MSC CRUISES GUEST CONDUCT POLICY

(Last updated Feb 27, 2026)

This Guest Conduct Policy ("Policy") is intended to ensure that all MSC Cruises guests enjoy their cruise experience. Whether you are transferring to and from ships, inside the terminal, on a shore excursion, enjoying a private destination or on board one of our ships, we ask that you abide by this Policy. It is not intended to be all-inclusive, and it is possible that not all issues are specifically addressed. Guests are always expected to follow the direction of the ship's Master who will take the necessary action to ensure the safety, security and well-being of our guests. Guests are also expected to comply with applicable laws of the various countries their cruise visits. It is a condition of boarding and remaining on board any of our ships or at any private destination, that all guests comply with this Policy.

SAFETY AND SECURITY

All guests must attend the mandatory safety drill, follow all health and safety instructions, and respect and follow all displayed information and warning signs. During facial recognition at embarkation or debarkation screening, guests may be required to briefly remove any facial coverings.

Safety and security are everyone's responsibility. If anyone becomes aware of unsafe or possibly illegal behavior during their cruise, they should immediately report it to the ship Security staff or other ship management. This may be done through the ship's telephone system by dialing 99 or by seeking the assistance of a crew member.

ENVIRONMENT

MSC Cruises is committed to environmental sustainability. In keeping with our mission of preserving the planet and its oceans for future generations, we ask that guests properly dispose of trash in designated containers. Trash and other foreign objects should not be flushed down the toilet. Guests are not allowed to discard anything overboard. It is illegal to dump or pollute the ocean and waterways, and any violations will be reported to the appropriate authorities. Unattended items should not be left on balconies, as the wind may cause them to fall overboard. Guests shall be responsible for any fines or penalties imposed on MSC Cruises or for expenses or losses caused or incurred for guest's violation of this policy.

VERBALLY ABUSIVE OR OFFENSIVE LANGUAGE

Verbally abusive, offensive or discriminatory language directed to anyone, including guests, crew members, government officials, or others is not permitted.

INAPPROPRIATE OR ABUSIVE BEHAVIOR

Inappropriate or abusive behavior including uninvited physical contact, solicitation, harassment, vandalism, theft, violence, use of fake/false identification, underage drinking (see alcohol section below), providing alcohol to those under the allowed age (see alcohol section below), possession of illegal substances or items or any other illegal or offensive conduct is not permitted.

UNSAFE BEHAVIOR

Sitting, standing, laying or climbing on, over or across any exterior or interior railings or other protective barriers, or tampering with ship's equipment, facilities or systems designed for guest safety is not permitted. Guests may not enter or access any area that is restricted and/or for the use of crew members. Any other unsafe behavior, including failure to follow security instructions, is not permitted.

DISCOURTEOUS OR DISRUPTIVE BEHAVIOR

Guest behavior must not affect the safety, peace and enjoyment of the cruise by other guests.

Pool, deck, buffet and theater chairs may not be reserved. Sunbeds are available free of charge for all guests, although they cannot be reserved. Guests are kindly requested not to occupy deckchairs and sunbeds by leaving their personal items for more than 30 minutes. Beach towels are available in the staterooms. These should be returned to the staterooms after use. Unreturned pool towels may be charged to the on- board account of the guest. Public nudity is not permitted. Loud noise, including speakers, boom boxes, radios, or any other device used in a noisy manner is not permitted. Roller blades, roller skates, skateboards, scooters, surfboards, bicycles, and similar items may not be used on board, except for mobility aids related to special needs, as approved by MSC Cruises during the booking process. Inflatable beds, rafts and similar items may not be inflated or used aboard but can be used in destination ports where allowed.

To protect your privacy, audio or visual recording with any device may be restricted in areas where privacy is reasonably expected.

GUEST AND CREW INTERACTION

Crew members are prohibited from engaging in physical relationships with guests. Crew members are not permitted to socialize with guests beyond their professional duties, and are not permitted to be in guest staterooms, except for the performance of their shipboard duties. Guests are expected to respect these policies and are similarly prohibited from engaging in physical relationships with crew members. Guests are not permitted in any restricted or crew area of the ship, including crew staterooms and corridors.

SMOKING

For the safety, comfort and well-being of our guests, our ships are designated as non-smoking, except for certain designated smoking areas. Any and all forms of smoking are strictly prohibited at any time in staterooms, on stateroom balconies and anywhere else on board not specifically designated as a smoking area. Marijuana possession or use, including medical marijuana, is strictly prohibited on board, on shore excursions and at private destinations. Violation of non-smoking rules will result in a €/US$250 deep cleaning fee, in addition to the consequences described below (par. **CONSEQUENCES FOR FAILURE TO ACT IN ACCORDANCE WITH THIS POLICY**). We also remind guests that throwing cigarette butts or anything else overboard at sea is strictly prohibited by international maritime laws and can create a fire hazard. Guests must be at least 18 years of age to purchase, possess or use tobacco on board. Please note that the use and import of vapes-and e-cigarettes in certain countries may be restricted and local authorities are entitled to impose severe sanctions against the violation of their national law(e.g. as of January 17th, 2026, Mexico has banned the importation of all vapes and e-cigarettes, including non-nicotine models. Guests bringing these devices ashore risk confiscation and fines of up to USD $12,500.). Therefore, make sure to check if any national restriction may apply when ashore and act accordingly.

