



Welcome to CostaClub: come and see
the exciting discounts we have in store.
Just for you.

It's free to join, you'll find the form inside.



CostaClub, a world of special privileges waiting to be discovered.

CostaClub is an exclusive club for people who choose to cruise with Costa for their holidays time and time again. CostaClub members receive **exclusive discounts, special privileges** and **exclusive treatment** all year round, before, during and after their cruise.

With CostaClub your **loyalty really is rewarded** and it's easy to reach the **top of the four clubs: the more Costa cruises you take, the more points you can accumulate**, the more benefits you will have and you can move up from the **Aquamarine Club** to the **Coral Club**, from **Coral to Pearl** right up to the most privileged club of all, the **Gold Pearl Club**.



Aquamarine



Coral



Pearl



Gold Pearl

Collecting points is easy

Every day of a cruise is worth **100 points**.

Every **52 € / 60 \$** spent on board and registered on your personal magnetic CostaClub card, given to you on each cruise, is worth **40 points**.

Members travelling in **Premium, Samsara** and **Suite** cabins* will receive **double the amount of points (200 points for each day of the cruise plus 80 points for every 52 € / 60 \$ spent on board)**.



* For more information about the new cabin categories please visit one of our websites: www.costacruises.co.uk, www.costacruisesasia.com, www.costacruises.com.au (Australia), or www.costacruises.com, www.costacruises.eu, www.costacruises.net

Joining CostaClub is easy and free.

All adults who have already taken a Costa cruise can join.

There are lots of ways to join CostaClub and you can travel as members from your very next holiday.

On board

Fill in the registration form in this brochure and leave it in the special box at the **CostaClub Point** or, if you prefer, it's even easier and faster to join using the **interactive multimedia stands** on board all Costa ships.

On line

Fill in the registration form online on our websites:

www.costacruises.co.uk

www.costacruises.com

www.costacruisesasia.com

www.costacruises.com.au (Australia)

www.costacruises.eu

www.costacruises.net

By post

Fill in the registration form in this brochure and send it in a sealed envelope to the address on the form.

By phone

You can sign up by calling CostaClub. You can find all the contact details by country at the end of the General Conditions.



We will send your **membership number** straight to your email address so that you can start taking advantage of the exclusive CostaClub discounts from your very next cruise.

Remember that each person who wants to join must register individually.

Discounts and privileges start with your very next cruise.

CostaClub members are entitled to a **5% Frequent Guest** discount all year round, on any cruise, which is applied to the fare available at the time of booking*.

Besides the **Frequent Guest discount**, CostaClub members are also entitled to an extra* discount, depending on the club they are a member of, on a selection of **Privilege Departures** that members will be informed of during the year.

This discount also applies to anyone travelling in the same cabin as the member*.

Frequent
GUEST **5%** +

10% Aquamarine
Discount PLUS

12% Coral
Discount PLUS

15% Pearl
Discount PLUS

17% Gold Pearl
Discount PLUS

An extra 10% discount for people travelling in a **Premium, Suite** or **Samsara** cabin on their next cruise in the same cabin category.

For example, a Pearl member travelling in a Premium cabin on their next cruise is entitled to:

- 5% Frequent Guest discount
- 10% discount when travelling in a Premium, Suite or Samsara cabin
- 15% when you choose a Privilege Departure

* Not valid with Special Prices offers purchased in UK, Albania, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, Greece, Hungary, Iceland, Israel, Jordan, Latvia, Lebanon, Lithuania, Macedonia, Malta, Montenegro, Morocco, Norway, Poland, Romania, Russia, Serbia, Slovakia, Slovenia, South Africa, Sweden, The Netherlands, Tunisia, Turkey.

Please check if discounts can be combined with any other discounts, promotions or fares.

Register on one of our websites: **www.costacruises.co.uk**, **www.costacruises.com**, **www.costacruisesasia.com**, **www.costacruises.com.au** (Australia), **www.costacruises.eu** or **www.costacruises.net**, by sending us your email address and we will keep you up to date with the latest limited promotions and offers, so you can be one of the first to take advantage of them.

If you register, you can check your points total and see cruise prices with your exclusive discounts already applied. If you've already registered, please don't forget to keep your information up to date.

