



# DON'T WORRY, **CRUISE HAPPILY.**

Your short guide with everything you need to know  
for a perfect holiday on board and ashore.



What happens during boarding?  
What is the Costa Card for? Where  
can I find the program of onboard  
activities? Where is my cabin located?  
In this handy guide, you will find all the  
basic information and the answers to  
these questions. Consult it and enjoy  
a worry-free cruise.

**Have a great journey!**

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# BEFORE DEPARTURE.



## Online Check-In.

From 14 days before departure, you will be able to check-in on [mycosta.com](https://mycosta.com); download your ticket & boarding forms and find out your boarding time.



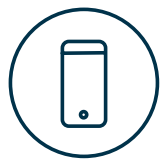
## Check boarding documents validity.

The identification document's validity must be checked depending on the chosen itinerary. **Print your boarding form and ticket, which includes your luggage labels.**



## Access MyCosta.

It's the Costa website area where you can access a range of services and personalize your journey. Beside the check-in, you can add extra experiences like shore excursions, drink packages, wellness treatments... All you need to access it is your booking number.



## Download the Costa App.

Download the Costa App for free on your smartphone before boarding, to easily access all useful information regarding your trip.



## What not to bring on board.

For safety reasons, it is not possible to take on board: irons, hairdryers, hair straighteners, kettles, spirits and food.

# COSTA APP.

## WHAT TO DO BEFORE BOARDING

### Login.

Log in with your booking number + Surname or C|Club membership (username and password).

### Profile.

Easily access your C|Club profile.

### Check your itinerary.

Check how much time is left until departure. Preview the complete itinerary and available excursions. Explore the ship's decks to discover: restaurants, bars, lounges and the exact location of your cabin.



**HAVE YOU NOT  
DOWNLOADED  
THE COSTA APP YET?  
DO IT NOW ON THESE  
LINKS!**

## COSTA APP: WHAT YOU CAN DO ON BOARD

### Login.

Connected to the ship's network, log in with your Costa Card or C|Club membership and manage all the functions. Access the on board Wi-Fi, it is free for the use of the Costa App.

### Reservations.

Book your special dinners in themed restaurants, purchase your excursions and internet packages to navigate from the ship's network and be always connected.

### Daily activities.

Check all scheduled activities from the "*Oggi a bordo*".  
Discover locations & times and save your favourite events directly in MyAgenda, your personalised calendar.

### Chat with friends.

Don't miss any messages from your fellow travellers or new friends you've met on board.

### Digital emergency drill.

Carry out the important and obligatory emergency drill from the comfort of your smartphone.

### My spending.

Monitor your purchases in real time, download the reminder with all your expenses and keep up to date.

### Wi-Fi connection.

While on board, you'll have access to Wi-Fi to fulfill all your needs, whether it's discovering more about the destinations you're visiting, staying connected with friends, or updating your social media with all your experiences. All you have to do is choose the internet package you prefer between unlimited internet, social networking.



# BOARDING PROCEDURES.



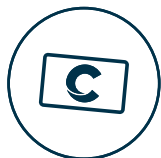
## **Luggage drop-off.**

On arrival at the Cruise Terminal, at the time indicated on your cruise ticket, you may drop off your luggage displaying the label you previously printed.



## **Board the Ship.**

A security check is carried out with an identification document together with the boarding forms.



## **Collecting the Costa Card.**

Once the security check and boarding procedures have been completed, you can collect the ship map and the Costa Card, your document for identity recognition on board. For that purpose we take a picture of you, upon embarkation, to be associated with your Costa Card.



## **Once on board.**

Our crew will provide you with guidance and information.

## **Your Costa Card.**

It is the key to your cabin, the universal payment method on board and your identification method to go ashore and get back on the ship. On the card you can find important information like your muster station.

## **Payment method with Costa Card.**

Within 24 hours of boarding, you will need to choose the payment method you want to associate to your Costa Card, to cover onboard spending; choose between credit card or cash deposit.

## **Lunch on the day of boarding.**

Lunch is always included in the main restaurants or in Buffet form. You can also choose to eat at the paid restaurants if open.

## **Where is your cabin?**

Finding your cabin is easy. The location of cabins depends on their numbers. Even numbers are located on one side of the ship, with odd ones on the opposite side. Your cabin number is indicated on the boarding form and on the Costa Card.

## **Safety Drill.**

You'll find a notice in the cabin announcing the Safety Drill, indicating when it will be carried out. You are able to choose either the collective or digital version of the drill via the Costa App. The Safety Drill is compulsory for all passengers (children included).

