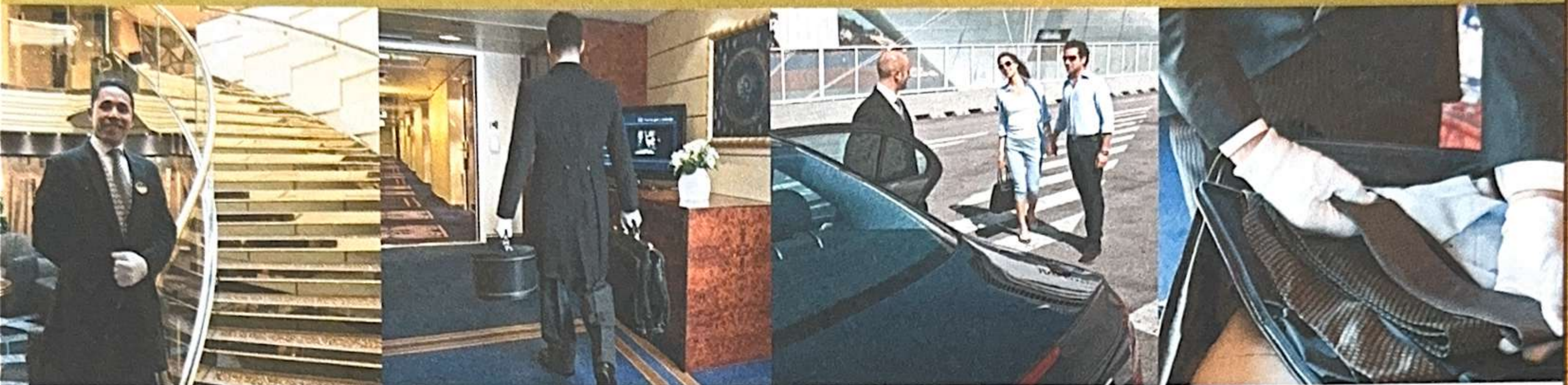


# DISEMBARKATION INFO

ENG



## Farewell and see you soon!

I hope you had a host of wonderful memories. On behalf of the entire crew and all of us at MSC, our sincere thanks for cruising with us. I would be honoured to personally welcome you, for your next cruise.

**Henri Lefering**  
The Master of MSC Virtuosa

For a smooth disembarkation, please follow these steps:



**Disembarkation time:**  
from 13:00



**Step 1**  
Your luggage the night before



**Step 2**  
Settling your bill



**Step 3**  
Your disembarkation

## Step 1 Your luggage the night before

### 1.1 Luggage

- Pack all your personal belongings into your suitcases, please don't forget to leave out personal toiletries, pyjamas and the clothes you will need for the following day. Please keep baby carriers and prams, walking supports, medication, any important documents and valuables with you as hand luggage. Please don't forget to check all drawers, cupboards and the safe.

### 1.2 Tag

- Please write your name, address, telephone number and ship name- MSC Virtuosa on the luggage labels left in your cabin, then attach them to the luggage you wish to be taken ashore.
- Peel off the end of the luggage label showing your disembarkation number and stick it to the back of your Cruise Cards for each Guest (including children). You will be asked to show this to staff as you disembark.
- Please leave your luggage outside your cabin door until **08:00 on the 17<sup>th</sup> March**. After disembarking the ship, you will collect it directly at the terminal building.
- **PLEASE REMEMBER TO COLLECT YOUR LUGGAGE AT THE TERMINAL OF THE PORT**

## Step 2 Settling your bill

You can check your onboard account and bill with your in-cabin Smart TV, on the MSC for Me app.

### 2.1 Credit Card Payment

- If you are paying by credit card (Visa, MasterCard, Diners, JCB, American Express or Discover) or Debit/Prepaid Card (Maestro, Visa Electron, Visa Debit, MasterCard Debit) your onboard expenses will be charged directly to your registered credit/debit payment method, therefore there is no further action required and you can proceed directly to the gangway exit for disembarkation. Some banks pre-authorise and block funds on registered Credit Cards over and above the actual amount spent onboard. Once you have disembarked, typically within 14 days, you will only be charged on your credit card the exact amount that you have spent. Any difference between the amount authorised and the amount charged will be automatically released by your bank.

### 2.2 Cash Payment

- If you are paying by cash please proceed prior to your disembarkation to the Cruise Card Activation point, located on deck 16 (Fwd).

## Step 3 Your disembarkation

Please vacate your cabin on the **18<sup>th</sup> March by 11:00**.

- Before leaving your cabin, ensure that nothing has been left behind in the drawers, wardrobe, bathroom or cabin safe. Please leave your safe door open so the cabin steward can do a final check.

### Disembarkation Time

- Ship will be cleared upon receiving authorization from the local authorities. As it may take some time you are kindly invited to wait comfortably for the instructions from our staff.
- You can find the information corresponding to the disembarkation number assigned to you on the 'Disembarkation Info' section in MSC for Me app or on the back of this flyer.

# Departure Schedule for Southampton

NUMBER	DISEMBARKATION INFORMATION	TIME	MEETING POINT	DECK
90	YACHT CLUB GUESTS	13:00	TOP SAIL LOUNGE	16
10	MICHELLE GROUP	13:50	TOP SAIL LOUNGE	16



Please remember to collect your luggage at the terminal of the port.



Guests using a wheelchair and requiring the assistance of our personnel are kindly invited to proceed to the Concierge Desk on deck 16, prior to your disembarkation time.



Any confiscated items will be available for collection on the day of your disembarkation, at the gangway exit, by showing the receipt provided when confiscated.

## BREAKFAST

Times	Location	Deck
06:30 - 10:30	Top Sail Lounge Light Breakfast	16 Fwd
07:00 - 09:00	MSC Yacht Club Restaurant	18 Fwd
06:30 - 11:30	Marketplace Buffet	15 Aft

*Room service is not available on the disembarkation day.*