

# WELCOME ABOARD!

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It is a pleasure to welcome you on board MSC Virtuosa and back to cruising! To help you get off to the best possible start on your holiday, we have prepared this guide for your first steps on board.

*Henri Lefering*  
The Master of MSC Virtuosa

## Cruise Card

To make a cash deposit to your onboard account, proceed to the Conciergerie, or use the Cruise Card Activation Points (Payment Machines) located on deck 16.

With a few taps you can activate your cruise card by registering your credit card or by making a cash deposit, available 24/7.

You can check your onboard account on your cabin Smart TV and the MSC for Me app.

## Download the free MSC for Me App

- Browse all onboard events, activities and offers.
- Make reservations for restaurants, excursions, spa treatments and theatre shows.
- Chat with friends and family on board.
- Get real-time notifications of important information.
- Check your onboard account and bill

Connect your device to MSCVirtuosa-HOTSPOT.  
Go to [www.mschwifi.com](http://www.mschwifi.com) and download the MSC for Me app - an internet package is not required.  
For assistance, please head to the Photo Gallery On deck 6.



## Welcome Aboard Lunch

Our welcome aboard lunch is being served in:  
MSC Yacht Club Restaurant on Deck 18, from 12:00 to 14:00.  
MSC Yacht Club Grill & Bar on Deck 19, from 12:00 to 15:00.  
Marketplace Buffet on Deck 15, from 12:00 to 17:00.

## Compulsory Emergency Drill for All Guests

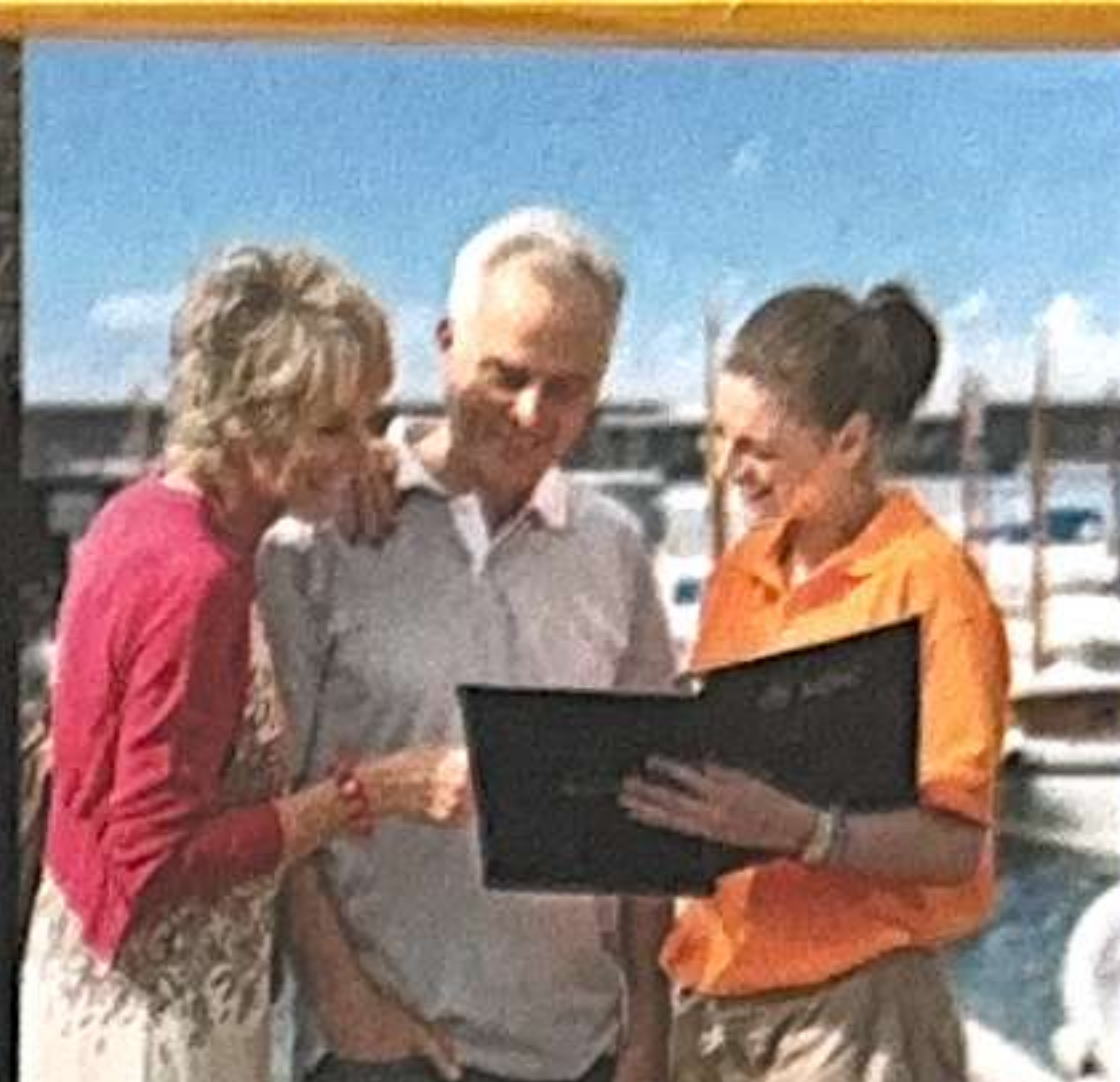
Prior to departure, at approximately 16:30, a compulsory safety emergency demonstration will take place in accordance with the International convention for the Safety of life at sea (SOLAS) & in compliance with the government Health & Safety protocols.