ALCOHOL

Consuming alcohol to excess impairs one's judgment and reduces one's ability to recognize and avoid potentially dangerous situations. Guests who choose to consume alcohol must do so responsibly. Ship staff may refuse to serve alcoholic beverages in their sole discretion to any guest who does not consume alcohol responsibly. Ship staff may request verification of a guest's age to verify they are of age to consume alcohol pursuant to this Policy. Adult guests are prohibited from providing alcohol to minors or young adults. All drinking games are strictly prohibited.

The minimum age for a guest to drink or possess alcoholic beverages on board depends on the local laws of the cruise ports including the home port and destination ports. The minimum age for a guest to drink or possess alcoholic beverages on ships sailing from North America, the United Arab Emirates, and at private destinations, is 21. The minimum age for a guest to drink or possess alcoholic beverages on ships sailing from Japan is 20. The minimum age for a guest to drink or possess alcoholic beverages on ships sailing from Sth America, Europe, Asia (other than Japan), Australia and New Zealand is 18. In all other cases, the drinking age of the home port and destination ports shall control our determination of a legal drinking age.

Guests may contact Guest Services on board or refer to the cruise information in their stateroom for minimum drinking age information specific to their cruise. For purposes of complying with the minimum age to drink or possess alcoholic beverages, a guest's age is established at the beginning of their cruise. If a guest celebrates a birthday during their cruise, and thereby becomes of age to consume alcohol, the guest may thereafter ask the Guest Relations Director on board to modify the ship's records to permit their consumption of alcohol during the remainder of their cruise. The guest will be required to appear at the Guest Services desk to present a valid government-issued form of identification to allow verification of their age.

Unless otherwise permitted by our security personnel or crew, guests are prohibited from bringing alcoholic beverages on board. Boxed wine and other containers are prohibited. Security personnel may inspect containers (including water bottles, soda bottles, mouthwash, canteens, etc.) at any time and will dispose of alcohol concealed in such containers. Alcoholic beverages that are purchased from onboard shops or in ports of call must be presented to security upon re-boarding and will be secured by ship staff. Alcohol secured by ship staff will be returned to guests just prior to the conclusion of their cruise. Guests who are under the permitted drinking age will not have alcohol returned to them.

Any guest who goes ashore and consumes alcohol (whether under the supervision of a parent/guardian or not) is responsible for ensuring they consume responsibly, respect local customs and laws on alcohol consumption, and retain the ability to recognize and avoid potentially dangerous situations when they return to the ship. Parents/guardians are reminded they are responsible for the actions of their minor and young adult children at all times while on MSC Cruises.

NON-ALCOHOLIC BEVERAGES

Non-alcoholic drinks, such as water, soda and juices, are prohibited to be brought on board either as carry-on or checked luggage on both embarkation and port days. The only exception is purified or distilled water in factory-sealed containers for use in conjunction with medical devices or for the reconstitution of infant formula.

ITEMS WITH HEATING ELEMENTS OR OPEN FLAMES

Certain items that generate heat or produce an open flame are not permitted on board. This includes clothing irons and steamers, hotplates, candles, incense and any other item that may create a fire hazard. Curling irons and hair dryers are allowed and may require a converter.

ILLEGAL DRUGS AND CONTROLLED SUBSTANCES

No illegal drugs or other controlled substances, including but not limited to medical marijuana, are allowed on board or may be utilized during your cruise, including during transfers to and from ships, inside terminals, during shore excursions or at private destinations. Illegal drugs and controlled substances will be confiscated and appropriate action taken, which may include your removal from the ship and involvement of appropriate authorities. In addition, foreign governments at ports of call have strict laws that address possession of drugs and controlled substances. Guests found in violation of such laws are subject to arrest and prosecution by the foreign jurisdiction (and perhaps the home jurisdiction or other authorities as well) and may be prevented from re-boarding the ship.

WEAPONS, EXPLOSIVES OR OTHER DANGEROUS ITEMS

No weapon (including bullets), explosives, or other item that presents a risk of harm to persons or property, is permitted on board. Ship Security will report the matter to local authorities, the item will be confiscated, and appropriate action will be taken. Guests are not allowed to bring their own scuba gear on board such as oxygen tanks, diving knives, spears, etc.

