

MSC GROUPS

LARGE GROUP POLICY



MSC CRUISES LARGE GROUP POLICY

Large groups are defined as promotional or affinity groups with a minimum size of 71 staterooms. The Large Group policy excludes Grand Voyages and World Cruises. For groups of 8 to 70 staterooms, please refer to our Standard Group policy.

PROMOTIONAL GROUPS

Defined as blocks of staterooms held for speculative selling in the general market.

AFFINITY GROUPS

Promoted around a shared interest or common goal, to which individuals are formally or informally affiliated.

M.I.C.E. GROUPS

Defined as specialized groups i.e. Corporate Meetings, Incentives, Conferences and Events. For these groups, MSC Cruises' M.I.C.E. policy will apply.

GROUP PRICING

Contracted group pricing will be provided for all large groups. All rates are dynamic, quoted per person and based on double occupancy. Rates for single, third, and fourth persons are subject to availability at the time of request. All group pricing is in U.S. dollars and is valid exclusively for U.S. residents. MSC Cruises reserves the right to apply any fuel surcharge without prior notice to guests.

MULTIPLE GROUP CONTRACTS

Agencies are permitted to block up to 2 groups per ship per month, however, not on the same sailing.

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INDIVIDUAL RESERVATIONS TO GROUP TRANSFERS

Caribbean FIT bookings can be transferred into an existing eligible group provided there is available group inventory and occupancy, no later than 30 days prior to sailing. An eligible group must have a minimum of 8 cabins sold at the contracted group rate before transferring FIT bookings into the group. Certain restricted fare codes will not be eligible, including but not limited to Travel Advisor Friends and Family, Get on Board, Travel Advisor, Casino, Friends and Family, and Interline. FIT rates and promotional terms will remain unchanged; however, group rates and promotional inclusions will not apply. FIT bookings transferred into the group will count towards the group TC (Tour Conductor) count and receive group amenities. Once the reservation is moved into the group, the group payment terms will be applicable.

The following is required to qualify a booking from an FIT booking to the group:

- The FIT reservation must be in BOOKED Status (OPTIONS, QUOTES and WAIT LISTS do not qualify)
- Must have a minimum of 8 cabins sold within the group at the contracted group rate prior to moving FIT bookings
- Reservations must be deposited with full names and dates of birth
- Multi-stateroom reservations cannot be transferred to a group
- Back to Back or Consecutive Voyages cannot be transferred to a group
- The FIT reservation and the group must belong to the same agency of record
- The total group allotment cannot exceed the original group allocation (aka. number of staterooms)
- The reservation can not originate as a B2C (Business to Consumer)
- The FIT booking stateroom category must be equal to or higher than available category allotment within the group

GROUP COMMISSION

Group commission defaults to the agency's established commission level. No commission is paid on NCF and TFP.

Pre-Post hotel stays, transfers, motor coach transportation, prepaid beverage packages, cancellation insurance, specialty dining, and spa packages are eligible for a **5%** commission.

Prepaid shore excursions are commissionable at **10%**.

TOUR CONDUCTORS

Large group policy of 1 complimentary cruise only fare for every 15 full fare guests - excluding 3rd & 4th occupants. All Tour Conductor berths pay NCF and TFP.

The Tour Conductor berth is paid net of commissions and the value is based on the average net cruise only fare paid on the 1st and 2nd lower berth. Non-commissionable fare, Taxes, TFP's (Taxes, Fees and Port expenses) and fees are extra and are not calculated into the value of the Tour Conductor. Tour Conductors are assigned from within the allotment space. Tour Conductor value cannot be used as payment towards Tour Conductors are assigned from within the allotment space. Tour Conductor value cannot be used as payment towards reservation. Tour Conductor berth value is paid along with commission after the sailing.

SERVICE CHARGES (GRATUITIES)

Guests (ages 12 and older) have the option to pre-pay service charges (gratuities) at a rate of \$14.50 per adult per night, while children (ages 2-11) can pre-pay \$7.50 per child per night. If not pre-paid, service charges (gratuities) will be added to their onboard account during the sailing. Children under 2 years of age are not required to pay service charges. All service charges can be pre-paid in advance before the sailing.

GROUP AMENITY POINTS PROGRAM

The list is published periodically with assigned group amenity points and can be used to apply extra amenities for the group. Visit **MSCBook.com** for the full list of amenities that are available upon request.

