

## ACCESSIBILITY AND MEDICAL REQUESTS FORM

MSC Cruises S.A. ("MSC") prioritizes the safety and comfort of all guests. We know that different guests have different needs, and we strive to offer the best possible service in accordance with all relevant international standards and in light of the restrictions inherent to maritime travel. To enable us to tailor our services to your particular requirements, we kindly ask you to read this form carefully and duly complete it **at the time of booking but no later than 30 days prior to sailing**. This will allow us to prepare for your arrival on board so that your accommodation is as comfortable as possible, while also informing you about life on board your chosen vessel and providing any relevant information you may require.

If the guest's needs change prior to sailing, it is the guest's responsibility to promptly notify us (no later than 30 days before sailing) by sending an updated Accessibility&Medical Request Form. In the absence of timely notification, MSC cannot guarantee requested accommodations, though we will always do our best to ensure every guest receives whatever accommodation they need to enjoy their time aboard our vessels.

### 1. GUEST INFORMATION (required)

#### 1.1 GUEST DETAILS

Booking Number \_\_\_\_\_ if on consecutive cruises, please specify other booking no. \_\_\_\_\_

Guest's Name and Surname: \_\_\_\_\_

Guest's Phone no: \_\_\_\_\_ Guest's e-mail address : \_\_\_\_\_

When applicable, name of a travel companion<sup>1</sup> \_\_\_\_\_

<sup>1</sup>Please be advised that crew members are not permitted to assist guests with personal tasks or personal hygiene needs (e.g. assisting with eating, dressing, bathroom and bathing).

#### 1.2 PARENT/GUARDIAN DETAILS

If the guest to whom this form applies is a minor, this form should be completed and signed by a parent having parental responsibility, or by the legal guardian travelling with the minor.

Legal Guardian Name and Surname: \_\_\_\_\_

#### 1.3 CRUISE DETAILS

SHIP: \_\_\_\_\_ DATE OF DEPARTURE: \_\_\_\_\_

Cruise only

Fly&Cruise

BOOKING NR. \_\_\_\_\_

CABIN NR. \_\_\_\_\_

## 2. REQUESTED ACCOMMODATIONS (required)

### 2.1 GENERAL ACCOMMODATIONS

- Reduced Mobility Cabin [see Section 5.0]
  - T.T.Y. Kit [see Section 7.0]
  - Service Dog [see Section 6.2]
  - Needle box [see Section 10.2]
  - Implanted Device [see Section 10.1]
  - Pregnancy [see Section 9.1]
  - or Other [see also Section 10.9] please describe in detail
  - Mobility Device [see Section 5.1]
  - Sign Language Interpreter [see Section 7.0]
  - Respiratory Device [see Section 8.0]
  - Dialysis & Parental Nutrition [see Section 9.3&9.4]
  - Cognitive condition [see Section 9.5]
  - Medical intervention [see Section 9.6]
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### 2.2 SPECIAL DIET [SEE SECTION 4.0]

- Pre-packaged Kosher Meals<sup>2</sup> on payment<sup>3</sup>
- Low-sodium diet
- Vegan dishes
- Allergies or Intolerances [see Section 4.1]
- Halal Meat<sup>2</sup>
- Gluten Intolerant diet <sup>1</sup> of personal choice
- Vegetarian Dishes

<sup>1</sup> Please be advised that on MSC Armonia, MSC Sinfonia, MSC Opera and MSC Lirica guests can find only a limited selection of pre-packaged gluten-free snacks such as biscuits, croissants, sponge cakes and muffins. Coeliac guests are therefore recommended to book a cruise on any of the other ships in the fleet.

Moreover, despite our best efforts, we cannot exclude the possibility of cross-contamination.

<sup>2</sup> Request must be made at least 30 days before departure.

<sup>3</sup> Please contact your travel agent or sale operator or visit our website at FAQ-Special Diet to learn about applicable prices.

## 3. ADDITIONAL INFORMATION

**Please review the below materials to ensure you have all information necessary to determine whether the accommodation we are able to provide is right for you and your party to travel safely and comfortably. The more information you share with us, the more able we will be to provide accommodations to suit your specific needs.**

### 3.1 INFANT

Our ships are not equipped to provide specialist care for infants, nor do we have medical staff with specialized training for them. Caution is therefore advised when travelling with infants, particularly on longer cruises involving multiple days at sea, where access to shoreside specialized medical resources are limited and additional caution is recommended for guests under the age of 12 months. On cruises that are 11 or more nights, infants are allowed on board only if 12 months or older at the time of embarkation. We strongly recommend that parents travelling with infants or young children consult with their paediatrician prior to booking their cruise.