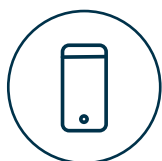
## **Don't miss the Welcome Time!**

Within 24 hours of boarding, Welcome Time, the welcome meeting in guests' own language, provides the opportunity to meet the crew and receive all information to make the most of your cruise.



# LIFE ON BOARD.

## ENTERTAINMENT



### How does the entertainment work?

Entertainment for adults and children is included in the price of the cruise for the majority of activities. You can find all the details in the Costa App, on the interactive screens and in *"Oggi a Bordo"*, where you can also find information such as the recommended attire for each evening and for the themed parties in program.



### How we entertain you in daytime.

During the day, you can count on lots of initiatives, such as games, team activities, quizzes, dance classes, seminars and creative workshops for adults and children, also at the ship's outdoor areas.

Access to the swimming pools is always free of charge.



### Wellbeing and relaxing.

A sea-view gym equipped with Technogym® machines is always available for you with complimentary access, along with a wide range of free outdoor sports activities, such as morning walks and aqua aerobics.

Do you prefer total relaxation? The Solemio wellness center awaits you, offering thermal treatments such as a Finnish sauna, Turkish bath, Jacuzzi, experience showers, and more.



## Showtime!

In the evening you can always attend one or two shows in the main theater, featuring artists including dancers, acrobats, singers, magicians, ventriloquists and comedians, in accordance with the programming and itineraries. Some shows are reserved for C|Club members of bronze level and above: they will receive an invitation with precise details of the event.

## Themed evenings.

Themed evenings include events that are always on the events program, such as *Notte Bianca* and the Silent Disco, in addition to further events such as the Arabian Night, Latin Party, Fluo Party and many others. They vary depending on the ship.

## For Children & Teens.

The entertainers are ready to welcome children aged 1 to 3 years with specially designed play activities, in the presence of an accompanying adult. On Costa Toscana and Costa Smeralda, there's also a nursery service available (Baby Squok Club), for an additional fee, where professional nannies take care of your little ones.

The Squok Club warmly welcomes children aged 4-11 years old to a dedicated space from 09:00 to 24:00, where they can enjoy art and craft activities, movement games, treasure hunts, dances, and the delightful presence of Squok himself. He is Costa's mascot and he's half dolphin and half shark.

Need some time for yourself? Our animators will also take care of your children during lunch and dinner.

The Teen Zone is dedicated to older kids, ensuring guaranteed fun through team games, football, ping pong, board games, sports activities, and evening disco.



# LIFE ON BOARD.

## FOOD & BEVERAGE



### **Main restaurants, buffet and paid restaurants.**

You can enjoy breakfast, lunch and dinner in the main restaurants or at the buffet (included in the rate) as well as in paid restaurants. Find details about the main restaurant, table assignment and dinner time on the Costa Card and Costa App.

In case you wish to change your table and dinner time, you can do it via the Call Me service or directly with the Maître.



### **Menus and reservations.**

You can see all Restaurant menus in the Costa App or via the QR code, by connecting to the ship's free Wi-Fi. The main restaurants' menus also include the Destination Dish, which is a course inspired by the ingredients and atmosphere of the next port of call.

Paid restaurants can be booked before departure on MyCosta and on board via the Costa App, the Call Me service or directly in the restaurant of your choice.



## Opening times.

Restaurants' opening times can be viewed in the Costa App or on "*Oggi a Bordo*" and on the interactive displays (where available).

## Drinks packages.

For a truly carefree holiday, consider one of our drinks packages: MyDrinks and MyDrinks Plus. With these packages, you'll have the freedom to order your desired beverages anytime during your cruise.

But you can even choose a soft drinks package or any another which suits you best. Water dispensers are available at the buffet (during opening hours) and are included in the cruise fare.

## Kids menus.

The main restaurants always have a "Squok menu" available for your kids.

If you travel on Costa Smeralda and Costa Toscana you can count on a restaurant entirely dedicated to families. Baby food is available for the little ones, as well as the option to warm up milk at the bars.

## Special diet requirements.

If you have any special diet requirements, such as vegetarian, vegan, gluten-free or lactose-free preferences, please remember to notify the company in advance.

We will ensure that all menus are prepared accordingly, at no additional cost to you.

Also a kosher menu is available if reserved well in advance.

## Allergies and intolerances.

If you or your travel companions have any food allergy or intolerance, they will be dealt with individually, just remember to declare the need while booking.

## Is it your birthday?

Are you celebrating a birthday on board? Before departure or on board, you may order a cake, for a small fee, by contacting the restaurant staff or the reception.

