

# MEDICAL INFORMATION. ACCESSIBILITY REQUIREMENTS FOR **COSTA CRUISES** GUESTS





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## **WITH COSTA, YOU CAN TRAVEL WITHOUT BARRIERS**

Dear Guest,

We are delighted to welcome you on board. Your safety, security and comfort, are our top priorities. To help us provide the best possible service, we kindly ask that you inform us of any medical conditions or disabilities that may affect your safety during travel. This allows us to ensure your well-being and avoid any disruptions to your journey, while organizing everything to make your experience smooth and enjoyable.

If you have any questions or need to report medical conditions or special requirements as outlined in the travel documentation, we invite you to contact Costa Cruises' reservations office via our official website or through your travel agency.

For your safety, we recommend consulting your doctor regarding any specific health risks to ensure that this itinerary is suitable for you.

If you are undergoing medical treatment, have a condition that may require attention during the cruise, or need any form of assistance, please provide detailed information to Costa Cruises at least 40 working days before departure—or at the time of booking if your departure is within 40 days. This helps us prepare accordingly and ensure your comfort and safety throughout the journey.

Should your health condition or disability change after submitting your forms, please contact us immediately to update your information before your vacation begins.

We also recommend carrying a copy of your medical records (e.g., EKG, list of medications, allergies) to assist our medical team if care is needed during the cruise. Please remember to bring all necessary medications in your hand luggage, in sufficient quantity for the entire duration of your trip.

Below, you will find more information about the medical services and facilities available on board.

We wish you a pleasant and worry-free journey with Costa Cruises.



## **1. Information for Guests with Impairments**

### **1.1. Accessibility on Board**

Our ships are thoughtfully designed to accommodate guests with physical disabilities, ensuring a comfortable and accessible experience throughout your journey. Accessible cabins are equipped to support the use of wheelchairs and walkers, offering ample space for easy manoeuvrability. Bathrooms feature support bars, retractable shower seats, and fixtures installed at regulation-compliant heights for added convenience and safety.

#### **1.1.1. Air Transport Assistance**

If you require mobility assistance at the airport, during your flight, or need to transport medications or medical equipment, please contact us in advance. We will coordinate with the relevant services to ensure a smooth and stress-free travel experience.

#### **1.1.2. Coach Transfers and Shore Excursions**

Coaches may be used for airport and port shuttles, as well as during shore excursions. If you require assistance boarding or navigating coach steps, please inform us ahead of time so we can make the necessary arrangements.

#### **1.1.3. Accessible Excursions – Adagio Tours**

Costa Cruises is proud to be the first in the cruise industry to offer **accessible shared excursions at no additional cost**. Our Adagio Tours, developed in collaboration with the Costa Crociere Foundation and AISM (Italian Multiple Sclerosis Association), are designed for guests with accessibility needs. These tours operate at a more relaxed pace and follow routes with fewer architectural barriers.

Adagio Tours are available in several stunning selected destinations. Guests using a wheelchair must always be accompanied. For details and reservation of a seat on the accessible coaches, it is necessary to contact our Customer Center in advance. Places available are limited.

### **1.2. Mobility Impaired Guests**

We are committed to ensuring a comfortable and accessible experience for all our guests, including those with reduced mobility. Our ships are thoughtfully designed to provide maximum ease of access: shared spaces



and corridors allow for free movement, most decks are accessible via automatic doors, and all public areas feature gently sloped entrances or are reachable by spacious elevators.

If you require a mobility device or equipment during your voyage, we kindly ask that you bring your own or arrange for independent rental. To ensure compatibility with air travel and onboard accommodations, please provide the closed dimensions of your equipment in advance.

For safety and accessibility reasons, mobility scooters, wheelchairs, and other mobility aids must be stored inside your cabin when not in use. These items should not be left in corridors or outside cabin doors, as doing so may obstruct emergency pathways. Any equipment found in these areas will be promptly removed.