## 4. DIETARY REQUIREMENTS:

MSC makes every effort to accommodate our guests' dietary requirements whenever possible. We keep special dietary needs in mind when planning our menus and serving our meals.

MSC is aware that some foods may cause an allergic reaction in certain guests due to intolerance of some ingredients such as the **14 major recognized allergens** listed in Regulation (EU) No 1169/2011; therefore **guests are requested to inform the Company of any such allergy at the time of booking but not later than 30 days prior to sailing** (by duly filling out section 4.1 of this form). We further ask guests to report such allergy or intolerance to Reception - Guest Service and the Maître d'hôtel in the Main Dining Room upon first boarding the ship and prior to consuming any food or beverage onboard. Although there are a number of options at our various restaurants, our main dining rooms are best equipped to handle food requests and reduce the risk of cross-contamination, we therefore strongly advise guests with allergies to consider taking their meals in the main dining rooms, where our dining staff are best able to assist. **Despite our diligent efforts, we cannot exclude the possibility of cross-contamination between foods.** In case of doubt, the guest is advised to confer with the Maître d'Hotel, chef or bartender to know more about the ingredients.

We recommend our guests who have known allergies or intolerances to bring any emergency medications including those prescribed by their doctor aboard in order to be able to react in case of any allergic reaction.

### 4.1 ALLERGIES or INTOLERANCES

I have a diagnosed allergy or food intolerance to the following allergen:

- |   |   |
|---|---|
| <input type="checkbox"/> Cereals containing Gluten <sup>4</sup> | <input type="checkbox"/> Lupin                      |
| <input type="checkbox"/> Soybean                                | <input type="checkbox"/> Nuts or Treenuts           |
| <input type="checkbox"/> Peanuts                                | <input type="checkbox"/> Fish                       |
| <input type="checkbox"/> Crustaceans                            | <input type="checkbox"/> Sulphite & Sulphur Dioxide |
| <input type="checkbox"/> Dairy Products & Milk                  | <input type="checkbox"/> Mustard                    |
| <input type="checkbox"/> Egg                                    | <input type="checkbox"/> Sesame                     |
| <input type="checkbox"/> Molluscs                               | <input type="checkbox"/> Celery                     |

**When booking a tour with a meal included, please remember to always communicate your allergy/intolerance to the appropriate staff. Guests with allergies and intolerances visiting our private islands (Ocean Cay) and private beaches (Pomene and Sir Bani Yas) are strongly advised to take their meals on board the ship in the Dining Room where dietary requests can be better accommodated.**

<sup>4</sup> Please be advised that on MSC Armonia, MSC Sinfonia, MSC Opera and MSC Lirica guests can find only a limited selection of pre-packaged gluten-free snacks such as, biscuits, croissants, sponge cakes and muffins. Coeliac guests are therefore recommended to book a cruise on any of the other ships in the fleet.

### 4.2 SPECIAL FOODS

For medical reasons or for infants, guests can specifically request some food to be blended on board. Guests can also bring factory-sealed food on board, following written approval from the Company.

- Food to be blended onboard
- Special factory-sealed food to be brought onboard<sup>5</sup>

<sup>5</sup> Products to be taken on board must be factory-sealed, with original labeling intact. Please ensure that the food's labelling complies with applicable local regulations (e.g.: EU food labelling for cruises sailing into and out of European countries). The food should not have an imminent expiration date and should be consumed as per the instruction on the label once opened. Each guest cabin contains a cooler, which is not a refrigerator; the temperature inside the cooler is not safe for food storage. We therefore recommend that you bring ice packs for the storage of food once it has been opened from its packaging. No homemade food is allowed. Onboard personnel is not authorized to store or manipulate (cook, heat, etc.) food that a guest brings on board.

