

# SPECIAL NEEDS FORM

ENG

Please email filled out form to [specialservicesuk@msccruises.co.uk](mailto:specialservicesuk@msccruises.co.uk)

MSC Cruises S.A. is sensitive to its passengers' needs and constantly strives to offer the best possible service in accordance with all the relevant international standards. To enable us to provide a service that is tailored to your particular requirements, we kindly ask you to read this form carefully and duly complete it at the time of booking. This will allow us to prearrange your arrival on board so that your accommodation is as comfortable as possible, and to inform you about life on board your chosen vessel and any potential difficulties you may encounter. Every effort has been made to ensure that the content of this form is accurate; however, MSC Cruises S.A. advises you to check with your travel agent for the most up to date information.

## PASSENGER DETAILS

BOOKING Nr ..... ( back to back cruises) \_\_\_\_\_

APPLICANT'S NAME AND SURNAME: \_\_\_\_\_

DATE AND PLACE OF BIRTH: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT DETAILS (phone, e-mail, etc.): \_\_\_\_\_

NAME AND SURNAME OF THE HELPER (if required): \_\_\_\_\_

N.B.: A helper may be necessary depending on the passenger's degree of autonomy and chosen accommodation.

## PARENT/GUARDIAN DETAILS

N.B.: If the applicant is a minor and/or incapable, this form should be completed and signed by a parent having parental responsibility, or by the guardian, details of whom must be provided.

NAME AND SURNAME: N/A \_\_\_\_\_

DATE AND PLACE OF BIRTH: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CAPACITY: \_\_\_\_\_

## CRUISE DETAILS

SHIP: \_\_\_\_\_ DATE OF DEPARTURE: \_\_\_\_\_  
DESCRIPTION OF PACKAGE: \_\_\_\_\_  CRUISE ONLY  CRUISE AND FLIGHT

CABIN NR. \_\_\_\_\_ DISABLED CABIN REQUESTED: YES NO

MSC Cruises S.A. strongly recommends that passengers with reduced mobility - regardless of the type and severity of their condition - request accommodation in a specially-equipped cabin, because using an ordinary cabin could cause difficulties and inconvenience.

## MEDICAL DETAILS

MEDICAL CERTIFICATE OF FITNESS TO TRAVEL ON THE CRUISE TRIP: **N/A (Not Applicable)**     YES     NO  
(and if applicable on the flight)

ILLNESS(ES): \_\_\_\_\_

MEDICAL TREATMENT REQUIRED ON BOARD: No \_\_\_\_\_

AIDS/EQUIPMENT TO BE TAKEN ON BOARD: No \_\_\_\_\_

MSC Cruises S.A. reminds you that it is your exclusive duty and responsibility to bring on board any medicines and/or equipment which you may need during the cruise, as such items may not be available from the on-board medical facilities. It is also your exclusive duty and responsibility to administer medicines and undergo any other treatment necessary in the on-board medical centre, as indicated by your own physician. MSC Cruises S.A. strongly advises you to carry your medicines and/or medical equipment in your hand luggage.

DIETARY REQUIREMENTS: **N/A** \_\_\_\_\_

MSC Cruises S.A. reminds you that, once on board, you should also advise the Reception-Guest Service and/or the Maître d'Hôtel of your dietary requirements. MSC Cruises undertakes to provide meals for coeliac MSC Cruises has obtained a certification from Bureau Veritas for the preparation and serving of gluten-free meals worldwide (food code: < 20 ppm\*) in the main restaurants and all the motor vessels carry a selection of pre-packaged gluten-free products on board during every itinerary.

On MSC Armonia, MSC Sinfonia, MSC Opera and MSC Lirica guests can find only a limited selection of pre-packaged gluten-free snacks such as, biscuits, croissants, sponge cakes and muffins.

For any other requirements not expressly mentioned in this section, please get in touch with your travel agent.

\*MSC gluten free menus are suitable for gluten intolerance, but not in case of gluten allergy

ALLERGIES: \_\_\_\_\_

INTOLERANCES \_\_\_\_\_

PREGNANCY:     YES     NO    WEEK: \_\_\_\_\_

MSC Cruises S.A. informs pregnant women that they must present a medical certificate which - taking account of their age, progress of the current and any previous pregnancies, any concurrent conditions and any other relevant factors - confirms their fitness to undertake the proposed journey, as well as the week of pregnancy. MSC Cruises S.A. also informs you that the medical facilities and equipment on board may be technically inadequate for the purposes of childbirth, or to deal with complications in pregnancy, and that during a cruise circumstances may arise which present a potential risk to the pregnancy (such as, for example, the swaying movement of the vessel, adverse weather conditions, fatigue during excursions, sudden changes in weather, excessive noise and possible bus transfers, etc.).

GUIDE DOG:     YES     NO

MSC Cruises S.A. welcomes guide on board its cruise vessels, on condition that they are in good health and in possession of all documents necessary for entry to the foreign countries visited during the cruise (in particular, for the EU the animal will require the compulsory identification document issued by the competent local health authority, stamped within the 24 hours preceding the journey by the veterinary surgeon certifying the animal's physical condition). MSC Cruises S.A. will give prior notice to the passenger concerning the accommodation granted to the animal, any facilities available for it and the relevant arrangements for embarkation and disembarkation of the vessel. The passenger, on his/her part, undertakes to be personally responsible for the custody, nutrition and general care of the animal throughout the period spent on board (with the help of his/her helper or fellow traveller if applicable).