We also offer all CostaClub members:

- **"C" Magazine**, the CostaClub e-magazine featuring exclusive previews of all Costa Cruises.
- **CostaClub line:** you can find all the contact details by country at the end of the General Conditions.



All CostaClub members can take advantage of special **onboard** discounts that only they can use, ranging from **10% to 25%**:

10% discount on:

A selection of Costa products

20% discount on:

- Internet Point and Wi-Fi rates
- Wine packages
- Cabin mini-bar consumption
- Laundry service
- A selection of products on sale in the Beauty Salon

25% discount on:

- Purchase of "My Cruise" video
- Purchase of Costa Cruises books
- Selected beauty and spa treatments during port calls



Taking advantage of the exclusive CostaClub discounts is easy, all you have to do is tell your travel agent your membership number when you select or book your cruise.

You cannot make changes to a booking at a later date and receive retroactive discounts.

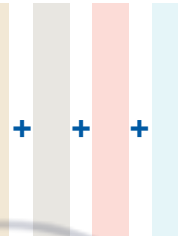
Each club features its own tailor-made benefits and exclusive treatment.

- Preferential boarding and disembarkation *°
- VIP lounge in departure ports, where available *
- Priority in luggage delivery to cabin
- Bath accessory kit, bathrobe and slippers in cabin
- Privileged disembarkation for excursions *°
- Special Cocktail with the Captain and souvenir photo
- 30 € / 30 \$ of special CostaClub chip
- Coupon valued at 15 € / 15 \$ for the Photo Shop and 30 € / 30 \$ for the Wellness Centers ^
- Special private tour of onboard kitchens ***

- 10 € / 10 \$ of special CostaClub chip
- Menu delivered to your cabin
- A complimentary dinner in the Club Restaurant (where present, reserved for the Member)
- Priority in choosing restaurant sitting °
- End-of-cruise gift *
- Priority disembarkation (extended to Guests in the same cabin) *°
- Luggage pick-up as close to disembarkation time as possible on the final day *° **NEW!**
- Children aged 3 to 11 can enjoy the Squok Club during port stopovers * **NEW!**

- Priority boarding (extended to Guests in the same cabin) *°
- A gift bottle of sparkling wine *

- Cocktail with the Captain and souvenir photo
- Basket of fruit, complimentary birthday and wedding anniversary cake
- Chocolate in your cabin on gala evenings
- Discounts and price cuts of up to 25% on a wide selection of products and services on board



Gold Pearl

with at least 13,001 points, plus
3 cruises taken in the last 3 years



Pearl

from 5,001 points



Coral

from 2,001 to 5,000 points



Aquamarine

up to 2,000 points

In order to enjoy these privileges, the membership number of each participant must be entered when selecting/booking your cruise. The order and days of delivery on board may vary according to the duration of the cruise and the ship's infrastructure. Discounts cannot be combined with any other promotions and privileges, including ProntoPrice fare promotions, when applicable, and Suite promotions.

Includes just one cocktail with the Captain and a souvenir photo for your club.

* Privilege for the member and anyone sharing the same cabin. Privileges not marked with an asterisk are for the member only.

° Subject to the ship's operational requirements.

^ Discounts for purchases made with a Gold Pearl card will be deducted from your account at the end of your cruise.

** Excluding cruises of less than 7 days.

For CostaClub Programme rules and regulations please consult the General Terms and Conditions.

The benefits and General Terms and Conditions of CostaClub may vary from time to time; for all the latest information and updates please visit the websites www.costacruises.co.uk, www.costacruises.com, www.costacruisesasia.com, www.costacruises.com.au (Australia), www.costacruises.eu, www.costacruises.net. You can find all the contact details by country at the end of the General Conditions.

COSTACLUB PROGRAMME GENERAL CONDITIONS

1. Subject

Costa Crociere S.p.A. (herewith also called Costa) constitutes the "Costa Club Programme". The "CostaClub Programme" (herewith also called the "Club") is a non-profit making promotional initiative, which proposes to:

- ensure a series of recognitions and advantages to Costa's most faithful customers, according to these general regulations (herewith also called "Regulations") and special conditions that will be communicated periodically;
- promote the image, colours and values of the Costa Cruises brand and its tourist services.