## 5. REDUCED MOBILITY:

MSC strongly recommends guests who exclusively use a wheelchair for mobility or travelling in a mobility scooter to book a "cabin for guests with disabilities or reduced mobility (H category)." These cabins are specially equipped with handrails, ramps to the balcony, lower shelves, wider wet-room- style-bathrooms, wider entrance doors, etc., to meet the needs of people with reduced mobility. A regular cabin is not suitable for guests who exclusively use a wheelchair for mobility but can be considered for guests with minor mobility impairments or not requiring a wheelchair to move around in the cabin. Guests occupying a standard cabin should ensure their wheelchair must not exceed a width of \_\_\_\_\_, weight \_\_\_\_\_, with no individual piece to weigh more than \_\_\_\_\_ and not exceeding \_\_\_\_\_ when collapsed.

Please note that wheelchairs, mobility scooters, and other assistive mobility devices must be stored inside your cabin and cannot be stored in hallways.

**Given that cruise ships have to comply with International Safety Regulations and that they have limited capacity to carry assistive mobility devices such as wheelchairs and scooters, if you wish to bring such items on board you must declare such assistive mobility device at the time of booking, or as soon as the need is known, so that the cruise line can check the availability to carry it onboard. Failure to provide such information at the time of booking may cause your device to be denied boarding.**

- I use the wheelchair exclusively for mobility and have carefully read chapter 5.4&5.5
- I have booked a cabin for guests with a disability or reduced mobility
- I have a minor mobility impairment which requires the use of a mobility device

### 5.1 MOBILITY DEVICE

The wheelchair or scooter must be stored **only inside the cabin** when not in use. I will use:

- Manual Wheelchair
- Other aid mobility devices (cane, rollator, crutches, etc)
- I need a Shower stool in my standard cabin
- I would like to bring my own bed lift/hoist <sup>7</sup>
- Electric <sup>6</sup> Wheelchair or scooter
- Other aid mobility electrical<sup>6</sup> devices

<sup>6</sup> If electric, please specify the type of battery used:  gel  dry  Lithium (provide the batteries data)

MSC informs guests that wet batteries may not be brought on board its vessels.

<sup>7</sup> In case the hoist is provided by a third party/rental company, the following documentation should be provided at the time of the booking: Driver ID & vehicle plate for the third party to grant them access to the port.

### 5.2 ASSISTANCE AT THE AIRPORT AND/OR DURING THE MSC FLIGHT

MSC Cruises S.A. informs you that each airport and air carrier has its own restrictions. If you have purchased flights as part of your MSC Cruise package, you are requested to notify us at the time of booking of any special accessibility needs, so that we can forward the information to the air carrier in sufficient time for your requirements to be met. MSC cannot guarantee that guest requests will be accommodated since the air carrier is a third party. Also, please note that it may take a few days to confirm the availability of the service requested. The option of using your own wheelchair to access the stairs/door of the aircraft may be available, depending on the airline and departure airport.

#### BOARDING DETAILS:

- I am able to use the stairs and move from the entrance of the aircraft to my assigned seat (WCHR);
- I am NOT able to use the stairs, but can move from the entrance of the aircraft to my assigned seat (WCHS);
- I use the wheelchair exclusively for mobility, i.e. NOT able to use the stairs and NOT able to move from the entrance of the aircraft to their assigned seat (WCHC);

I have difficulty in walking long distances (special assistance will be requested from the air carrier and/or the airport for the purpose of travelling between the check-in and boarding gate, or from the gate of disembarkation to the arrivals area)

Wheelchairs dimensions: \_\_\_\_\_  \_\_\_\_\_  \_\_\_\_\_

Weight: \_\_\_\_\_

Dietary Requests during the flight: \_\_\_\_\_

Medical equipment during the flight: \_\_\_\_\_

### **5.3 ASSISTANCE ON BOARD AND/OR AT THE PORT**

I need an accessible bus/ramp-van <sup>8</sup> on my pre-purchased transfer airport-terminal-airport

I don't use a mobility device but will need wheelchair assistance for embarkation/disembarkation from the ship <sup>9</sup>

Please be advised that the means of transportation used for excursions at some ports of call are provided by third parties and not directly by MSC Cruises S.A. These means of transportation are not included in the holiday package and may not be technically suitable for your specific needs.

<sup>8</sup> MSC Cruises S.A. informs guests that accessible transportation from and to the terminal outside US ports could result in additional costs payable by the guest.