OTHER REQUIREMENTS: \_\_\_\_\_

## **ASSISTANCE ON BOARD AND/OR AT THE PORT**

PASSENGER'S DEGREE OF AUTONOMY: \_\_\_\_\_

DOES THE PASSENGER REQUIRE ASSISTANCE WITH EMBARKATION/DISEMBARKATION?     YES     NO

DETAILS OF ASSISTANCE REQUIRED: \_\_\_\_\_

MSC Cruises S.A. informs passengers that special means of transport from and to the terminal could result in additional costs payable by the passenger. In the event that such services are requested and available, MSC Cruises S.A. undertakes to give you prior notice of the details.

## **WHEELCHAIR DETAILS**

DESCRIPTION: **N/A**

ELECTRIC     FOLDING     SCOOTER     OTHER SIMILAR EQUIPMENT

IF ELECTRIC, BATTERY USED:

GEL     DRY

MSC Cruises S.A. informs passengers that wet batteries may not be brought on board its vessels.

x cm \_\_\_\_\_

## **ASSISTANCE AT THE AIRPORT AND/OR DURING THE FLIGHT**

MSC Cruises S.A. informs you that each airport and air carrier has its own restrictions, and we therefore ask you to notify us in good time of any special needs, so that we can forward the information to the air carrier in sufficient time for your requirements to be met. In any case, since the air carrier is a third party and not MSC Cruises S.A., it may take a few days to confirm the availability of the service requested. The option of using your own wheelchair to access the stairs/door of the aircraft may be available, depending on the airport of departure.

**BOARDING DETAILS: N/A**

- WCHR (The passenger is able to use the stairs and move from the entrance of the aircraft to their assigned seat)
- WCHS (The passenger is NOT able to use the stairs, but can move from the entrance of the aircraft to their assigned seat)
- WCHC (The passenger is immobile, i.e. he/she is NOT able to use the stairs and is NOT able to move from the entrance of the aircraft to their assigned seat)

DIFFICULTY IN WALKING LONG DISTANCES (special assistance will be requested from the air carrier and/or the airport for the purpose of travelling between the check-in and boarding gate, or from the gate of disembarkation to the arrivals area):                     YES                     NO

REQUIREMENTS RELATING TO THE SEAT DURING THE FLIGHT: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

MEDICAL EQUIPMENT NEEDED DURING THE FLIGHT: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DIETARY REQUIREMENTS DURING THE FLIGHT  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

**MSC Cruises S.A. also informs you that:**

The vessel has limited medical facilities and equipment which may consequently be technically inadequate for the treatment of your condition and potential complications related to it, and the medical staff on board may not have the specific expertise required.

The means of transport used for excursions (provided by third parties and not MSC Cruises S.A. and not included in the holiday package) may not be technically suitable for your specific needs;

The Captain has the power in any event - acting on the advice of the on-board Medical Officer - to refuse, at his entire discretion, to allow you to embark, or to require you to disembark at any time and at any port, at your own cost, in the event that your safety is likely to be compromised by the vessel.

In accordance with the relevant legislation, the Data Controller of the personal data, voluntarily supplied by you completing this form, is MSC Cruises S.p.A., with registered office at via Agostino Depretis No. 31, Naples (Italy), against whom the rights prescribed by the above legislation may be exercised. Your personal data will be processed in full compliance with the relevant legislation in force and will not be disclosed to third parties, except in the event that disclosure is necessary to fulfil a contractual obligation, or pursuant to legal requirements or where expressly permitted by law; in any event, your data will not be shared.

MSC Cruises S.A. confirms, finally, that completing and signing this form does not of itself render effective the sale contract for the holiday package, which - as set out in the General Terms and Conditions of Sale - remains subject to confirmation by the Company.

**The undersigned, on his/her part, declares that:**

- the information provided above is complete and truthful and that he/she consents to it being processed in accordance with the above arrangements;
- he/she has read and accepts the General Conditions of sale and transportation as included in the relevant MSC Cruises S.A. brochure;
- he/she has informed his/her own physician of all circumstances relating to the holiday package selected, and the physician, having taken account of those circumstances, has issued a certificate confirming fitness to undertake the cruise trip (and, where applicable, the flights), which the undersigned has attached to this form;
- he/she has been fully informed of all circumstances which are potentially prejudicial to his/her health and safety and that he/she has decided in full knowledge of the facts to purchase the holiday package, accepting the risks relating thereto and hereby releasing MSC Cruises S.A., its agents, its insured, insurers, ship owners, the captain and crew members of the vessel and/or any other party involved in any way (referred to collectively as the "Company"), from all civil and/or criminal liability arising from the occurrence of medical emergencies relating to his/her own medical condition, for which the on-board medical assistance proves to be inadequate, deficient and/or unavailable;
- that he/she also releases the Company from all civil and/or criminal liability relating to medical treatment and care to which he/she submits voluntarily, to the condition and operation of equipment which he/she brings on board and, generally, relating to all matters declared above.

Date \_\_\_\_\_ Signed \_\_\_\_\_

MSC Cruises S.A., as data controller with headquarters in Geneva (Switzerland), and other companies of the MSC Cruises group acting as data processors, such as MSC Crociere S.p.A., with registered office in Naples (Italy), process your personal data for the purposes declared on this form in accordance with the EU Regulation on data protection 2016/679 ("GDPR"). You can exercise your rights set out in Articles 15-22 GDPR, as applicable, by sending an email to [privacyhelpdesk@msccruises.com](mailto:privacyhelpdesk@msccruises.com). If you believe that the processing of your personal data infringes the GDPR, you can lodge a complaint with your supervisory authority. To learn more about data processing and privacy at MSC Cruises please read our Privacy Information Notice available in your Booking Confirmation, your e-Ticket and in the MSC for Me App or contact our Data Protection Officer at [dpo@msccruises.com](mailto:dpo@msccruises.com).