If your mobility scooter or electric wheelchair is too large to be safely stored inside your cabin, it will be placed in a designated storage area, as indicated by your cabin attendant. Electric wheelchairs must be charged inside your cabin under supervision. Please note that we allow on board the Ship only Gel-type, lithium batteries and dry batteries. Acid batteries and all other types not indicated are not allowed. All equipment must be CE certified. It is your responsibility to ensure your cabin can safely accommodate your equipment. Public walkways and stairwells must remain clear at all times to ensure safe passage in case of emergency.

Please note that while we strive to facilitate all scheduled disembarkations, in certain destinations where the ship is anchored offshore, disembarkation may not be possible due to weight limitations. We appreciate your understanding and cooperation, and we remain dedicated to making your journey as smooth and enjoyable as possible.

### **1.2.1. Guests Requiring Personal Care Support**

Guests who typically rely on assistance at home for daily activities—such as eating, washing, toileting, or personal mobility—must be accompanied by a carer or companion who can provide the same level of care throughout the voyage. This ensures their comfort, dignity and safety during the cruise. Crew members are not permitted to assist with personal care, including support with routine tasks or movement around the ship.

If a guest is traveling alone and it becomes evident during the cruise that they are unable to manage essential aspects of personal care independently, the ship's staff may, in the interest of the guest's well-being and safety, require them to disembark at the next suitable port at their own expense.



### **1.2.2. Hoists and Lifting Aids**

If you plan to bring a hoist or lifting aid on board, we kindly ask that you contact us in advance. We are happy to assist you with the boarding process and ensure your equipment is accommodated appropriately.

Please note that all equipment must be compatible with the ship's electrical system, operating at 220V and 60Hz. Guests using a hoist must be booked into a fully accessible cabin. Partially accessible cabins offer limited floor space and may not be suitable for guests requiring such equipment.

For safety reasons, all mobility aids, including hoists, must be stored inside your cabin when not in use. Items left outside cabin doors will be removed to maintain clear and safe passageways.

While we do not provide hoists on board, you are welcome to arrange rental through an independent supplier. We recommend confirming all specifications and requirements with your supplier prior to travel.

### **1.2.3. Hospital beds**

Cabin beds onboard are standard and not adjustable. As a general rule, the installation of hospital beds is not permitted.

However, in exceptional cases, guests may request to bring their own mattress, mattress topper, bed, or chair—provided the item is certified with the appropriate International Maritime Organization (IMO) fire rating. Each request will be evaluated individually to ensure safety and compliance with onboard regulations.

We kindly ask that any such needs be communicated well in advance so that proper assessment and coordination can take place.

## **1.3. Guests with Hearing and/or Speech Impairments**

If you have a hearing or speech impairment, we kindly ask that you contact us in advance so we can better support your needs during your cruise.

While Costa Cruises does not employ sign language interpreters onboard, our staff and crew are available to assist during lifeboat drills and other key safety procedures. Safety instructions are clearly displayed on placards in each cabin. Please note that only our specially equipped accessible cabins feature fixed visual alert systems that activate in the event of a general emergency alarm. If you are booked in a standard cabin, we will provide a Silent Call device upon request. This device is placed at the cabin door and functions like a doorbell, allowing our assistance team to alert you discreetly in case of emergency or when support is needed.



#### **1.4. Guests with Vision Impairments**

If you are visually impaired, we encourage you to reach out to us prior to your cruise. While we are committed to providing a welcoming and accessible environment, please note that continuous, daily assistance throughout the voyage cannot be guaranteed. Guests should be able to manage their personal routines and navigate the ship independently.

#### **1.5. Guide Dogs: Conditions for Boarding a Certified Guide or Working Dog**

Certified guide and working dogs are welcome on board in accordance with European Regulation 1177/2010. If you intend to travel with a certified guide or working dog, please contact us in advance. As there is limited capacity to accommodate animals on board, early notification is essential to confirm availability.

Guests are fully responsible for their dog's documentation and welfare. You must bring the original, up-to-date vaccination records and the animal's passport, which may be requested during embarkation or by authorities at ports of call. Please also verify the entry requirements for animals at each destination, as some ports may restrict disembarkation due to local quarantine laws.

