



2019 GENERAL CONDITIONS

MEMBERSHIP IN THE "COSTACLUB" PROGRAMME



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These General Conditions for Membership (hereinafter "Conditions") establish how the Programme (hereinafter "Programme" or "Club") called "CostaClub" works and how to become a Member. The Programme is organised by Costa Crociere S.p.A. with headquarters in Genoa, Piazza Piccapietra 48, 16121, Italy (hereinafter "Costa").

Art. 1 – Any individual who is at least 18 years old and is resident in one of the countries listed in the "Country" section on the website www.costacruise.com (hereinafter "Members").

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Art. 2 – Application of the Programme

The Programme will be valid on all Costa cruises published annually in the Costa Cruises brochure and on the website www.costacruise.com Costa cruises in Asia are not included in the Programme.

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Art. 3 – Duration of the Programme

3.1 These General Conditions are valid from 1 January 2019 until 31 December 2019 (hereinafter "Validity Period") and, if no alterations or additions are made by Costa, will continue to be valid from year to year.

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How to become a Member of the Programme

4.1 Joining the Programme is free and possible in the following ways:

- online on the website www.costacruise.com;
- on board Costa ships by filling in the relative paper form.
- by calling +39104206099 (cost of a local call from a landline, more info and costs on www.costacruise.com or at a travel agent's). People who wish to join the Club by calling the Contact Center or at a travel agent's must confirm that they have read and accepted the General Conditions;

Confirmation of registration with the CostaClub via the website, a travel agency or the Contact Center will be processed within 7 days.

If the membership request is made on board by filling out the paper form, it will be processed within 30 days after the end of the cruise.

4.2 If a membership request is made 7 days or less before the departure of the cruise, the Guest will not be recognised on board as a CostaClub Member. The Guest will therefore not receive the CostaClub card nor will they be entitled to the benefits of their Club level until their next cruise.

4.3 On joining, the Member who has already taken a cruise will be awarded the points from their last cruise, if the departure date is within the three years prior to their joining, as shown on Costa's database, bearing in mind however that the information for each cruise is relayed from onboard systems to Costa's database approximately 10 days after the date of disembarkation at the main port on the cruise itinerary. The cruise is only counted if it is taken after reaching 18 years of age. If the last cruise in Costa's database does not entitle Guests to earn points, Members will join the programme as an Acquamarina Member, with the lowest points total for that level (1 point). If at the time of registration the Member has not yet taken a cruise, they will join with programme as an Ambra Member with 0 points.

4.4 Once membership has been confirmed, the Member will be sent an email with their CostaClub card number. When booking a cruise, the correct CostaClub card number must be provided for the Member to benefit from the advantages and privileges of their Club.

4.5 At the time of joining the Member must enter their full name as per their identity document, their date of birth, their country of residence, and their personal email address and they must accept this General Conditions. Members may not register with an email address already used by another Member.

4.6 After joining the Club, the Member's CostaClub card (hereinafter "Card") bearing their

membership number will be delivered to all new Members during their first cruise. The card has a magnetic strip, is in the Member's name and can only be used by the owner in accordance with these General Conditions.

4.7 During a cruise the card is also a cabin key, identity document (boarding pass for boarding and leaving the ship) and will be used for onboard purchases. A new card will therefore be issued for each cruise taken

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Art. 5 – How CostaClub points are awarded

5.1 CostaClub Points (hereinafter "points") are the basic unit of calculation used by Costa for the Club. On joining, the CostaClub card number is linked to an account in the Costa database to which points are awarded.

5.2 Members earn points based on the number of cruise days spent on board Costa ships and total onboard expenses as indicated below:

- Cruise day points are earned for every day of the cruise based on the type of cabin Members have chosen:
 - a. Inside cabins: 100 points per day
 - b. Outside cabins: 150 points per day
 - c. Balcony cabins: 175 points per day

For those that book at least 90 days before the departure date the cruise day points are doubled.

For those that book at least 360 days before the departure date the cruise day points are trebled.

Members travelling in Suites earn 450 points per day.

Those that book a Suite at least 360 days before the departure date receive 600 points a day.

Members that make bookings with a group rate are awarded points every day of the cruise according to the cabin they have chosen (see details above). Cruise day points are not doubled or tripled, regardless of how early they make the booking. Company incentives and groups of students are not awarded points.

Day points are doubled on the basis of the date the booking is confirmed on the Costa systems and the date of departure.

The date on which Costa receives confirmation of the booking from the Member's travel agent, and therefore registers it on the Costa booking system, always takes precedence.

If the Member's travel agent confirms the booking to the Member without providing Costa with confirmation at the same time, the booking date will not be valid when calculating how early the booking was made and the booking confirmation date will remain that on which the agency confirms the booking to Costa and receives confirmation of the booking back from Costa. Having confirmed the booking with the travel agent, together with the agency the Member is responsible for checking that the booking has been sent to Costa. If the booking is subsequently updated with a change that results in the updating of the confirmation or departure date by the Member or their travel agent, the system will update the points calculation as a result.