Costa Cruise Lines Inc ("CCL") may manage certain aspects of CostaClub for Costa.

2. Conditions and Membership Information

2.1 Any individual can join the CostaClub who is at least 18 years old, has taken at least one cruise with Costa and is resident in Albania, Australia, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, Greece, Hong Kong, Hungary, Iceland, India, Israel, Indonesia, Japan, Jordan, Latvia, Lebanon, Lithuania, Macedonia, Malaysia, Malta, Madagascar, Mauritius, Montenegro, Morocco, New Zealand, Norway, Oman, Pakistan, Philippines, Poland, Qatar, Romania, Russia, Serbia, Slovakia, Slovenia, South Africa, South Korea, Singapore, Sri Lanka, Sweden, Taiwan, Thailand, The Netherlands, Tunisia, Turkey, United Arab Emirates/Dubai, United Kingdom, United States, Vietnam at the time of joining where she/he can receive Club information.

2.2 Club membership is free and can be activated online, by filling in the registration form on:

www.costacruires.com
www.costacruires.com
www.costacruiresasia.com
www.costacruires.com.au (Australia)
www.costacruires.eu
www.costacruires.net

by calling or by e-mail, sending us your complete name, birth date and cruise details (you can find all the contact details by country at the end of the General Conditions); on board the ship, by filling in the form enclosed with this brochure and posting it in the dedicated box in the CostaClub Point or by post, by filling in and sending the form enclosed with this brochure to the address printed on it. If made on board, the membership request will be processed within 60 days from the end of the cruise. Once membership has been confirmed, the CostaClub Member will be sent a card or email with a Personal Identification Number. The Member guarantees that all information s/he has given is correct and only s/he is responsible for it. The information supplied by Members becomes part of a file used for the administration of the CostaClub. This file is managed by Costa Cruises in accordance with the Italian Legislative Decree 196/2003, which guarantees its use according to the purposes outlined in the "Privacy Policy" section of these regulations.

2.3 The sending of information on the activities shown in the Privileges table and the individual knowledge of CostaClub members by Costa Cruises

are fundamental essential features that are necessarily accepted by joining the club. In the case in which a Member denies his or her consent following registration, s/he will cease to belong to the programme.

3. The CostaClub Card – Personal Identification Number – Length of Membership

3.1 After registering, each Member will receive a Personal Identification Number at the address indicated. The Personal Identification Number must always be quoted when booking cruises in order to allow the crediting of the associated points and entitlement to the privileges reserved for Club members.

3.2 The CostaClub Card displaying the Personal Identification Number will be issued to the new Member on board the ship during the first cruise after registering for the Club. The Card is in the Member's name, is the property of Costa Cruises and has a magnetic strip. It can only be used by the cardholder as per the rules and regulations contained herein. The CostaClub Card also functions as a "credit card" for making purchases during the cruise, as an identification document (a boarding pass for entry and exit to the ship) and cabin key (on the ships where this service is provided).

3.3 CostaClub Membership lasts for three years. Membership will automatically be renewed for another three years when another Costa cruise is booked, it being understood that Members have the right to discontinue their membership of the CostaClub Programme at any time, in accordance with Article 7.11. If no booking is made for three years, all privileges are temporarily suspended until a subsequent booking is made or at the specific request of a Member, while the number of points collected by the cardholder remains unchanged.

4. Accumulation of points

4.1 The points constitute the basic unit of calculation used by Costa Cruises for the CostaClub. An account, to which the points are accredited, is linked to the Personal Identification Number.

Members that have taken a cruise starting from 15 May 2001 accumulate their points on the basis of the number of days spent on the cruise on board the Costa ships and total expenses on board as indicated below:

- for every cruise day the Card holder has the right of accreditation of 100 points;
- for every 52 € / 60 \$ spent on board, excluding fractions of that amount, give the right of accreditation of 40 points. Members traveling in Premium, Samsara and Suite cabins will receive double the amount of points (200 points for each day of the cruise plus 80 points for every 52 € / 60 \$ spent onboard). For every cruise taken in the period from 1 January 1993 to 14 May 2001 present in the Costa Crociere database a forfeit of 1,000 points will be given to Members regardless of the length of the cruise or the expenses made on board. If the cruise is not found in the Costa Cruises database, the Member has to supply documentation proving that she/he took the cruise on the dates indicated.

