

Genova, 10/06/2021

Dear Partner,

Given the overall scenario, we are in constant dialogue with governments and health authorities to ensure that the most up-to-date measures are applied to our planned activities. Our priority is to offer a safe, quiet and memorable holiday experience to all our Guests.

In this regard, we would like to inform you that we have updated the travel requirements applied to our cruises in the **Caribbean** and **the United Arab Emirates**.

Most destinations included in these itineraries impose **vaccination as an entry requirement for foreign travelers**. **Therefore, all Guests who have booked or will book a cruise of the 2021/2022 season in the Caribbean and the United Arab Emirates must have completed the complete vaccination cycle.**

### CARIBBEAN

#### REQUIRED DOCUMENTS

- **Valid passport** (at least 6 months residual validity)
- **Original or complete digital vaccination certificate** proving the conclusion of the entire vaccination cycle. (The QR Code alone will not entitle the guest to board)
- **Covid insurance**
- a negative **PCR molecular test** carried out within **72 hours before the start of the trip**
- a negative **antigen test** carried out within **24 hours prior to boarding**

Any guest aged 12 years and older who will not provide a valid vaccination certificate and the above PCR and antigen tests will not be allowed to go. **Guests under the age of 12 are not allowed to board as they are not eligible for vaccination**

### UNITED ARAB EMIRATES

#### REQUIRED DOCUMENTS

- **Valid passport** (at least 6 months residual validity)
- **Original or complete digital vaccination certificate** proving the conclusion of the entire vaccination cycle for all Guests aged 12 years or older. (The QR Code alone will not entitle the guest to board)
- **Covid insurance**

**Guests aged 11 years and under** will be able to embark even if they are not vaccinated.

Additional entry requirements and testing procedures to be applied will be communicated as soon as we receive confirmation from local health authorities.

We hope that sending this information well in advance will be appreciated. **In the event that your Customers do not meet the vaccination requirements** for these cruises at the time of departure, we confirm the **possibility to cancel the booked cruise up to 15 days before departure without having to pay the cancellation fees**. Alternatively, always **up to 15 days before departure, they can change their booking** by choosing any other cruise of our schedule, taking advantage of the best possible price at the moment. Our cruise consultants will be at your disposal to provide you with assistance in this regard.

By continuing to monitor the evolving scenario, we will ensure that we promptly communicate any additional requirements or procedure that will apply to our cruise destinations.

Attached you will find a document with all the **Questions & Answers** that may be useful to you.

Thanking you for your attention we wish you a good job!

Kind regards

Costa Cruises S.p.A.

## QUESTIONS & ANSWERS

### 1) How do you define a "vaccinated" guest?

Guests are considered fully vaccinated if they have received their second dose in a 2-dose series, (or single dose e.g. in case J&J vaccine) at least 14 days prior to the cruise.

A not fully vaccinated guest is considered to be someone:

- 1) who has not received his second dose in a 2-dose series, (or their single dose, e.g. in case J&J) at least 14 days prior to the cruise; or
- 2) someone who is vaccinated but unwilling or unable to show their proof of vaccination;

### 2) Is mixed combination of vaccines considered approved?

Guests who received mixed combination of COVID-19 vaccine are accepted as long as they are able to show a fully vaccinated proof as provided by their relevant health authority.

### 3) Who will you consider as "not vaccinated" therefore not eligible for embarkation?

A not fully vaccinated guest is considered to be someone:

- 1) who has not received their second dose in a 2-dose series, (or their single dose, such as e.g. the Johnson & Johnson vaccine) at least 14 days prior to the cruise; or
- 2) someone who is vaccinated but unwilling or unable to show their proof of vaccination;

### 4) What about those who are certified as recovered from COVID and who received then a single dose of vaccine as prescribed?

Guests who have received a single dose of vaccine after being certified as cured of Covid-19 are eligible to board provided that they can show proof of certification from the competent health authority.