**All guests embarked today in the port of Southampton are required to participate** by watching the safety video from your in cabin TV and confirming the attendance following the instruction received.

**At the end of the video you are kindly required to visit the assembly station** where our staff will assist you. In order to confirm your participation your cruise card needs to be scanned. Your safety is our priority.

For more information, we invite you to watch the Welcome Onboard video on channel 5.





## Dining Reservations

Enjoy a contactless experience in all our restaurants, bars, and lounges by using a QR Code to access menus.

Your dining information is displayed on your Cruise Card, for further information or requests, drop by the Concierge Desk, Deck 16 or ask your butler.



## Luggage delivery to your cabin

Due to the large amount of luggages being handled and sanitized, delivery to guest cabins may arrive later in the evening. Therefore we offer our apologies for any delay and ask for your understanding for any inconvenience that this may cause.

If you have not received your luggage by 18:00 or if a piece of luggage not belonging to you was delivered to your cabin, please contact your cabin steward or the Reception - Guest Service by dialling 99.



## Book Your Shows

Reservations are required at the Le Grand Théâtre, Deck 6.

Reservation options:

- Smart TV in your cabin;
- Interactive touch-screens found around the ship;
- MSC for Me App.



## Smoking Areas

- Carousel Terrace (starboard, external deck) Deck 7, Aft;
- Atmosphere Pool (portside) Deck 15;
- Horizon Amphitheatre (portside) Deck 18;
- Smoking Room- Adults only (starboard) Deck 18;
- Casino only during opening hours (starboard).

Smoking (including e-cigarettes) is not permitted in the cabin, on cabin balconies and anywhere that is not indicated by signage and ashtrays.



## Pools and Jacuzzis

The number of guests in the pools and jacuzzis are limited to respect health and safety guidelines and the number of guests allowed to enter at one time will be visibly posted. We kindly ask guests to follow the marked entrance and exit and limit their time for the enjoyment of all guests.



## Stay Connected

The Browse & Stream Package:

Chat on messenger services, browse, post, and video chat. You can also stream your favourite videos, movies, music and shows.

The Browse Package:

Text on messenger services, browse the web, and send emails.

Go to [mscwifi.com](http://mscwifi.com) to purchase your package. For assistance, please visit the **Info Point on Deck 6**.



## Speciality Restaurants and Prepaid Packages

MSC Virtuosa offers you four distinct dining experiences:

L'Atelier, Kaito Sushi Bar, Butcher's Cut Steakhouse, Indochine Restaurant and Holà Tacos & Cantina. Save 15% by choosing our "Finest Four" dining package.

We kindly ask guests who have purchased a pre-paid package to finalize their reservations upon embarkation.

To confirm your reservations or inquiry, please visit the

L'Atelier Bar & Art lounge, Deck 6 or simply by dialling 6101.



## MSC Aurea Spa

Pause and unwind at the MSC Aurea Spa with relaxing face, body and massage treatments. Delight the senses and relax your body and mind exploring the different sensory, heat and water experiences in the Luxurious Thermal Area.

Visit us on deck 7 or contact the Spa Reception 2920.



## Going Ashore with MSC Excursions

Now is the perfect time to explore popular destinations. Due to current limits on international travel, normal crowds are limited. Book your MSC excursion for a safe and exclusive experience.

For reservation, You can contact the MSC Excursion Desk on decks 5 & 6 or dial 2102.



## Your Health Is Our Primary Concern

If you're feeling unwell or experiencing general illness symptoms or fever ( $\geq 37.5^{\circ}\text{C}/99.5^{\circ}\text{F}$ ), we kindly ask you to not self-medicate but refer to our Medical Centre. Remember to wash often your hands.

Though mandatory masks are no longer required they can be worn around the ship at your discretion.

### LEGEND

**Fwd** Front of the Ship | **Mid** Middle of the Ship | **Aft** Back of the Ship  
**Starboard side** Right side of the Ship | **Portside** Left side of the Ship