MSC VOYAGERS CLUB

MSC VOYAGERS CLUB: GENERAL

What is the MSC Voyagers Club?
MSC Voyagers Club is the Loyalty Programme MSC Voyagers Club is the Loyalty Programme of MSC Cruises. 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. Membership to the Club is free and has no age limit. You can register:
You can complete the "Sign Up" form on the MSC website, flagging the related checkbox to be subscribed to the program. By clicking the link on the booking confirmation document which you receive by email after the booking is made. It is also possible to register during the online Check-In. Members will receive their MSC Voyagers Club number after subscription via email. Guests who have a confirmed booking with MSC Cruises can register up to 72 hours prior to sailing.
On board: You can apply for membership by contacting Reception-Guest Service and/or MSC Voyagers Club Infopoint: in this case you'll receive an email confirming the subscription, but the membership status will not be recognize on the current cruise.

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 in the email you receive when you subscribe to the MSC Voyagers Club, 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 e-ticket. 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.msccruises.com.au and onboard.

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.

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.

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 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 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 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.

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 on the website in the MSC Voyagers Club section.

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.msccruises.com.au

What are the levels of membership of the MSC Voyagers Club?
There are 6 levels of MSC Voyagers Club membership:
- Welcome membership: 0 points
- 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
- Diamond membership: from 10.000 to 24.999 points
- Blue Diamond membership: 25.000+ 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.msccruises.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 (Welcome status excluded). 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 is the first level of membership before Classic. 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 Club. 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 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 member, remember that the only way to be eligible for the MSC Voyagers Club benefits is to provide the MSC Voyagers Club Identification number at the time of the cruise booking.
In the event that you have not been recognised, go to the 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.

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 MSC Voyagers Club Card with you when on board or booking your cruise as most benefits will be provided to you by showing your MSC 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). The discount has no seasonal restriction and is valid per cabin. The discount can be combined with all promotions and offers unless otherwise stated in the offers. The discount cannot be applied to groups bookings. In such cases the MSC Voyagers Club Identification Number must be provided at the time of the cruise booking in order to enjoy all benefits available during the cruise and earn Club points.

MSC VOYAGERS CLUB: EARNING POINTS

How do I earn points with the MSC Voyagers Club?
You earn poin ts according to 3 criteria:
- Experience Purchased (Bella, Fantastica, Aurea) or the MSC Yacht Club
- On board Services pre-paid before the cruise
- Bonus Points

What does "Experience" refer to?
MSC offers you the possibility to book different types of Experiences: Bella, Fantastica, Aurea and Yacht Club.
Since winter 2013-14, 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

What if my cruise does not offer the possibility of booking an Experience?
No points will be issued for cruise rates with no Experience.

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.

In my country, I can't purchase Experiences (Bella, Fantastica, Aurea) or the MSC Yacht Club; does that mean I don't get points?
You are entitled to receive points according to different point ranges. In countries where Experiences do not apply, the following rules will be enforced:

CABIN TYPE	POINTS
Interior	600
Ocean View	750
Balcony	900
Suite	1200
Yacht Club	1500

Who will receive the points related to the Experience (Bella, Fantastica, Aurea) or the 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.

For how long are points valid?
Points earned at the end of a cruise have a validity date of 60 months from the date of disembarkation. You will need to complete at least one cruise in 60 months since your last disembarkation date to extend your membership for another 60 months from your last disembarkation date.

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.msccruises.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 taking part to a charter cruise?
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.

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. The only way to be eligible for the MSC Voyagers Club benefits is to provide the MSC Voyagers Club Identification number at the time of the cruise booking.

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 is Voyagers Exclusives Program?
Voyagers Exclusives is a dedicated program for Voyagers Club Members. The program gives the opportunity to gain additional 5% discount on all departures (World Cruise Excluded). The offer is combined with the 5% MSC Voyagers Club discount. Voyagers Exclusives is not available for Welcome MembersIf you book more than 12 months before departure we offer you an extra 5% discount + 50€/$ Ship Board Credit (Silver, Gold, Diamond, Blue Diamond) + double points.
If you book more than 9 months before departure we offer you an extra 5% discount.
If you book less than 6 months before departures, you can just have standard 5% Voyagers Club discount.
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. The discount can be extended to all occupants of the cabin, it can be applied on any departures (excluded World Cruise) and prices (i.e. EB, Best Price Today, Brochure and Promo Rates).
The promotion is not combined with any other discount. Subject to availability. The discount cannot be combined with any group and network rates, unless otherwise specified in the details of the promotion itself. Voyagers Exclusives can be booked online by providing your Club Identification Number. Check Terms & Conditions to know more about the offer.

How do I access my MSC Voyagers Club online Private area?
In order to access the Private area you must register first. In order to register you need to subscribe to the Sign Up form available on the website.

How do I access the Private area?
You must access in Login or Manage booking area 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 5 years ago (60 months) or no cruise has been taken in 5 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 30.01.2020, 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, or a confirmed booking with MSC, 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 60 months. And it is even easier to cruise with the Voyagers Selections for MSC Voyagers Club members! After your cruise is completed, your points expiration date will automatically be extended for an additional 60 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?
Yes, you can earn MSC Voyagers Club bonus points.

How do I earn Bonus Points?
Passengers with a confirmed booking who join the MSC Voyagers Club before the cruise will earn 100 bonus points. MSC Voyagers Club members with a confirmed booking who update or confirm their contact details (email, phone, mobile or address) before the cruise in the MSC Voyagers Club online Private area or through the Web Check-in will earn 100 bonus points. Bonus points are awarded approximately 10 days after the end of the cruise. Bonus points are valid starting from 28/07/2017 and they are not retroactive.

How do I update or confirm my contact details before the cruise?
Log into the online Private area and follow the steps provided. If you don't have an account yet, you must register first.
1. Go to "Your Profile".
2. To change any of your contact details, click on "Edit".
3. Add or edit your contact details (e.g. email address, phone number, address).
4. Click on "Save".
If your contact details are updated, just click on "Save" to confirm. You can also edit your contact details through the Web Check-in.

I have updated my contact details before my previous cruises. Why haven't I receive the 100 bonus points?
100 bonus points by calendar year (January 1 - December 31) are provided if you update or confirm your contact details (email, mobile, phone, address) up to 72 hours prior to sailing.

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.

Where can I find all my membership details?
You can find your membership details (Identification Number, level of membership) by accessing your online Private area.

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.