DRONES

Guests are permitted to bring drones, though they must be stored safely in their cabins as their use on board

is strictly forbidden: any drones found being used on board will be confiscated and returned at the end of the cruise. Drones can be used off the ship and outside of port areas where allowed (NOT at Ocean Cay Marine Reserve). Important: Guests are fully responsible for understanding and complying with all local authority regulations related to drone usage and for obtaining any necessary permissions for drone operations. Any liability, including environmental damage resulting from drone usage, is the guest's responsibility. MSC Cruises assumes no liability for drones that may be confiscated by local authorities for violating local laws or for any accidents or injuries resulting from drone flights.

CURFEWS

Ship management reserves the right to enact and enforce curfews on an individual, group, or ship-wide basis, if in the sole judgment of the ship Master, such steps become necessary to ensure guest or crew safety. Children under the age of 18 are not allowed to be unaccompanied by an adult after 1:00 am.

DISEMBARKING FROM A SHIP

Parents or guardians must not permit any guest in their care under age 18 from leaving a ship in any port without parent or guardian supervision.

PARENTAL AND GUARDIAN RESPONSIBILITY

For purposes of this Policy, a minor is defined as anyone under the age of 18. On cruises with a port in the USA, guests under the age of 21 must travel accompanied by their parents or a guardian. A young adult is defined as anyone ages 18, 19 or 20. Parents and guardians are responsible for the behavior and appropriate supervision of their accompanying minor(s) and young adult(s) throughout their vacation. This obligation applies during transfers to and from ships, inside terminals, while on board, at our ports of call, during shore excursions and at private destinations. This responsibility applies at all times, regardless of whether the parents and guardians are physically in the company of their minor(s) and young adult(s).

HAND WASHING

Guests are strongly encouraged to wash their hands with soap and hot water after using the restroom and before eating or handling food. Medical experts indicate this is one of the best ways to prevent illnesses from starting or spreading.

ILLNESSES AND ISOLATION OF GUESTS

A guest experiencing any symptoms of communicable disease, however mild, including symptoms of covid-19, diarrhea, or vomiting, must immediately return to their stateroom and report to the ship medical staff by calling the medical center on board.

Guests must also immediately report symptoms for members of the guest's traveling party or ensure those persons experiencing symptoms immediately return to their respective stateroom(s) and report to the ship medical staff by calling the medical center on board.

Failure to immediately report a communicable disease or its symptoms or willfully failing to accurately report symptoms is a violation of this Policy.

OTHER AGE POLICIES

Guests must be at least 18 years of age to gamble in casinos on board our ships, except for in Alaska where the minimum age is 21. Various venues and activities on board the ships have minimum age requirements. Guests may find this information on our websites or by inquiring on board at the Guest Services desk.

DRESS CODE AND LOCAL CUSTOMS

When going ashore, guests are responsible for ensuring that their attire is respectful of local customs, religious requirements, and legal regulations of the destination. Many ports of call have specific standards

of modesty or decorum, particularly when visiting religious sites, government buildings, or rural communities.
Guests are strictly advised that in certain jurisdictions, the wearing of **camouflage patterns** or any clothing resembling military/police uniforms is a criminal offense and may lead to fines, confiscation of the garments, or detention by local authorities for security reasons.
It is the guest's sole responsibility to research and comply with the laws of each visited country.
MSC Cruises shall not be held liable for any legal consequences, fines, or denied entries resulting from inappropriate or prohibited attire.

CONSEQUENCES FOR FAILURE TO ACT IN ACCORDANCE WITH THIS POLICY

Failure to comply with this Policy, any other of our policies, or any instruction communicated by us (including our crew) at any time in any form, written or oral, will be considered a breach of this Policy and may result in one or more enforcement actions as described below, including denial of boarding, or removal from the ship or private destination without any compensation or refund. In certain circumstances our enforcement action(s) may result not only in removal of the guest, but the removal of all other persons in the guest's travel party or reservation(s).

Failure to comply with this Policy may result in:

- Intervention by Security, other management personnel or law enforcement.
- Hospitalization on board or ashore.
- Removal of certain onboard privileges.
- Detainment, quarantine or confinement.
- Confiscation of illegal/contraband/prohibited items (may be turned over to law enforcement authorities) and used for prosecution.
- Denial of boarding on the current or any future MSC Cruises Group cruise.
- Reporting of incidents to government and law enforcement authorities for legal action.
- Removal from ship at the next port of call. Guests removed from a MSC Cruises ship pursuant to this Policy are solely responsible. Documentation requirements for re-entry into the guest's home country are also the sole responsibility of the guest.

THIS POLICY IS SUBJECT TO THE MASTER'S OVERRIDING AUTHORITY UNDER NATIONAL OR INTERNATIONAL LAW to make and execute decisions which, in the Master's professional judgement, are necessary to maintain the health, safety and security of the ship and all on board. The terms of this Policy are valid from the date shown above and will remain in full force until we choose to update or modify all or part of the Policy.