<sup>9</sup> The steepness of the gangways may vary depending on the tides, which can change throughout the day. To ease the access for guest's with reduced mobility, on embarkation and disembarkation day, MSC staff will provide wheelchair assistance from the check-in counter inside the cruise terminal to the ship. Outside the cruise terminal assistance is not guaranteed. In the ports of call, assistance is provided from the ship to the pier and vice versa.

### **5.4 TENDER SERVICE**

Guests must be fit and mobile enough to access and disembark the tender. If guests have impaired mobility or use a mobility aid such as a walking stick, cane, or walker, then they must carefully consider their ability to embark the tender safely before making their way down to the platform. Guests must take into consideration the use of steps, the possibility of a gap and height difference between the platform and the tender, and the potential sudden movement of the tender when making their decision to embark on the tender. Crew members are not permitted to carry wheelchairs and mobility scooters into the tender. For the safety of all guests and crew members, all guests must be able to independently embark and disembark the tenders and lift the scooters independently. Ultimately, carriage by tender may be refused by the master or any of their officers if there is any doubt as to the safety of any guest. In case of doubt, please request a list of tender ports.

### **5.5 SHORE EXCURSION**

MSC offers Easy & Accessible tours, which allow slow walkers, wheelchair, and scooter users to visit the destination on easy tours created just for them. Please be advised that accessible vehicles are provided by external third parties; they are therefore subject to availability and at some ports of call they might not be available or not be technically suitable to accommodate every guest's need. Guests with reduced mobility are therefore strongly recommended to enquire about the availability of Easy & Accessible tours at the time of the booking, as availability might vary depending on the tour destination.

## 6. VISUAL IMPAIRMENTS

### 6.1 DEGREE OF VISUAL IMPAIRMENT

I am visual impaired:  Totally  Partially

Guest degree of autonomy (%) \_\_\_\_\_

Please be advised that the onboard staff is not available nor specifically trained for daily care. Please consider that crew members are not permitted to assist guests with personal tasks or personal hygiene needs (e.g.: assisting with eating, dressing, bathroom or bathing).

### 6.2 SERVICE DOG

A service dog is a dogs that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. In accordance with some specific local regulations, a training certificate might be requested.

MSC welcomes service dog on board its cruise vessels, provided they are in good health and in possession of all documents necessary for entry to the foreign countries visited during the cruise (in particular, for the EU the animal will require the compulsory identification document issued by the competent local health authority, stamped within the 24 hours preceding the journey by the veterinarian certifying the animal's physical condition). The guest, on his/her part, undertakes to be personally responsible for the custody, nutrition and general care of the animal throughout the period spent on board (with the help of a carer or fellow traveler if applicable).

**It's the guest's responsibility to ensure that all documents related to the service dog are in compliance with all local regulations for each port of call of the itinerary.** Hard copies of the documents must be provided at embarkation.

**Please be advised that in some ports of call the service dog might not be allowed to get off, according to local immigration rules.**

Emotional support and companion animals are not allowed on MSC vessels.

I will cruise with a service dog

## 7. HEARING&SPEECH IMPAIRMENTS

I have a hearing impairment  I have a speech impairment

I have a hearing & speech impairment

Given that cruise ships must comply with International Safety Regulations (SOLAS), guests with hearing disabilities will automatically have a TDD/TTY System kit installed in the cabin. This kit includes light and vibrating devices, a text phone and an analogue alarm clock. As these are available in limited numbers on all ships, you are advised to notify us of this requirement at your earliest convenience.

I need a TDD/TTY kit installed in the cabin

I will be accompanied by a sign interpreter: Name and Surname \_\_\_\_\_

## 8. RESPIRATORY NEEDS

Please note that the onboard medical centre has an oxygen supply limited for use by admitted patients. It is therefore the responsibility of guests on long-term oxygen therapy to make provision for their regular oxygen needs while on board.

### CPAP / BiPAP

Electrical devices need to be compatible with the onboard power supply of 120V/60Hz or 240V/60Hz. Outlets in guest cabins accommodate U.S.-style and Northern European-style plugs. Electrical devices should be carried on board as hand luggage. Complimentary extension cords are available on board;



however a 30 EUR/USD/GBP charge will apply if not returned. For safety reasons, guests are not permitted to bring their own extension cords on board. Please ensure you request any required extension cords at the moment of the booking.

### **Mechanical Ventilation**

The following details must be provided at the moment of the booking and at least 30 days before sailing for review by the Medical Team.

