

MSC GROUPS

STANDARD GROUP POLICY



MSC CRUISES STANDARD GROUP POLICY

Standard groups are promotional or affinity groups consisting of a minimum of 8 staterooms and a maximum of 70 staterooms. Our large group policy will apply to groups with more than 70 staterooms. If you have a group larger than 70 staterooms, please contact your MSC Cruises Sales Representative for assistance. Please note that the Standard Group policy does not apply to Grand Voyages and World Cruises.

PROMOTIONAL GROUPS

Defined as blocks of staterooms held for speculative selling in the general market.

AFFINITY GROUPS

Promoted around a shared interest or common goal to which individuals are formally or informally affiliated.

M.I.C.E. GROUPS

Defined as specialized groups i.e. Corporate Meetings, Incentives, Conferences, and Events. For these groups, MSC Cruises' M.I.C.E. policy will apply.

GROUP PRICING

Group pricing will be offered for all standard groups. All rates are dynamic, quoted are per person and based on double occupancy. Single, third, and fourth person rates are subject to availability at the time of booking.

All group pricing is in U.S. dollars and valid for U.S. residents only.

MSC Cruises reserves the right to pass on any fuel surcharge without prior notice to guests. If the overall FIT standard pricing is reduced (excluding promotional rates*, Travel Advisor rates, Interline rates, Voyagers Exclusives Sailings and military/ civil service rates) prior to final payment, then all contracted group rates can be reviewed for price match at the travel partners request and based on revenue approval. If approved, group rates will be adjusted accordingly.

*Contracted group rates (including all value items) that are higher than select FIT promotional rates will be adjusted via upgrades and/or additional Group Amenity Points to be on par with the FIT promotion.

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MULTIPLE GROUP CONTRACTS

Agencies are permitted to block up to 2 groups per ship per month, however, not on the same sailing.

INDIVIDUAL RESERVATIONS TO GROUP TRANSFERS

Caribbean FIT bookings can be transferred into an existing eligible group, provided there is available group inventory and occupancy, no later than 30 days prior to sailing. To qualify as an eligible group, there must be a minimum of 8 cabins sold at the contracted group rate before moving FIT bookings into the group.

Please note that certain restricted fare codes, including but not limited to Travel Advisor Friends and Family, Get on Board, Travel Advisor, Casino, Friends and Family, and Interline fares, will not be eligible for transfer. FIT rates and promotional terms will remain unchanged, as group rates and promotional inclusions will not apply.

FIT bookings that are transferred into the group will contribute to the group's total TC (Tour Conductor) count and will also receive the group amenities. Once the reservation is moved into the group, the payment terms specific to the group will come into effect.

The following is required to qualify a booking from an FIT booking to the group:

- The FIT reservation must be in BOOKED Status (OPTIONS, QUOTES, and WAIT LISTS do not qualify)
- Must have a minimum of 8 cabins sold within the group at the contracted group rate prior to moving FIT bookings
- Reservations must be deposited with full names and dates of birth
- Multi-stateroom reservations cannot be transferred to a group
- Back-to-Back or Consecutive Voyages cannot be transferred to a group
- The FIT reservation and the group must belong to the same agency of record
- The reservation cannot originate as a B2C (Business to Consumer)
- The total group allotment cannot exceed the original group allocation (aka. number of staterooms)
- The FIT booking stateroom category must be equal to or higher than the available category allotment within the group

GROUP COMMISSION

Group commission defaults to the agency's established commission level. No commission is paid on NCF and TFP.

Pre and post hotel, transfers, motor coach transportation, prepaid beverage packages, cancellation insurance, specialty dining and spa packages are commissionable at **5%**.

Prepaid shore excursions are commissionable at **10%**.

TOUR CONDUCTORS

The standard policy of 1 complimentary cruise-only fare for every 15 full-fare guests, applied on the 16th full-fare guest, excluding 3rd & 4th occupants. All Tour Conductor berths pay NCF and TFP.

The Tour Conductor berth is paid net of commissions and the value is based on the average net cruise only fare paid on the 1st and the 2nd lower berth. Non-commissionable fares are extra and are not calculated into the value of the Tour Conductor. Tour Conductors are assigned from the allotment space. Tour Conductor value cannot be used as payment towards reservation. Tour Conductor berth value is paid along with commission after the sailing.

SERVICE CHARGES (GRATUITIES)

Guests (ages 12 and older) have the option to pre-pay service charges (gratuities) at a rate of \$14.50 per adult per night, while children (ages 2-11) can pre-pay \$7.50 per child per night. If not pre-paid, service charges (gratuities) will be added to their onboard account during the sailing. Children under 2 years of age are not required to pay service charges. All service charges can be pre-paid in advance before the sailing.