Group amenity points are subject to change but will be locked in at time of blocking group space, therefore the choice of amenities must be determined at time of group set up. A one-time adjustment can be made no later than 90 days prior to sailing date.

Group amenity points have no monetary value and are non-transferable to other groups.

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Guest-facing amenities selected through the group amenity points will be protected down to one (1) booking.

Exception: Any cocktail party that does not have a minimum of 16 guests will have the cocktail party replaced with an onboard service item of equal value (item to be assigned at the discretion of MSC Cruises).

DEPOSIT / PAYMENT SCHEDULE

To open a group:

For groups 71 staterooms or more, an initial deposit of \$25 per person (\$50 per stateroom) required 30 days after group is confirmed.

To confirm a stateroom within a group booking:

A full deposit is required when guest names are provided. Please refer to the outline below.

LENGTH OF SAILING	DEPOSIT AMOUNT
Cruises 4 nights or less	\$99 per person/\$198 per stateroom
Cruises 5-14 nights	\$199 per person/\$398 per stateroom
Cruises 15 nights or longer	\$300 per person/\$600 per stateroom

Final payment* for all space is due based on the outline below.

LENGTH OF SAILING	DUE DATE
Cruises 4 nights or less	75 days
Cruises 5-14 nights	90 days prior
Cruises 15 nights or longer	110 days prior

*Groups are permitted to pay less than the gross amount due if paid by agency check. This policy is based on group amenity points and Tour Conductor credits where applicable. All payments made by credit card must pay the gross total amount due on the booking/group.

EXCLUSIONS

MSC Yacht Club is excluded from the Large Group policy. Group space is not permitted on World Cruises.

ALLOTMENT REVIEWS

Sold allocated space is defined as staterooms for which MSC Cruises has received the necessary names and full cabin-level deposits, based on the length of the cruise. Group rates are guaranteed for your allocated space until the space is recalled. Additional space requests may be approved at the group rates in your agreement if the departure date is not within revenue optimization, as per the voyage status report at the time of the request.

- MSC Cruises reserves the right to periodically review your sales against allocated space.
 - At 180 days prior to sailing date, a review of sold allotment space will occur. At that time, 50% of the remaining unsold allotment will be released.
 - At 150 days prior to sailing date, a second review of sold allotment space will occur. At that time, 50% of the remaining unsold allotment will be released.
 - At 120 days prior to sailing date, a third review of sold allotment space will occur. At that time, 50% of the remaining unsold allotment will be released.
 - At 90 days prior to sailing date, all remaining unsold allotment space will be released.
- All new bookings made thereafter will be subject to availability and prevailing rates at time of booking.
- MSC Cruises reserve the right to recall unsold allotment prior to the first review date should it become necessary.

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CANCELLATION FEES

All cancellations must be received in writing and receipt acknowledged by MSC Cruises. MSC Cruises cancellation policy is reflected below.

CRUISES 4 NIGHTS OR LESS*	
74 days - 51 days	Deposit non-refundable
50 days - 31 days	50% penalty
30 days - 16 days	75% penalty
15 days until departure	100% penalty

CRUISES 5 - 14 NIGHTS*	
89 days - 61 days	Deposit non-refundable
60 days - 46 days	50% Penalty
45 days - 16 days	75% Penalty
15 days until departure	100% Penalty

CRUISES 15 NIGHTS OR LONGER*	
109 days - 61 days	Deposit non-refundable
60 days - 46 days	50% penalty
45 days - 16 days	75% penalty
15 days until departure	100% penalty

*Standard deposit/cancellation policies apply to any/all MSC Yacht Club bookings within a group.

No refund will be granted if a guest terminates their cruise after embarkation or while the cruise is in progress. Cruise contracts are non-transferable. Name changes and cruise date changes are considered reservation cancellations and are subject to the above cancellation fees.

Cancellation charges are assessed on the total fares, which include cruise fare, air-add-on, hotel packages, and any other additional service arranged through MSC Cruises.

NAME CHANGES

Full name changes are considered cancellations and are subject to penalties. A one-time name change fee of \$75 will be applied for any name changes made between 89 to 1 day(s) prior to sailing. Please note that only one (1) name change will be permitted per stateroom. Two (2) name changes within the same stateroom will result in applicable cancellation penalties. The above charges do not include cancellation or change fees, which may be applied by air carriers, hotels, and/or land service suppliers. Such fees will be assessed in accordance with the policies of those suppliers.

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