4.2 Concerning the expenses made on board, only those expenses made with the personal cruise card (CostaCard), supplied in the cabin and activated at the beginning of the cruise, will be valid for the accreditation of points. Furthermore, expenses added to the card in the casinos and dur-

ing onboard auctions, as well as expenses on board paid for by the Member but registered on a magnetic card different from that of the Member's card, do not contribute towards the calculation of points, even if the other person is sharing the same cabin. Points will not be credited in any case (relative to the cruise nights) if the Member is traveling with a free ticket. Furthermore, points will not be credited to the Member if reasons independent of the will of the carrier or safety reasons have caused the cancellation of the cruises.

4.3 Members who think that they have the right to more points than shown on their account statement should send CostaClub copies of cruise tickets and receipts of payment of the onboard expenses sustained during the cruise and considered lacking. We will consider only requests received within one year of the date of departure of the cruise in question. This is to allow for the necessary checks and the calculation of the correct number of points to be credited to the Member. Requests for updating points can be made by faxing your name, surname and CostaClub card number, along with the requested documentation: you can find all the contact details by country at the end of the General Conditions.

4.4 Automatic accreditation of points is made 30 days from the end of each cruise. Members can check their account statement at our websites

www.costacruires.com
www.costacruires.com
www.costacruiresasia.com
www.costacruires.com.au (Australia)
www.costacruires.eu
www.costacruires.net

by registering in the reserved area, by calling or sending us an e-mail (you can find all the contact details by country at the end of the General Conditions) or in the statement sent to your e-mail address biannually. Costa reserves the right to rectify the account of any Member of points accredited erroneously and to attribute credits in supplementary points on the occasion of specific promotional campaigns which the Member will be informed about in a timely manner. Furthermore, Costa reserves the right at any time to proceed with an audit of the total number of points accumulated by the Members. The information relative to the CostaClub account (statements, etc.) are issued as a purely indicative accounting and the statements cannot be reproduced or issued in duplicate copies.

5. Aquamarine, Coral, Pearl and Gold Pearl Membership

There are 4 membership levels defined according to the number of points and the number of cruises taken:

AQUAMARINE: reserved for Members who have accumulated up to 2000 Points.

CORAL: reserved for members who have between 2001 and 5000 points.

PEARL: reserved for members who have 5,001 points or more.

Upgrading to the next category occurs automatically upon reaching the above thresholds. Members will receive written notification of the upgrade.

GOLD PEARL: the new CostaClub level that will come into effect on 1 November 2009.

From this date the number of points needed and cruises that have to be

taken to become a member of this level will be calculated as below. To become a Gold Pearl member the following factors will be taken into account:

1. the number of points accumulated: at least 13,001 points
2. the cruises taken: 3 cruises must have been taken in the previous 36 months

These conditions are essential to become and remain a Gold Pearl member, otherwise, although you will keep the same number of points, you will revert to Pearl membership.

The cruises taken into account will be calculated as follows:

1. on 1 November 2009, the launch date of the new level, all those who have completed 3 cruises since November 2006 will be considered for membership. The length of their membership will be calculated based on the month of departure of the first of the 3 cruises taken (e.g. if the first of the three cruises taken was in December 2006 membership will last until 31 December 2009).
2. the system will recalculate your status based on the cruises taken in the last three years, adding and removing those who meet the requirements month by month.

By registering on the website members can check if they are Gold Pearl members and the month that their membership of this level expires.

Any special discounts for Gold Pearl members can be used only in the period that they are members of this level and can be used for bookings that depart after their membership expires. In this case members may use the discount when they book, but once on board the cruise they may not use the associated privileges.

6. The Privileges reserved for CostaClub Members

6.1 Members of the CostaClub have the right to a series of Privileges differentiated by category according to the Club of membership. The privileges are classified in:

a) Supplementary services or status benefits and discounts on purchases on board.

b) Discounts on the purchase of a Costa cruise.

6.2 Allocation of the Privileges is subject to the entry of each participating Member's Personal Identification Number at the moment of holding or confirming cruise bookings. Members may not be entitled to on-board privileges, including the CostaClub Card, if they have used a free ticket or have paid a special or promotional fare rate. The order and days of allocation of the onboard Privileges may vary according to the duration of the cruise and the organisation of the ship and may not be disputed by Members.