In the event that Members are upgraded to a higher cabin category by paying a supplement on board, points are always awarded based on the cabin purchased at the brochure rate and not the cabin travelled in.

- Costa flight points: points are also awarded for Costa flights included in the cruise package as follows

- a. Spend per person up to 350 €: 250 points
- b. Spend per person over 350 €: 500 points

"Costa flights" means flights included in the "flight+cruise" travel packages. The amount is calculated based on all flight legs that the Member has purchased. Other transfer costs, such as buses, trains and private transfers, are not included.

- Onboard points: 2 points are earned for every euro spent on board - excluding fractions of that amount - and are registered on the Member's card. Sums spent at the casino, on medical expenses, and sums spent by a Member but registered on the CostaClub card of another person, even if they share the same cabin, are not included. By definition free services are not included, nor are credits issued on board or group excursions. Points for onboard products and services will be awarded also for purchases and bookings made before the cruise on the MyCosta website. In this case CostaClub points will be awarded to all those who use the services and not the person who made the booking or who purchased the services on the website.

5.3 No points will be awarded for cruise days and flight expenses if the cruise was purchased at a promotional rate, with a special discount or if the ticket is free. Members must always check on the Costa Crociere website or with their travel agent whether or not the rate they have chosen entitles them to earn CostaClub programme points. Furthermore, points will not be awarded to Members if the cruise has been cancelled due to reasons independent of the will of Costa or for safety reasons.

5.4 Points are automatically awarded 30 days after the end of each cruise. Members can check the points they have earned online, by registering in the reserved area on the website www.costacruise.com.

5.5 Members will be informed of any other ways to earn points and the validity of their points, if not covered by these General Conditions, by special messages.

5.6 Members who think that their points total should be higher than the total in their account should send CostaClub copies of cruise tickets and payment receipts for onboard expenses incurred during any cruise they think has not been counted, within 2 months of the final date of the cruise to be checked. Members can make requests for points to be updated by sending their full name and CostaClub card number, along with the required documentation, by post to CostaClub Customer Service, Piazza Piccapietra 48, 16121 Genova, Italy.

5.7 Points are always awarded at the end of the cruise and not during the cruise itself, even if the cruises are consecutive. It will not be possible to change Club category while on a consecutive cruise.

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Art. 6 – Validity of CostaClub points

6.1 The points considered valid for deciding which level a Member belongs to are the points earned over the last three years up to 15 June each year. For example, the points valid for the period 15 June 2019 to 14 June 2020 are points from cruises with a departure on or after 15 June 2016. For new Club Members, the points earned in the last 3 years will be counted, as per point 4.3.

6.2 All points earned on cruises taken in the years prior to the last three-year period (based on the cruise start date) will expire on 15 June of each year. For example: on 15 June 2019 points earned on cruises taken by Members that departed before 15 June 2016 will expire. On 15 June of each year, the Member's Club level will be reviewed based on the valid points earned in the last 3 years. The recalculation of valid points on 25 June each year and any move down to a lower level applies to all Members, even ones who have made a booking before that date that departs after it.

6.3 It is possible that when a cruise departs a Member may belong to a different level from the level they were in at the time of booking. The Member may move down to a lower level due to yearly points expiring or move up a level due to points awarded from another cruise taken between the booking date and the departure date. In this case the Member will receive the privileges for the level they belong to at the time of boarding, even if a different level is printed on travel documents and has not been updated due to the abovementioned reasons. It is the Member's responsibility to check the Club level they belong to before boarding.

6.4 All Members can check their points total and the points that are due to expire on www.costacruise.com by registering in the reserved area. All Members will also receive periodic emails about their points total and points due to expire at the email address they provided when they registered.

6.5 The points and Privileges awarded to Members as per articles 7 and 8 below are strictly personal and cannot be given to someone else, transferred, sold, converted into money reimbursed in the case of partial use or replaced with a privilege of a different kind. Each Member may hold only one account and one CostaClub card number. If a mistake has been made and the same Member has more than one account and/or CostaClub card number, Costa will transfer the points earned to a single account and cancel the other accounts and associated CostaClub card numbers.

6.6 Costa reserves the right to rectify the account of any Member in the case of points awarded erroneously and to award supplementary points for specific promotional campaigns of which the Member will be informed in a timely fashion.

6.7 It is the Member's responsibility to check their points total and ensure that they have been assigned to the correct Club level.