To ensure compliance, guests must provide:

- A copy of the dog's passport, including vaccination details.
- Proof of disability registration from a local health authority.
- A medical certificate (on official letterhead, signed and stamped) confirming the guest is fit to travel and requires the assistance of a certified guide dog.
- A copy of the guide dog's certification.

Guide dogs are permitted in all public areas, including dining venues. However, they must be supervised at all times to prevent damage or disturbance. Guests are liable for any harm caused by the animal and must use the designated relief areas, maintaining cleanliness at all times.

Guests are also responsible for the care and safekeeping of their guide dog. Costa Cruises, the ship, and its crew are not responsible for the animal's health, care, or welfare. Please ensure you bring sufficient dog food and any necessary medication for the entire duration of the cruise, as these cannot be provided on board. In cases of non-compliance or if the dog exhibits aggressive behaviour that poses a risk to others, ship officers reserve the right to restrict





access to certain areas or, in severe cases, disembark both the dog and its owner.

### **1.6. Guests with mental or learning disabilities**

We are committed to ensuring a safe, comfortable, and inclusive experience for all our guests. Those who require assistance with daily living activities—such as washing, toileting, eating, or mobility—are kindly asked to declare this in advance and must travel with a companion, personal assistant, or carer who can provide the necessary support. Please note that our crew members are not authorized to assist with these personal care tasks.

For the safety and well-being of all guests, individuals who are unable to manage independently may not travel alone. If a guest is found to be unable to safely care for themselves or if their behaviour poses a risk to themselves or others, they may be required to disembark at their own expense.

### **1.7. Children with disabilities**

We warmly welcome children of all abilities to enjoy our onboard children's facilities. However, we do not provide one-to-one care. If your child requires individual support, a parent or carer must be present at all times.

If your child has a disability and wishes to participate in our activity programs, please speak with our Youth Team during registration so we can ensure a safe and enjoyable experience. Please note that Squok Club staff are not authorized to administer medication or injections. Parents must return to administer any required medication.

### **1.8. Emergency Procedures On Board**

In the unlikely event of an emergency, elevators will not be in operation. Guests who are unable to reach their muster stations independently—potentially involving several flights of stairs—must register in advance for assistance (notifying it at the moment of booking). This ensures we can allocate sufficient crew support and comply with Safety of Life at Sea (SOLAS) regulations.

Even if you are traveling with someone who can assist you, it is essential to register for emergency assistance, as your companion may not be with you at the time of an emergency.



## 2. **Medical Facilities**

All ships have a well-equipped medical center that is staffed by licensed doctors and nurses.

Our on-board medical centers meet or exceed the Health Care guidelines for cruise ship medical centers outlined by the American College of Emergency Physicians (ACEP).

For routine care, the Medical Center is open twice a day by appointment and for walk-ins. Opening hours can be consulted on the Costa App or on the daily program "Oggi a Bordo"

We would like to ask you to arrange for an appointment before you come to the hospital. This allows us to keep the distancing rules and reduce contact to a minimum. Please register your visit under the number 3333. For urgent or emergency care, the medical staff is available 24/7. For any medical emergency, call **the Medical Emergency number "99"** from any telephone on-board. For non-urgent medical information, you can contact the reception.

The medical facilities on board a Costa ship typically include a medical office, examination rooms, a pharmacy stocked with essential medications, and state-of-the-art medical equipment for diagnostics and treatments. The medical staff is trained to handle a variety of medical emergencies, from seasickness and minor injuries to more serious conditions that may require medical attention.

Guests can feel reassured knowing that the medical facilities on a Costa ship are fully equipped to provide prompt and professional medical care in the event of illness or injury.

**Important Notice:** The medical centers on board are equipped to deliver urgent care in response to illnesses or injuries that may arise during the voyage. They are not designed to provide ongoing treatment for chronic medical conditions, nor should they be regarded as a replacement for a guest's usual healthcare services.

Guests who require regular assistance with activities of daily living—such as eating, washing, toileting, or mobility—must be accompanied by a carer or companion who is able to provide the necessary support throughout the journey, consistent with the care they receive at home. Please be advised that crew members are not permitted to assist with personal care, including routine tasks or movement around the ship.