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GROUP AMENITY POINTS PROGRAM

The list is published periodically with assigned group amenity points and can be used to apply extra amenities for the group. Visit **MSCBook.com** for the full list of amenities that are available upon request.

Group amenity points are subject to change but will be locked in at time of blocking group space, therefore the choice of amenities must be determined at time of group set up. A one-time adjustment can be made no later than 90 days prior to sailing date.

Group amenity points have no monetary value and are non-transferable to other groups.

Guest-facing amenities selected through the group amenity points will be protected down to one (1) booking.

Exception: Any cocktail party that does not have a minimum of 16 guests will have the cocktail party replaced with an onboard service item of equal value (item to be assigned at the discretion of MSC Cruises).

DEPOSIT / PAYMENT SCHEDULE

To open a group:

For groups of 8 to 16 staterooms, the initial deposit will be waived.

For groups of 17 – 70 staterooms, an initial deposit of \$25 per person (\$50 per stateroom) is required 30 days after the group is confirmed.

To confirm a stateroom within a group booking:

A full deposit is required when guest names are provided. Please refer to the outline below.

| LENGTH OF SAILING | DEPOSIT AMOUNT |
|-----------------------------|--------------------------------------|
| Cruises 4 nights or less | \$99 per person/\$198 per stateroom |
| Cruises 5-14 nights | \$199 per person/\$398 per stateroom |
| Cruises 15 nights or longer | \$300 per person/\$600 per stateroom |

Final payment* for all space is due based on the outline below.

| LENGTH OF SAILING | DUE DATE |
|-----------------------------|----------------|
| Cruises 4 nights or less | 75 days |
| Cruises 5-14 nights | 90 days prior |
| Cruises 15 nights or longer | 110 days prior |

*Groups are permitted to pay less than the gross amount due if paid by agency check or bank wire. All payments made by credit card must pay the gross total amount due on the booking/group.

EXCLUSIONS

MSC Yacht Club is excluded from the Standard Group Policy. Please refer to Large Group Policy (non-standard). Group space is not permitted on World Cruises.

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ALLOTMENT REVIEWS

MSC Cruises reserves the right to review your sales against allocated space periodically. At 120 days prior to the sail date, all unsold inventory will be automatically released.

Sold allocated space is defined as staterooms for which MSC Cruises has received the required names and full cabin level deposits based on the length of cruise.

Group rates are guaranteed for your allocated space until space is recalled. Additional space requests may be granted at the group rates in your agreement if the departure date is not in revenue optimization, as per the voyage status report at the time of the request.

CANCELLATION FEES

All cancellations must be received in writing and acknowledged by MSC Cruises. The MSC Cruises cancellation policy is reflected below.

| CRUISES 4 NIGHTS OR LESS* | |
|---------------------------|------------------------|
| 74 days - 51 days | Deposit non-refundable |
| 50 days - 31 days | 50% penalty |
| 30 days - 16 days | 75% penalty |
| 15 days until departure | 100% penalty |

| CRUISES 5 - 14 NIGHTS* | |
|-------------------------|------------------------|
| 89 days - 61 days | Deposit non-refundable |
| 60 days - 46 days | 50% Penalty |
| 45 days - 16 days | 75% Penalty |
| 15 days until departure | 100% Penalty |

| CRUISES 15 NIGHTS OR LONGER* | |
|------------------------------|------------------------|
| 109 days - 61 days | Deposit non-refundable |
| 60 days - 46 days | 50% penalty |
| 45 days - 16 days | 75% penalty |
| 15 days until departure | 100% penalty |

*Standard deposit/cancellation policies apply to any/all MSC Yacht Club bookings within a group.

No refund will be permitted if a guest terminates their cruise after embarkation or while the cruise is in progress. Cruise contracts are non-transferable. Name changes and cruise date changes are considered reservation cancellations and are subject to the above cancellation fees.

Cancellation charges are assessed on the total fares, which include cruise fare, air add-on, hotel packages, and any other additional service arranged through MSC Cruises.

NAME CHANGES

Full name changes are considered cancellations and are subject to a penalty. A one-time name change fee of \$75 will apply for any name changes made between 89-1 day(s) before sailing. Please note only one (1) name change will be permitted per stateroom. Two (2) name changes within the stateroom will result in applicable cancellation penalties.

The above charges do not include cancellation or change fees, which may be applied by air carriers, hotels, and/or land service suppliers. These fees will be assessed in accordance with such suppliers' policies.

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