6.3 The list of supplementary services and discounts on purchases of products or services made on board are available on the websites

www.costacruiises.co.uk

www.costacruiises.com

www.costacruiisesasia.com

www.costacruiises.com.au (Australia)

www.costacruiises.eu

www.costacruiises.net

Costa Cruises reserves the right to change the conditions for receiving Privileges and also the content of the Privileges themselves, provided that the rights already acquired by the Members are safeguarded and

that the Members are informed beforehand.

6.4 The Privileges are divided into Personal Privileges and Cabin Privileges. The Personal Privileges are reserved for the Member as an individual person. The Cabin Privileges presume the division of the privileges among all the occupants of the cabin. The presence of several Members in the same cabin does not give the right to multiple or accumulative distribution of Cabin Privileges.

6.5 The distribution of the "Privileged Boarding" and "Privileged Disembarkation" and "Preferential Boarding" and "Preferential Disembarkation" privileges may undergo variations or suspension without warning for operational reasons. These services refer exclusively to the embarkation at the beginning of the cruise and the disembarkation that precedes the end of the cruise. The Members of the Coral and Pearl Clubs that want to use the "Privilege Embarkation" service must present one of the following documents to the Customer Service desk: personal CostaClub Card; page of cruise ticket bearing Card number and Club of membership; CostaClub welcome letter bearing Card number and Club of membership. They will then be able to collect their embarkation number. For the "Privilege Disembarkation" service the Members of the Pearl category will be put in the first groups for disembarkation, operational situation of the individual stops permitting. The Gold Pearl Members wishing to use the "Preferential Boarding" service must present their cruise ticket at the Customer Service desk when boarding in order to collect their personal embarkation number.

For the "Preferential Disembarkation" service, Gold Pearl Members will be put in the first groups for disembarkation, operational situation of the individual stops permitting. For the preferential disembarkation for excursions, Gold Pearl members will receive information on board. The information office on board will, in any case, be available to consider possible special requests if they are made in good time and not later than the day prior to the end of the cruise. The order of embarkation or disembarkation can vary from cruise to cruise in relation to the harbours of embarkation, the departure or arrival schedule forecast for the ship, and in accordance with security regulations and may not be disputed by Members.

6.6 The discounts on purchases made on board are granted at the moment the purchase is registered using the personal magnetic card. No discounts on goods or services purchased on board may be used in conjunction with other promotions or with the discounts for onboard purchases associated with the ProntoPrice fare when applicable. The discount on the "My Cruise" video and on the purchase of Costa Cruises books is not applicable to multiple purchases of the same product. The discount on the selected beauty and spa treatments is allotted to coincide with the opening of the wellness centres during port calls. The invitation to the complimentary dinner in the Club Restaurants is reserved for Pearl and Gold Pearl Members. The invitation does not cover the cost of drinks and is not valid for the service charge. Gold Pearl vouchers that are used in the Photoshop (15 €/\$ 15) and the Wellness Centres (30 €/\$ 30 \$) will be deducted from accounts at the end of the cruise only if the Gold Pearl Member card has been used to make the purchase. The special 10 €/\$ 10 \$ casino chip for Pearl Members (or 30 €/\$ 30 \$ for Gold Pearl Members) will be credited directly to their Costa

Card. Pearl and Gold Pearl Members can request their special CostaClub chip or the same value in Bingo cards from the Casino cashier.

6.7 The discounts on the purchase of a cruise is only valid on the ProntoPrice, Deal of the Day or Full Fare advertised in the Costa Cruises brochure and will be recognised directly by the travel agency at the time of holding or confirming a booking, following the compulsory entry of the Member's Personal Identification Number. It is not possible to change a booking subsequently by entering the Member's Personal Identification Number to obtain the discount. Commercial discounts will be applied only on the condition that the Card holder actually goes on the cruise, even if the Card holder is not present at the moment of booking.

6.8 The discount is understood to be applied to the total cost of the cabin. The discount is not applicable to the cost of flights, transfers, port taxes and land accommodation where applicable and anything else mentioned in the discount information provided.