## **2.1. Laboratory & Diagnostic**

### **2.1.1. Blood testing capabilities**

Our vessels are equipped with advanced laboratory facilities that offer a comprehensive range of blood testing services, essential for monitoring the health of passengers and crew. These diagnostic tools enable timely assessments and support medical decision-making in acute cases, and should not be considered a substitute for comprehensive medical care ashore.

### **2.1.2. ECG**

The medical centers on our ships are equipped with electrocardiogram apparatus for cardiac monitoring. Our medical personnel are skilled and ready to manage and treat severe cardiac crises, including heart attacks and irregular heart rhythms.

### **2.1.3. X-Ray**

The medical centers on our ships are equipped with X-ray machines for radiographic imaging. Our medical personnel are skilled and ready to manage and treat conditions requiring radiological investigation, including fractures and lung conditions.

### **2.1.4. Ultrasound**

The medical centers on our ships are equipped with ultrasound machines for diagnostic imaging. Our medical personnel are skilled and ready to manage and treat conditions requiring ultrasound examinations, including organ diseases, and soft tissue injuries.

### **2.1.5. Telemedicine**

Our ships are equipped with a specialist telemedicine service. This service can be utilized when there is a need for specialized consultation and an appropriate specialist facility is not readily available. Our medical personnel are skilled and prepared to manage and treat conditions using this service, enabling them to consult with specialists remotely, ensuring our passengers receive the best possible care, regardless of their location



## **2.2. Medications & Drugs**

It is important that you bring all your medications and their prescriptions onboard with you, in quantity sufficient to last for the entire cruise. We recommend that you carry the medications in your hand luggage when travelling to and from the ship. If you need replacement medication, you will need a consultation with the ship's doctor to review your needs and provide a replacement or a suitable alternative (if available). While the onboard medical centers carry a wide range of medications, they may not have your specific medication in stock. Depending on the itinerary, it might be possible to obtain a prescription from the onboard doctor for purchase at local pharmacies ashore. Consultation fees and costs associated with procuring and dispensing medication will apply.

### **2.2.1. Allergies to medications**

It is important for guests to inform medical center staff of any drug allergies during a visit. It is recommended that guests bring documentation of prior allergic reactions to have on hand.

### **2.2.2. Hospital Fees**

Medical assistance aboard our cruise ships operates similarly to a private hospital. It's important to note that national healthcare insurance does not cover medical expenses incurred on board. All medical services provided are subject to fees. These costs can vary based on several factors, including the complexity of the case, whether the visit is during or outside of regular hours, the duration of inpatient stay, as well as the treatments and medications provided.

Following any medical service, the ship's hospital will provide an itemised invoice. Guests can then submit this bill to their travel insurance provider to claim the costs. We strongly recommend all guests to embark with a travel insurance policy that covers unforeseen medical emergencies.



### **3. Medical Conditions**

#### **3.1. Guests Traveling with Electrical Medical Equipment**

Guests may bring personal medical devices for use in their cabins, such as oxygen concentrators or BiPAP/CPAP respirators. All equipment must be CE certified and compatible with the ship's electrical system (220–110 Volt, 60 Hz), and should be well maintained and fully functional prior to boarding.

For safety reasons, personal electrical extension cords, multisolet adapters, and power strips are not permitted on board, as part of our fire prevention measures. On certain vessels, cabin layouts may not include a power outlet next to the bed; therefore, guests who require an extension cord specifically for the operation of a medical device may bring one only if it is CE certified, equipped with a built in thermal cutoff switch, and used solely for that approved medical device.

Heating devices of any kind, including electric blankets, heating pads, or portable heaters, are not permitted on board under normal circumstances due to fire safety regulations. The only exception to this rule applies to guests undergoing peritoneal dialysis, who may bring a heating device strictly for the preparation of dialysis solutions. Such equipment must be declared in advance and used exclusively for its intended medical purpose. For further details, please refer to section "3.1.7 Peritoneal Dialysis."