- Details of the ventilator type, spare battery capacity, accompanying carers able to operate the equipment.
- In accordance with local regulations, a medical report containing full details of the underlying medical condition, ongoing management, and approval to sail from the medical specialist might be requested.

**Guests on mechanical ventilation are strongly advised to avoid booking cruises with two or more consecutive sea days, considering the lengthy delay before shoreside specialist care can be accessed in the case of equipment or power failure. In the event that a guest chooses to book a cruise with two or more consecutive sea days, the guest will be required to bring a backup set of equipment on board the ship.** Please be advised that there may be interruptions to the shipboard power supply and battery backup is recommended. Electrical devices need to be compatible with the onboard power supply of: 120V/60 Hz or 240V/60Hz.

### **Oxygen: Concentrator**

Electrical devices need to be compatible with the onboard power supply of: 120V/60Hz or 240V/60Hz. Please be advised that there may be interruptions to the shipboard power supply and battery backup is recommended. Concentrators should be carried on board as hand luggage.

### **Oxygen: Compressed Gas Cylinders**

Oxygen cylinder supply must be arranged through a vendor. The maximum size permitted is "E" or M-24 size (680 L at 2,200 psi). For safety reasons only one cylinder is allowed in the cabin. Additional secure storage may be available on a case-by-case basis on request. The guest is responsible for ensuring their supply has been delivered and stowed safely prior to sailing. Oxygen cylinders may be restricted on flights. The guest is responsible for ensuring that the airline is consulted prior to arranging travel.

### **Oxygen: Liquid Gas Reservoir**

Liquid oxygen reservoirs of maximum weight 55kg may be allowed if suitable safe storage is available on board. This will be determined upon request on a case-by-case basis by the Safety Department. The guest is responsible for filling portable cylinders as the ship's crew are not trained in this procedure.

Having understood the on board limitations I would like to inform that during the cruise I will use:

- CPAP, BiPAP Concentrator and Similar
- Oxygen Cylinders
- Mechanical Ventilation

## **9. MEDICAL DETAILS**

### **9.1 PREGNANCY**

MSC Cruises SA does not permit guests who will be more than 23 weeks plus 6 days pregnant at any time during the cruise to sail. This is for maternal and foetal safety, as specialist obstetric and neonatal care is not available on board.

Please indicate below if during your cruise:

I will be pregnant

My expected due date is \_\_\_\_\_

Pregnant guests who will be 23 weeks plus 6 days gestation or less during the entirety of their cruise will need to submit a letter from their obstetrician/gynaecologist confirming the following:

- Ultrasound confirmed expected date of delivery (EDD)
- That the pregnancy is low risk
- That the guest is fit to sail on board a ship with no immediate access to specialist obstetric or neonatal care

Letters should be sent by email to Accessibility Needs **at the moment of the booking and at least 2 weeks before sailing date**. A copy will need to be presented at check-in on the day of embarkation.

## 9.2 PERSONAL MEDICATION

### 9.2.1 Allowed Medication

MSC recommends that guests pack enough medication to last 14 days after the end of their cruise. We strongly recommend that you keep any medication with you at all times and in your purse or carry-on bag while travelling. Remember to leave all medication in its original container. It is also a good idea to carry a prescription record or written list of your medications in case they are lost. The list should include the name of the drug, dosage and times taken. In case of emergency, the Medical Centre can assist in replacing medications, however, MSC cannot guarantee that the exact medication or an equivalent will be available on board. Please note that the cabin coolers are not fridges and therefore are not suitable for refrigerated medications. We suggest that you bring cool bags with ice packs, or request medication cold storage in the medical centre. Medication stored in the medical centre fridge can only be accessed during opening hours.

Restrictions may apply to guests travelling with certain controlled drugs. Guests are responsible for ensuring they meet any specific requirements for the countries they are travelling through. It is recommended that guests carry and retain a signed, dated explanatory medical letter from their treating physician detailing the indication for use of any prescription medication. Onboard staff will not routinely ask to see the documentation; however, it may be requested if there are queries by local authorities or additional information is required.