6.9 The combinability of the discount for the purchase of a cruise with other promotions must always be checked. Members are asked to check directly with their travel agent. The discounts will be usable by Members within the limits of the places available for each departure.

7. Changes to the CostaClub rules – general regulations

7.1 Costa Cruises reserves the right to modify or integrate in all or in part these Regulations by communicating them to the Members and provided that the rights already acquired by the Members are safeguarded, as well as to cancel the programme with six months notice addressed to the Members. Beginning from the cancellation date previously communicated to the Members, no points can be accredited to the account.

7.2 The CostaClub Programme will run until 15 May 2020 on the understanding that its duration will be renewable.

7.3 Costa Cruises, in its unquestionable judgement, reserves the right to exclude from the Club Program any member that fails to comply with all requirements under these Rules and/or his/her conduct is not adhering to the same Rules and does not comply with the law, the General Regulations of the Company or any of the partner companies, showing a behaviour detrimental to the image of the Company or that tries to use their membership and membership documents in a manner different from that outlined in the regulations. In case of exclusion and/or closure of the account, the points accumulated up to that moment and relative privileges will be forfeited. Costa Cruises reserves the right to deny participation to the Program to those who do not meet the requirements of these Regulations.

7.4 Juridical persons, as well as employees of Costa Cruises, are excluded from participation in this programme.

7.5 Any announcements to Members foreseen by these Regulations will be made by Costa via publication in the appropriate section on the websites

www.costacruiises.co.uk

www.costacruiises.com

www.costacruiisesasia.com

www.costacruiises.com.au (Australia)

www.costacruiises.eu

www.costacruiises.net

or via written communication sent to the email address or home address

provided by the Member. It will be the responsibility of the individual Member to communicate any change of address as soon as possible by updating it online at:

www.costacruiises.co.uk

www.costacruiises.com

www.costacruiisesasia.com

www.costacruiises.com.au (Australia)

www.costacruiises.eu

www.costacruiises.net

by calling or sending a message, a fax or regular mail (you can find all the contact details by country at the end of the General Conditions).

7.6 The points and privileges assigned to the Members are strictly personal and cannot be yielded, transferred, sold, converted into money or reimbursed in the case of partial use. Every Member can be the holder of only one account and a Personal Identification Number. In case of error in which there is more than one account and/or Personal Identification Number registered to the same Member, Costa will transfer the points accumulated on one single account and cancel the other accounts and relative Personal Identification Numbers.

7.7 In no circumstances will points (for the cruise days) be credited if the Member is travelling on a free or special ticket, or with a special or promotional fare that does not appear in the brochure, nor will the cruise count towards achieving Gold Pearl status. Furthermore, points will not be credited to the Member if the cruise has been cancelled due to reasons independent of the will of the carriers or safety reasons.

7.8 Costa Cruises reserves the right to rectify the account of any Member of points accredited erroneously and to attribute credits in supplementary points on the occasion of specific promotional campaigns which the Member will be informed about in a timely manner.

7.9 Costa Cruises reserves the faculty to modify the frequency of the forwarding of the periodic communications at any time. Furthermore, Costa Cruises reserves the faculty to proceed at any time with an audit of the total number of points accumulated by the Members in the accounts. The information relative to the CostaClub account (statements, etc.) are issued as a purely indicative accounting and the statements cannot be reproduced or issued in duplicate copies.

7.10 In no case will Costa Cruises be held responsible for delays in the distribution of commercial offers and prizes, destruction or losses due to the postal services, or to any other forwarding agent.

7.11 Participation in the CostaClub will be subordinated to the respect of all the conditions and terms of these Regulations. The Member has the right at any time to interrupt his/her participation in the CostaClub Programme. It will be the responsibility of the Member to communicate any change of address as soon as possible by calling or sending a message, a fax or regular mail (you can find all the contact details by country at the end of the General Conditions).

7.12 In the case of any controversy concerning the validity, interpretation and/or execution of these Regulations and the CostaClub Programme, Italian law and jurisdiction will be exclusively applicable.