##### *3.1.1. Medical Devices Requiring Internet Connectivity*

Some medical devices, like Continuous Glucose Monitors (CGMs), Cardiac Monitors and Implantable Devices, Wearable Health Trackers need internet access for remote monitoring or data sharing. As onboard internet may vary, please ensure your device can function offline if needed. To stay connected, we recommend reviewing internet packages available for purchase. For details, contact Guest Services or check your pre-cruise documents.

##### *3.1.2. Life-Sustaining Medical Equipment*

Guests requiring life-sustaining devices—such as ventilators, nutrition pumps, or aspirators—must bring all necessary equipment, associated supplies. Guests and caregivers are responsible for all medical needs and daily care, as the ship does not stock surplus equipment or supplies. Please bring all required medications and backup equipment for the entire voyage.





Guests who require regular assistance with activities of daily living—such as eating, washing, toileting, or mobility—must be accompanied by a carer or

companion who is able to provide the necessary support throughout the journey, consistent with the care they receive at home. Please be advised that crew members are not permitted to assist with personal care, including routine tasks or movement around the ship.

Trained family members may fulfill this role if experienced.

#### *3.1.3. Left Ventricular Assistance Devices (LVADs)*

For your safety, guests with implanted LVADs cannot be accommodated. Our medical facilities are not equipped to support these devices, and referral to specialized care ashore may not be possible.

#### *3.1.4. Pacemakers, Internal Defibrillators, and Implanted Medical Devices*

Guests with implanted devices (e.g., pacemakers, internal defibrillators) should carry complete documentation and notify security prior to boarding to avoid interference with metal detectors. We also recommend wearing a medical alert accessory and keeping details about the device (make, model, special instructions) easily accessible.

#### *3.1.5. CPAP, BiPAP, and APAP Machines*

These respiratory devices are permitted onboard if CE-certified and compatible with the onboard electrical supply (220–110 Volt, 60 Hz). Please ensure your device is in good working condition.

### **3.2. Conditions requiring Distilled Water**

Guests are welcome to bring their own distilled water on board. Should they require additional distilled water during the cruise, it can be purchased from the medical center's.

### **3.3. Dialysis**

#### **3.1.6. Haemodialysis**

Your health and well-being are our top priorities. Guests requiring hemodialysis—regardless of whether treatments are scheduled during the voyage—unfortunately cannot be accommodated. This policy ensures the safety and well-being of all our guests. Unfortunately, our onboard medical facilities are not equipped to support and treat conditions requiring haemodialysis. Additionally, referring to shoreside facilities is not always feasible due to various factors.



### **3.1.7. Peritoneal Dialysis**

Guests undergoing Peritoneal Dialysis are permitted to travel onboard. To ensure a smooth and enjoyable experience, guests are expected to carry out the procedure independently or with the help of a travel companion. Please note that peritoneal dialysis treatments can only be conducted in the comfort of your cabin, not in the ship's hospital.

If you require heating devices, they must have a recognized CE approval mark and operate with less than 1000 Watts. All our cabins are equipped with power outlets that supply an alternating current of 220-110 Volts/60 Hz, so please ensure your device is compatible.

Guests are responsible for arranging the delivery of necessary solutions and supplies.

If you use a delivery company to transport these materials to the ship, please provide our Booking Office with the required information to facilitate the embarkation and/or debarkation of the materials on board:

- A Pro-forma invoice and a packing list of the material that will be delivered to the ship
- The type of vehicle that will make the delivery to the port and its plate number, as well as the Identity card of the Driver
- A label must be placed on all boxes that will be embarked detailing: - Name of the Ship and date of departure of the cruise - Name, surname and cabin number of the passenger

We will inform you of any expenses related to the embarkation/disembarkation of the materials and any customs formalities.

## **3.4. Oxygen Treatments**

### **3.1.8. Oxygen Concentrators**

Oxygen concentrators are permitted on board, provided they are compatible with the onboard electrical system of 220-110 Volt/60 Hz and possess CE certification. It is essential to ensure that the device is well-maintained and fully operational prior to embarkation.