### 5) What are the vaccines considered accepted?

For **Caribbean cruises** the vaccines accepted are Pfizer, Moderna, Vaxzevria (Astrazeneca) and Janssen (Johnson & Johnson)

For **cruises in the UAE** the vaccines accepted are Pfizer, Moderna, Vaxzevria (Astrazeneca) and Janssen (Johnson & Johnson) and Sputnik. We will continuously evaluate the requirements and introduce updates as local public health standards change.

## QUESTIONS & ANSWERS

### 6) From which age do you require vaccination proof?

The certification is needed by 12 years and older.

### 7) And what about children under 12 years of age?

Boarding on our **Caribbean cruises** is only allowed to guests (ages 12 and up) who have completed the vaccination cycle. Guests under the age of 12 are not able to board. Embarking on **our UAE cruises** is also allowed to unvaccinated children aged 11 and under. The same requirement applies to 2021/22 winter cruises in South America.

### 8) Will I undergo additional screening at the embarkation?

For the Caribbean all guests will be required to undergo screening at the Terminal prior to boarding, including a health questionnaire and a non-contact temperature check. For the UAE additional entry requirements and testing procedures to be applied it will be communicated as soon as we receive confirmation from the local health authority.

### 9) Is the Green Pass valid for the embarkation on Costa cruises in the Caribbean & Emirates?

The EU Digital Certification (Green Pass) is not valid for boarding as it can also be obtained through a molecular swab carried out 72 hours before boarding or even for those who have been certified as recovered from Covid-19. Therefore, having a Green Pass cannot be considered sufficient for boarding which is only allowed to guests who have completed the entire vaccination cycle.

### 10) Does this vaccination requirement apply to ALL Costa itineraries?

After updating our travel requirements, all bookings related to Caribbean and UAE cruises require that all guests (ages 12 and up) have completed the entire vaccination cycle. The same requirement applies to the 2022 World Tour. Cruises to the UAE require that all guests (ages 12 and up) have completed their entire vaccination cycle and that unvaccinated children aged 11 and under can board. The same requirement applies to 21/22 winter cruises to South America.

### 11) Will I still need to be COVID tested before each embarkation and during the cruise?

For Caribbean cruises, the health safety protocol adopted includes a mid-cruise test for all guests and a landing test. Guests will not be required to undergo additional testing at the Terminal prior to boarding. For the UAE additional entry requirements and testing procedures to be applied will be communicated as soon as we receive confirmation from the local health authority.

### 12) If vaccinated, will I still need to provide a negative covid test before leaving for the destination? PCR or Antigenic?

For Caribbean cruises, Guests will be asked at the Terminal prior to boarding to present the original or digital certificate proving completion of the entire vaccination cycle along with a negative pre-trip molecular test carried out in the previous 72 hours plus a negative antigen test carried out in the 24 hours prior to boarding.

## QUESTIONS & ANSWERS

### **13) Will all Covid tests before boarding be at my own expense?**

The antigen test to be carried out 24 hours before boarding will be refunded on board upon presentation of the receipt. For guests with Costa flights, if the service is available, the test will be carried out by us at the airport at our expense. Guests will be promptly informed accordingly about the availability of the service at the airport of departure.

### **14) What will happen if I test positive on arrival at the port of embarkation? Who will pay my medical expenses or repatriation?**

In the event of a positive outcome, all health protocols will be applied to manage the situation. The guest must take out compulsory insurance against Covid-19 to cover all costs.

### **15) What about the crew members? Will they be vaccinated too?**

Yes, they will all be vaccinated. In addition, the protocol developed by our health and safety team will continue to be in force, which also provides for a very comprehensive set of measures and procedures for the health safety of crew members.

### **16) For the excursions planned in the destinations, will it be mandatory that all Guests are vaccinated?**

As mentioned, as the scenario continues to evolve, we are in dialogue with the health authorities in the various destinations to assess specific requirements and procedures.