## Suite Restaurant.

If you have chosen a Suite you get access for breakfast, lunch and dinner in the Élite Suite&Club Restaurant.

Also Gold & Platinum C|Club members have the chance to request the Elite Suite & Club restaurant for dinner services, independently from the cabin they have booked. (This benefit applies to all individual reservations only).

## Paid restaurants for a new culinary experience.

On board, you will have access to several paid restaurants where you can explore a variety of menus and specialities.

If you're in the mood for gourmet dining, indulge yourself in the Archipelago Restaurant. With its unique design and menus curated by three world-renowned international chefs - Bruno Barbieri, Ángel León and Hélène Darroze - with a total of 17 Michelin stars, your taste buds will be in for a treat. For those seeking the authentic flavours of Italian pizza made with sourdough and the finest ingredients, Pizzeria Pummid'Oro awaits you. Preference for Japanese cuisine? Then head to Sushino at Costa, the 'sushi bistro' by the sea, where you can enjoy the finest maki, sashimi and nigiri.

## C|Club members benefits.

As C|Club member, you have discounts on many on board services, like gourmet dishes, selected wines, etc. If you celebrate your birthday on the ship (excluding the day of disembarkation), we will grant a complimentary cake and professional photo. Gold or Platinum member? You can choose the cake you prefer!





# GOING ASHORE.



## **What you need for going ashore.**

It's necessary to take your Costa Card with you, together with personal ID document, when going ashore. You can find all information in the "Your activities ashore" section of *"Oggi a Bordo"*.



## **How to book land experiences.**

You have different choices for booking your land experience: before departure through MyCosta; on board, through the Costa App or interactive stands or by going to the MyTours desk.

You are advised to book as early as possible, even though it will be possible to proceed until the evening before stopping at the port, depending on availability.



## **Guided experiences and meeting points.**

The guided land experiences are available in the main languages, and will last either half day or a whole day.

The meeting point varies according to the excursion. You can consult it in the *"Oggi a Bordo"* section of the Costa App, on the screens and interactive stands on the ship from the evening before the excursion.



## **My Explorations package.**

The package includes a selection of excursions that you can choose from those available.

How to purchase: in the Super All Inclusive rate (where available), benefiting from a special price compared to the purchase on board; by booking it directly in MyCosta; or even on board at the MyTours desk, through the Costa App or in the interactive stands.

In all these cases, the bookings can be consulted on the Costa App.

## **Going ashore by yourself.**

You can go ashore independently, always remembering to take your Costa Card and personal ID document with you.

According to the port of arrival, a pay return shuttle service is available to the city center. You can book the service on board, at Reception or at the MyTours desk.

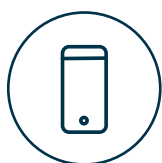
You will need to reach the meeting point indicated on "*Oggi a Bordo*" or on the screens and interactive stands, where you will receive instructions for an orderly disembarkation. In case you are late, waiting cannot be guaranteed.

## **Returning on board.**

Returning from excursions cannot take place after the deadline indicated in the "All onboard" selection, which you can consult in the Costa App, on "*Oggi a Bordo*" and on the screen and interactive stands before going ashore.



# DISEMBARKING.



## **Time to say Goodbye.**

All necessary information for disembarkation will be provided during the "Goodbye Time" meeting. You can check the schedule for this meeting in the "*Oggi a bordo*" section of the Costa App.



## **Luggage labelling.**

Luggage labels will be delivered directly to your cabin the evening before disembarkation. The disembarking slot depends on the color and letter indicated on the label: you should keep one of the labels with you, so you are sure to follow the correct indications.



## **Luggage drop-off.**

Place your luggage outside the cabin door the night before disembarking, as it will be collected by dedicated personnel. Remember to keep your identification document and essential medication with you.



## Close your Costa Card account before disembarking.

If you have chosen cash payment, you can either claim any remaining credit using one of the automatic devices or settle the remainder of your balance. Credit card payments do not require the use of the automatic devices.

In either case, it's important to download your final balance from the Costa App before leaving the ship, as it will no longer be available after disembarkation. Please note that you won't be able to disembark if your final Costa Card balance is not settled.

## Disembarking.

To determine your assigned disembarkation time and location, and to follow the correct procedure, please refer to the instructions related to the letter and color of your luggage label. These will be delivered to your cabin the evening before disembarkation.

## Luggage collection at the terminal.

Once you have left the ship, you can collect your luggage from the terminal, where they will be arranged according to the color of label.