### **3.1.9. Oxygen Cylinders**

For safety and operational reasons, there is a boarding limit of one medical oxygen cylinder (maximum 5 liters) per cabin. If additional cylinders are needed, special approval may be considered on a case-by-case basis,



depending on onboard storage availability. The cylinder in active use may be kept in the guest's cabin, securely positioned upright and stored according to crew instructions. Any spare or unused cylinders must be placed in designated

storage areas on the ship, which are not directly accessible to guests and have limited capacity. To ensure smooth handling and safety, we kindly ask that guests bring only the amount of oxygen necessary to cover the full duration of their voyage and any transfers.

We also strongly recommend speaking with your treating physician to confirm whether your treatment can be supported by an oxygen concentrator throughout the cruise.

If you use a delivery company to transport these materials to the ship, please provide our Booking Office with the required information to facilitate the embarkation and/or debarkation of the materials on board:

- A Pro-forma invoice and a packing list of the material that will be delivered to the ship
- The type of vehicle that will make the delivery to the port and its plate number, as well as the Identity card of the Driver. The same data must be sent for the collection of the bottles on the disembarkation day by the Company that provides the material. Guest is responsible for the collection of the bottles on the disembarkation day.
- A label on all bottles embarked detailing: - Name of the Ship and date of departure of the cruise - Name, surname and cabin number of the passenger
- VERY IMPORTANT: the bottles must have documents showing its good condition, the date of the last refilling and the last pressure test issued by the authorized company.

We will inform you of any expenses related to the embarkation/disembarkation of the materials and any customs formalities.

#### **3.1.10. Liquid Oxygen Tanks**

Refillable liquid oxygen tanks are not permitted on board. We strongly recommend consulting with your treating physician to verify if the treatment with an oxygen concentrator can be continued for the duration of the voyage.

### **3.5. Prothesis**

Guests with prosthetic devices should have all pertinent documentation for these devices on hand. We kindly request that you notify our security personnel about your prothesis before boarding to ensure a smooth security check process.



### **3.6. Blood thinning medications**

INR testing can be performed onboard using a simple finger prick test. A doctor's consultation is required before the test. Consultation and procedural

costs apply. We recommend to carry copies of your most recent INR test results for reference, in addition to a letter from their healthcare provider which includes the specific condition necessitating INR testing.

Guests taking Warfarin (also known as "Coumadin") should ensure they bring sufficient medication with them for the duration of their travel, and extra medication in case a dose adjustment is required.

### **3.7. Guests with psychiatric disorders**

Guests with mental health condition, are allowed to join us provided the condition has been and continues to be stable and fully controlled.

Remember that all guests are welcome, provided they do not display aggressive behaviour that poses a threat to themselves, other guests or crew, or the ship's operation. In cases of non-compliance with these provisions, our ship's Officers have the discretion to take action. This may include restricting access to certain public areas or, in certain cases, disembarking the guest and informing local authorities.

### **3.8. Surgery, Wound Care & Stitches**

#### **3.1.11. Stitches and Staples**

Medical staff can remove simple stitches/sutures onboard. We recommend that you provide a letter from your healthcare provider detailing any specific requirements.

#### **3.1.12. Wound Care and Dressings**

Medical staff can provide routine wound care on board. Our ships stock a variety of dressings and wound care supplies. If specific, specialized dressings are required, we strongly recommend you bring these supplies with you. We also recommend you provide a letter from your healthcare provider detailing any specific wound care requirements.

### **3.9. Blood transfusion**

Blood transfusions are not allowed on board our ships. In case of critical need Guests might be referred to a shoreside facility.

### **3.10. Narcotic medications and patches**

Whilst the Company does not prohibit guests bringing prescription opioids onboard, any individual doing so will be subject to the restrictions imposed by



airlines or local port authorities. We suggest contacting airlines ahead of booking travel and reviewing relevant foreign country regulations governing

the possession or use of their specific narcotic medication. Carry your medical prescription with you.