Privacy Policy

Costa Cruises is thoroughly committed to guaranteeing the privacy of its customer. All data regarding customers registered in the CostaClub Programme is treated by Costa Cruises, as Data Controller, according to the regulations of Legislative Decree 196/2003 – Code regarding the protection of personal data. Costa Cruises has appointed the Corporate Marketing Department in accordance with Art. 29 of Legislative Decree 196/2003. Collected data may be processed for the following purposes: (i) to guarantee members a series of advantages and privileges; (ii) the statistical use of profiles of customers/members to create products and services that are more suited to their needs; (iii) information and promotional activity regarding Costa Cruises and, with the Member's permission, promotional and commercial activities of third parties that are Costa partners.

Data processing will be carried out on paper, in soft copy and telephonically, in such a way as to guarantee the privacy of data. Collected data will not be forwarded and can only be communicated for the purposes described above to the following parties: (a) persons, companies, associations or professional practices that carry out assistance and consultancy services and activities for our Company, with particular but not exclusive reference to accountancy, administrative, legal, fiscal and financial matters; (b) connected companies, companies belonging to the same Group as our Company, even those located abroad; (c) parties whose freedom to access the Data is recognised by laws and secondary regulations.

The list of parties to whom your Data may be communicated is available from our Company and you can request it from our Marketing Department. Also, your data may be made available, in as much as they have been entrusted by Costa Cruises to perform certain processing functions, to both internal staff, who process the data to manage the relationship between us, and external parties, who have been assigned such duties by the Company. Data may be transferred abroad to both EU and non-EU countries, but only to companies that belong to the same Group as our Company. In accordance with Article 7 of Legislative Decree 196/2003, all Members may, by sending a written request to Costa Crociere – Direzione Marketing, Piazza Piccapietra 48 – 16121 Genova, Italy, exercise all those rights described in Article 7 of Legislative Decree 196/2003, including: the right to discover of the origin of the data as well as the logic and purposes of its processing; the deletion, transformation in anonymous form or blocking of any data processed in violation of the law, as well as the update, correction or, if requested, the addition of data; the right to oppose data processing for legitimate reasons; the right to refuse the use of data for commercial, advertising or marketing purposes.

Also, because Costa Cruise Lines Inc is a subsidiary of Costa, CCL follows the standards established by the European regulations on data protection which are applied throughout the Costa Group. The privacy policy and data processing principals followed by CCL are on the following website: <http://www.costacruiises.com/B2C/USA/privacy/privacy.htm>

CONTACT DETAILS

Booking Dept./CostaClub UK

Piazza Piccapietra 48 – 16121 Genova – Italy

Tel. 0845 351 0552

Monday to Friday: 9 a.m. – 5.30 p.m. — Saturday: 9 a.m. – 5 p.m.

Calls from the UK charged at national rate

Email: info@uk.costa.it

www.costacruiises.co.uk

Belgium, Czech Republic, Denmark, Estonia, Finland, Hungary, Iceland, Latvia, Lithuania, Norway, Poland, Romania, Russia, Serbia, Slovakia, Slovenia, Sweden, The Netherlands, Ukraine

Booking Dept./CostaClub North Eastern Europe

Piazza Piccapietra 48 – 16121 Genova – Italy

Tel. 0039 010 420 60 99

Belgium: Tel. 0032.78.18.99.69

Netherlands: Tel. 0900.040.12.76

From Monday to Friday 9 a.m. – 1 p.m. and 2 p.m. – 6 p.m.

Email: costaclub.int@costa.it – info-dutch@be.costa.it (Belgium & The Netherlands)

www.costacruiise.com

Albania, Bosnia, Bulgaria, Croatia, Cyprus, Egypt, Greece, Kazakhstan, India, Israel, Jordan, Lebanon, Macedonia, Madagascar, Malta, Mauritius, Montenegro, Morocco, Oman, Pakistan, Qatar, Romania, Serbia, Slovenia, South Africa, Syria, Sri Lanka, Tunisia, Turkey, United Arab Emirates/Dubai, Uzbekistan

Booking Dept./CostaClub Mediterranean New Markets, India, Africa & Middle East

Piazza Piccapietra 48 – 16121 Genova – Italy

Tel. 0039 010 420 60 99

From Monday to Friday 9 a.m. – 1 p.m. and 2 p.m. – 6 p.m.

Email: costaclub.int@costa.it

www.costacruiises.eu – www.costacruiises.net

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