### 9.2.2 Prescribed Medication Not permitted on Board

MSC does not permit guests to bring on board medications containing drugs of abuse or equivalents which are designated as such, in any of the geographic areas we visit. This includes, but is not limited to:

- Marijuana (including prescription / medical marijuana), and THC (tetrahydrocannabinol)
- Illegal narcotics / drugs including synthetic designer drugs / New Psychoactive Substances (NPS),

It remains the responsibility of the guest to familiarize themselves with the above instructions and check the validity of their medication list with their treating physician or pharmacist.

### 9.2.3 Medicine Allergy

I am allergic to the following medicine: \_\_\_\_\_

Guests having a medical consultation while on board are reminded to ensure that all medication allergies are declared to medical staff during registration.

## 9.3 PERITONEAL DIALYSIS

MSC Cruises does not provide individual haemodialysis.

Guests undergoing haemodialysis can book limited sailings through MSC's authorized agency Viaggi Piu (hyperlink [booking@viaggi piu.eu](mailto:booking@viaggi piu.eu)). Restrictions may apply. Guests who are stable and able to independently manage home peritoneal dialysis may sail. There are risks associated with traveling on cruise ships while undertaking dialysis, which are listed in the Dialysis Acknowledgement of Risk Form. These should be discussed with the guest's nephrologist, then signed and notified to Accessibility&Medical Requests Team **at the time of the booking or anytime before 30 days before the sailing**. Guests will be responsible for supplying all equipment, medications and supplies necessary to self-perform dialysis.



Guests should contact their medical supply company to arrange for dialysis supplies for the entire cruise. Guests are responsible for ensuring adequate supplies of dialysis fluids and supplies are on board stored in their cabin prior to sailing. The shipboard medical staff are not trained in management of peritoneal dialysis.

During the cruise I will need Peritoneal Dialysis

This is the estimated volume of equipment and supplies to be brought on board:

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I enclose a fit to sail letter from my nephrologist

I enclose a signed Dialysis Acknowledgement of Risk

#### 9.4 ENTERAL AND PARENTERAL NUTRITION

MSC Cruises does not provide enteral or parenteral nutrition, however guests who are able to independently manage it are welcomed on board. Guests are responsible for providing all feeds and equipment required for the entire duration of the cruise.

I use Enteral Nutrition

I use Parenteral Nutrition and require assistance with cold storage

I will need a biohazard container

#### 9.5 COGNITIVE IMPAIRMENT

In order to better anticipate the needs of our guests with cognitive, behavioral or mental health conditions, we recommend that guests consult with their doctor or specialist before travelling on board. We highly recommend travelling with a companion who can provide any support as needed. Please note that medical staff are on hand to provide emergency care but are not able to support daily living needs or provide routine nursing care.

In accordance with some specific local regulations, guests might be asked to provide a fitness to travel on a cruise ship certificate, including any special instructions or requirements to the Accessibility&Medical Team and to carry it when embarking the ship.

I have been diagnosed with<sup>10</sup>:

ADHD (attention deficit hyperactivity disorder)

Severe Anxiety/Depression

Autism Spectrum Disorder<sup>11</sup>

Bi-Polar Disorder

Behavioral Disorders

Dementia/Alzheimer's

PTSD (Post Traumatic Stress Disorder)<sup>11</sup>

Others

<sup>10</sup>Optional for guests who booked in the US market

<sup>11</sup> Guests are reminded that environmental triggers such as noise, crowded spaces and bright / flashing lights are commonplace in the cruise environment and are likely to be encountered during their time on board. Consideration should be given to whether this poses a significant risk to their enjoyment of the cruise. Children requiring access to the Mini Club must be able to use the toilet independently and without assistance from staff. Please consider that Youth Staff members are neither trained nor permitted to assist guests with personal tasks or personal hygiene needs (e.g. assisting with eating, dressing, bathroom, or bathing).

#### 9.6 MEDICAL INTERVENTION

During the cruise some guests may need extra medical care due to a specific condition. Please provide extra details for our Accessibility&Medical Team to assess whether this can be offered on board.