#### 3.10.1. **Methadone**

Whilst the Company does not prohibit guests bringing prescription Methadone onboard, any individual doing so will be subject to the restrictions imposed by airlines or local port authorities. We suggest contacting airlines ahead of booking travel and reviewing relevant foreign country regulations governing the possession or use of this medication. Carry your medical prescription with you.

#### 3.10.2. **Cannabis**

We, along with our crewmember, must follow and respect the laws of jurisdictions where we sail, along with the laws of the flag states where our ships are registered. Since laws regarding illegal drugs – including synthetic, designer drugs, and medical marijuana – vary by destination, they are prohibited and their possession is not allowed on board any Costa cruise line ship. Illegal drugs or substances will be confiscated, and appropriate action taken, which may include removal from the ship and involvement of law enforcement and other authorities. Please refer to [prohibited-articles \(costacruises.com\)](https://www.costacruises.com/prohibited-articles)

### 3.11. **Refrigeration of medications**

We would like to remind you that cabins on Costa Smeralda and Costa Toscana do not have minibar fridges. If you need to bring medications that require refrigeration, we recommend bringing a small non-electric cooler bag with you. Your cabin attendant can provide the necessary ice daily. The ice provided for the cooler bag is the classic blue cooling brick (usually 2 per bag) and is changed upon guest request. Please ensure that you are in your cabin during the ice change, which typically occurs during the galley's opening hours (usually until 10:00 PM, but it's advisable to verify this once onboard). Alternatively, you can request a refrigerated container from your cabin steward. The use of this container is free of charge; however, if it is not returned, the cost will be added to your cabin account. Please check if this storage condition is suitable for your medication. If guests need to travel with cooling bag please notify us in advance.





### **3.12. Conditions requiring disposal of Medical Waste**

Guests that have medical conditions that require disposal of medical waste products should notify us during booking's process. Biomedical waste bags will be provided, and all medical waste should be disposed of in these bags.

#### **3.12.1. Sharps/Needles/Lancets**

If you routinely use injectable medications, such as insulin or other treatments involving syringes, needles, or lancets, you are encouraged to bring your own sharps container with you. If you do not have one please inform us during the booking process so that we can ensure your stateroom is equipped with a sharps disposal container.

Proper disposal of sharps is essential for the safety of both guests and crew. Sharps containers are provided free of charge, and replacements can be supplied during your cruise if needed. Please remember that sharps must never be disposed of in regular waste bins, and containers are not available in public restrooms. For larger sharps or items that do not fit into the standard container, guests should either take them home or dispose of them at the Medical Center during opening hours.

At the end of your voyage, if your sharps container is still in use, we kindly encourage you to take it with you for continued safe use during your travels. By requesting or bringing a sharps container in advance, you help us maintain a safe and hygienic environment onboard.

### **3.13. Infectious Diseases**

#### **3.13.1. Acute Gastroenteritis**

We ask all guests to practice good hygiene practices, such as washing hands frequently with soap and water, using hand sanitizers provided throughout the ship, and avoiding close contact with anyone showing symptoms of AGE.

If you experience symptoms of AGE, such as nausea, vomiting, diarrhea, or stomach cramps, please call the reception or the Medical Emergency number **99** from your cabin telephone.

Please be aware that AGE can be easily transmitted through contaminated food and water, so we advise all guests to consume only food and beverages provided by the cruise ship and to avoid consuming food or drinks from external sources during port visits.



### **3.13.2. Respiratory Illness**

Guests with acute respiratory illness symptoms should report their symptoms to the ship's medical staff. Ships can test for various respiratory illness, (including COVID-19 and Influenza) and provide treatment as needed. People with respiratory illness symptoms are recommended to wear masks until their symptoms improve, and to keep their distance from others.

Guests are recommended to be up to date with their COVID-19 and Influenza vaccinations, in line with their healthcare providers' recommendations and published guidance.

There is no requirement for pre-cruise or embarkation day COVID-19 testing.

