade and iced-tea), Room Service, recreation and entertainment onboard.

Specialty restaurants are available with either nominal cover charges or fixed price menus and à la carte pricing in addition to the standard dining program.

5. CRUISE FARE DOES NOT INCLUDE

Items of a personal nature, such as transfers, shore excursions, alcoholic beverages and soft drinks, spa treatments, dining in the specialty restaurants, laundry, telephone, email, internet, photographs, medical services, gratuities or other items not specifically stated as included in the cruise cost.

6. SERVICE CHARGES

Onboard Service Charges are additional. A charge per person per day as below is automatically added to your onboard account and covers restaurant staff, stateroom stewards and behind-the-scenes support staff.

Euro 10.00 per person per day	USD 16.50 Suites / USD 13.50 others per person per day	USD 12.50 per person per day
Costa Diadema	Costa neoRomantica	Costa Fascinosa
Costa Fascinosa	Costa Serena	Costa Favolosa
Costa Favolosa	Costa Atlantica	Costa Deliziosa
Costa Deliziosa	Costa Fortuna	
Costa Luminosa		
Costa Pacifica		
Costa Magica		
Costa Mediterranea		
Costa neo Classica		
Costa neo Riviera		
Costa Victoria		



7. TRAVEL DOCUMENTS

Passport: A valid passport is required for travel. It is recommended that your passport expiry day does not occur within 6 months of disembarkation date.

Visa: It is guest's responsibility to obtain the required visas as per the cruise itinerary. Current and up-to-date information can be sourced from the Embassy / Consulate of the country you intend to visit.

Guests who do not possess appropriate travel documents will be denied boarding by local immigration officials and no refund will be given to individuals who fail to bring proper documentation.

8. CANCELLATION POLICY

Basic Value Categories	
Days Prior to Departure	Cancellation Charges per person
90 days or more	15%
89 - 57 days	25%
56 - 30 days	50%
29 - 15 days	75%
14 days or less	100%

Comfort Categories (Classic, Premium, Deluxe)	
Days Prior to Departure	Cancellation Charges per person
90 days or more	EUR 50
89 - 57 days	Deposit Amount
56 - 30 days	50%
29 - 15 days	75%
14 days or less	100%

World Cruises & Segments	
Days Prior to Departure	Cancellation Charges per person
90 days or more	15%
89 - 57 days	25%
56 - 45 days	50%
44 - 30 days	75%
29 days or less	100%

There will be a EUR 50 per person administrative fee for all refunds.



9. TRAVEL PROTECTION

You are advised to have adequate alternative travel protection coverage to protect you from unforeseeable losses in case you need to cancel your vacation. There will be no refund of cancellation or interruption fees by Costa Cruises under any circumstances. You must recover fees from your own travel protection provider.

10. AGE REQUIREMENTS

Costa's policy dictates that a passenger under 21 years of age must be accompanied in the same or connecting stateroom by a passenger 21 years or older who expressly agrees to be responsible for the under 21 passenger throughout the cruise. This includes, but is not limited to, preventing violations of any ship's rules. Passengers must be age 21 to purchase or consume alcohol and age 18 to gamble on the ship.

Infants under six months of age are not eligible to travel on Costa ships.

11. PREGNANCY POLICY

Costa will make every effort to accommodate, providing you have not entered the 24th week of pregnancy when the cruise ends. A medical certificate establishing your due date prior to your cruise may be required.

12. E-DOCUMENTS

Complete your [Online Check-in](#) as soon as you have confirmed and paid for your cruise so that you are able to get onboard faster and easier. You will need complete passport details for every guest travelling with you.

Cruise Booking confirmation and sailing are governed by the cruise lines terms of carriage and guest conduct policy. Complete details including General Conditions are available on <http://www.costacruise.com>

UPDATED MAR, 2019