I am on chemotherapy or immunosuppressant medication. Chemotherapy cannot be administered on board. Due to risks associated with travel, MSC recommends that those on immunosuppressant medication consult with and obtain clearance to cruise from their specialist priority to boarding.<sup>12</sup>

I have other complex medical needs requiring advanced care (some example are: quadriplegic patients, those with significant incapacitation / loss of function or those requiring round round-the-clock care)<sup>12</sup>

I will need medical intervention (such as laboratory tests, administration of injectable medication, wound dressings etc.). Please provide details<sup>12</sup>:

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<sup>12</sup> In order to best prepare for any potential complications we invite you to provide us with medical report from your specialist advising of your specific medical needs:  
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## 9.7 OTHER MEDICAL

### General information about medical services on board

Our onboard medical facilities meet or exceed the standards for cruise ship medical centres adopted by CLIA and include basic diagnostic and treatment abilities; however the ship's medical centres are not required to be and are not equipped to the same standards as a land-based hospital. They are staffed by full-time registered doctors and nurses, including paramedics on some ships. In addition to twice-daily clinic hours, medical staff are available 24 hours a day in the event of an emergency.

Charges for medical services rendered on board are added to your shipboard account, and an itemized account will be provided to submit to your insurance company.

Our Medical Centres are primarily intended to provide acute care for illness and accidents that may occur while on vacation and are not intended to provide long-term care for patients with chronic illnesses or as a substitute for regular health care. The medical staff on board is not available for daily care, unless you are hospitalized in the ship's medical centre. Please consider that crew members are neither trained nor permitted to assist guests with personal tasks or personal hygiene needs (e.g.: assisting with eating, dressing, bathroom or bathing).

If guests become ill or injured during the voyage and the diagnostic and/or care needs exceed the capabilities of the onboard medical centre, guests will be transferred to medical facilities ashore. **Please note that many health insurance plans do not cover the cost of medical care at sea, in foreign countries, or for air evacuation unless this has been specifically arranged. Guests are encouraged to obtain travel medical insurance prior to travel in order to be reimbursed for services rendered.**

## 10. OTHER CONDITIONS

### 10.1 IMPLANTED DEVICE

Guests with special implanted devices (for example pacemaker) are requested to inform our security staff at the time of embarkation, so the staff can provide safe, alternative screening.

I have a special implanted device that can interfere with the onboard security x-ray equipment

### 10.2 BIO HAZARD CONTAINER

I need a medical disposal device in my cabin

### 10.3 INVISIBLE DISABILITIES

Due to my special medical condition I need to be granted priority upon embarkation and disembarkation from the ship

Other conditions I wish to notify MSC regarding:

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**MSC Cruises S.A. also informs you that:**

The Master has the power in any event - acting on the advice of the onboard Medical Officer - to refuse, at his entire discretion, to allow you to embark, or to require you to disembark at any time and at any port, at your own cost, in the event that your safety is likely to be compromised and required treatment cannot be safely provided on board.

At MSC Cruises, we are committed to the fair processing of your personal data. In this instance, your personal data may be processed by separate data controllers. MSC Cruises S.A., headquartered in Avenue Eugène Eugène-Pittard 16, Geneva, Switzerland, is the Controller for all main activities concerning the management of your booking as an MSC Cruises Guest. MSC Cruise Management UK Ltd, headquartered in 5 Roundwood Avenue, London, may process your personal data for the purposes where it is required to accommodate your request for special accommodation and might involve the processing of your health or other sensitive data. For detailed information about our data processing activities, including those carried out by other entities within MSC Cruises, as well as your associated rights, such as the ability to withdraw consent at any time, please consult our Privacy Notice available at <https://www.msccruises.com/int/privacy> or contact our Data Protection Officer at [dpo@msccruises.com](mailto:dpo@msccruises.com).

MSC Cruises S.A. highlights that completing and signing this form does not constitute proof of the positive conclusion of the holiday package contract, which is ruled by our Booking Terms and Conditions of Carriage, General Terms and Conditions of Sale available on our website but should be considered a signed self-declaration of personal accessibility or medical request needs shared with the company.

**I, the undersigned, on my part, declare that:**

the information provided above is complete and truthful and that I consent to it being processed in accordance with the above arrangements;

I have read and accept the Booking Terms and Conditions of Carriage, General Terms and Conditions of Sales and transportation, Code of Conduct as included in the relevant MSC Cruises S.A. brochure or website;

I have been fully informed of all circumstances which are potentially prejudicial to my health and safety. I have decided in full knowledge of the facts to purchase the holiday package, accepting the risks relating thereto.

By signing this form I consent to the processing of my sensitive personal data as provided herein.

Date dd/mm/yyyy \_\_\_\_\_

Guest's signature \_\_\_\_\_