## **4. Other**

### **4.1. Travel medical and evacuation insurance**

We strongly recommend obtaining additional travel insurance that covers routine and medical emergencies, including evacuation if necessary. Your plan should provide coverage for your age, pre-existing medical conditions, any recent changes in health status, countries you plan to visit, and any hazardous activities you may participate in. Most health insurance plans require you to pay the cost of care upfront and submit a foreign claim once you return home. The ship's medical center will provide an itemized invoice of professional services, medications, and supply charges that may be used for claim reimbursement if eligible.

### **4.2. Pregnancy**

Pregnant guests are welcome onboard, but they must be aware that in most cases the ship's hospital may not be able to treat an obstetric emergency and that an emergency disembarkation to a specialist obstetric unit could be necessary. Pregnant guests must carry a medical certificate which states that the pregnancy is uncomplicated and that on the last day of the cruise the guest will not be beyond 23 weeks and 6 days of gestation

### **4.3. Vaccinations**

Depending on your destination country, certain vaccinations may be mandatory or recommended. It is advisable to consult destination health requirements or consult with your physician or a local travel health clinic for



comprehensive information and to receive the necessary vaccinations. If a vaccination is compulsory, it should be scheduled ahead of time. It's important to note that routine vaccinations cannot be administered on board.

#### **4.4. Minimum Age**

Infants must be at least 6 months of age at the time of embarkation in order to sail. Infants must be at least 12 months of age at the time of embarkation to sail on the following: Transoceanic crossing (Atlantic, Pacific, Indian, Arctic, etc.), World cruises, Cruises of 15 days or longer duration or any other itinerary which may in the opinion of the Operating Line present serious risk to infants in need of emergency medical care.

#### **4.5. Do-not-resuscitate order**

A do-not-resuscitate (DNR) order is a legal document that indicates a person's decision not to have cardiopulmonary resuscitation (CPR) attempted if their heart or breathing stops. People who choose a DNR usually have a terminal illness or another serious medical condition. It's essential to discuss your wishes with your healthcare providers and family before an emergency arises. If you have DNR preferences, we recommend bringing the documentation from your healthcare provider on your cruise. This proactive approach empowers you to make informed decisions about your care.

### **5. Information on Special Diets, Allergies and Intolerances**

Your health and well-being are of the utmost importance to us. We are committed to offering a safe and enjoyable dining experience for all guests, including those with specific dietary requirements due to medical reasons, allergies, or intolerances.

**Important notice:** Despite the greatest care when selecting and processing food, the risk of an allergic reaction cannot be completely ruled out. If you have an emergency kit, please be sure to carry it with you at all times

To ensure we can accommodate your needs appropriately, we kindly request that you inform us at the time of booking if you:

- Have food allergies or intolerances
- Require a special diet due to medical reasons
- Intend to bring packaged, non-homemade food on board

Please note that homemade food is not permitted.



### **5.1. Dining Options and Allergen Management**

In our à la carte restaurants, our trained staff can accommodate allergy-related requests more effectively.

In buffet areas, while we strive to minimize risks, cross-contamination cannot be completely ruled out.

Information regarding allergens is available upon request from the restaurant manager, supervisor, or reception desk.

Guests are encouraged to speak directly with their waiter, maître or restaurant manager regarding any dietary concerns.

### **5.2. Dietetic preferences**

On every Costa ship, you may request special menus tailored to your dietary needs if related to medical conditions, including:

- Gluten-free (for coeliac disease)
- Lactose-free
- Gluten and lactose-free
- Vegan
- Low-calorie
- High-calorie
- Fat-free
- Low sugar (for diabetics)
- Vegetarian dishes are always available and clearly marked in both our restaurants and buffet areas.

Please inform us of your dietary preferences at the time of booking to ensure availability.

### **5.3. Environmental and Contact Allergies**

If you have environmental or contact allergies that require special precautions (e.g., sensitivity to cleaning products or materials, dust, acarus), please notify us at the moment of booking so we can make the necessary arrangements to support your comfort and safety.

For other types of contact allergies—such as reactions to insect stings, animal dander, latex, or nickel—the risk of exposure onboard is generally very low due to the cruise ship's-controlled environment. However, we recommend that guests bring any necessary medications, in case of accidental contact. Being prepared helps ensure a smooth and worry-free experience.