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Art. 7 – CostaClub Levels

7.1 There are 6 different levels depending on the Member's points total:

1. Ambra Club, for Members who haven't travelled with Costa or earned any points yet, but who have joined the programme
2. 0 points
2. Acquamarina Club: for Members who have earned a total of 1 to 2,000 points in the last three years (from 15 June).
3. Corallo Club: for Members who have earned a total of 2,001 to 5,000 points in the last three years (from 15 June).
4. Perla Club: for Members who have earned a total of 5,001 to 13,000 points in the last three years (from 15 June).
5. Perla Oro Club: for Members who have earned a total of 13,001 to 26,000 points in the last three years (from 15 June).
6. Perla Diamante Club: for Members who have earned a total of at least 26,001 points in the last three years (from 15 June).

7.2 Members who move up to a higher Club level after a cruise or move down to a lower Club level when points expire do so automatically, based on the points thresholds mentioned above. Members will be notified by email if they have moved up or down, and they can always check their status in their profile on the Costa website in the relative section.

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Art. 8 – Privileges/Advantages

8.1 CostaClub Members are entitled to a series of privileges and advantages (hereinafter "Privileges") that differ depending on the Club to which the Member belongs, as described below:

- a. Supplementary services or status benefits and discounts on purchases made on board
- b. Free gifts
- c. Discounts on the purchase of new cruises.
- d. Printed information, emails and telephone calls that keep Members up to date on the latest Costa news, Club initiatives, events, Member promotions, special offers and vouchers.

Allocation of the Privileges is subject to the entry of each participating Member's CostaClub card number at the moment of holding or confirming cruise bookings. Onboard privileges, including the CostaClub Card, will not be available to Members who travel with a promotional rate ticket or a free ticket or if it is a work trip. CostaClub privileges cannot be combined with privileges connected to Costa rates or any promotions for which the Member must always check whether they can be combined at the time of booking. No privileges will be offered on cruises lasting less than three nights.

8.2 The Privileges are divided into Personal Privileges and Cabin Privileges. The Personal Privileges are reserved for the Member as an individual. Cabin Privileges can be shared by all the occupants of the cabin. The presence of several Members in the same cabin does not give the right to multiple or accumulative cabin Privileges. The order and days allocated for onboard Privileges may vary depending on the duration of the cruise and the infrastructure of the ship and may not be disputed by Members.

8.3 The privileges applicable to occupants of the cabin occupied by the Member (cabin privileges) remain valid only if the Member does not ask to change cabin on board. If the Member moves to a different cabin from the one confirmed at the time of booking, the occupants are no longer entitled to these privileges.

8.4 Privileges are provided only once on each cruise booked. On consecutive cruises privileges will be provided on each cruise, with the exception of the end of cruise or start of cruise gift. For the purpose of calculating the number of cruises taken by the Member, two or more consecutive cruises entered under the same booking number will be considered a single cruise.

8.5 The Privileges are provided to Members based on their Club level. The times and places the privileges are provided may vary depending on the length of the cruise and the destination. Members will be informed how the Privileges will be provided on board the ship.

8.6 The privileges will be provided starting from the date Club membership is confirmed and not from the date the Member registered with the programme. CostaClub discounts are an exception: they will be available on board as soon as the Member registers.

8.7 Privilege Departures (cabin privilege) Ambra, Acquamarina, Corallo, Perla, Perla Oro

and Perla Diamante Members Privilege Departure discounts, which differ depending on the Club Member's level, are applied when a cruise is purchased directly through a travel agent or the Costa Contact Centre at the time of holding or confirming a booking, and only after the Member's CostaClub card number has been entered. They are valid for all occupants of the same cabin. It is not possible to change a booking at a later date by entering the Member's CostaClub card number to obtain a retroactive discount. Commercial discounts will be applied only on the condition that the cardholder actually goes on the cruise, even if the cardholder is not present at the time of booking. Discounts are applied exclusively to the cost of the cruise, excluding the cost of flights, transfers, port taxes, shore accommodation where applicable, insurance, fuel surcharges and anything else mentioned in the discount information provided. It is always necessary to check whether the discounts for the purchase of a cruise can be combined with other promotions and Members are kindly asked to always check with their travel agent or with the Costa Contact Centre. Discounts can be used by Members within the limit of available places for each cruise and Costa reserves the right to suspend their validity at any time for operational reasons.

8.8 Upgrade and Super Upgrade Privilege (cabin privilege) Upgrade Privilege:

Acquamarina, Corallo, Perla Members

SuperUpgrade Privilege: Perla Oro and Perla Diamante Members

The Members entitled to this benefit are ones who have taken a higher number of cruises in a year (departing between 1/1 and 31/12) than the number of cruises taken in the previous calendar year. To establish whether this benefit is applicable, the cruise departure date and the number of bookings made are considered. The privilege offers a free Upgrade on any additional cruise taken compared to the number of cruises taken in the previous year and on all subsequent cruises.

When calculating additional cruises compared to the previous year, cruises of 4 nights or less are not counted. Cruises of this duration will therefore not be counted among the cruises taken in the previous year.

The highest category that Acquamarina, Corallo and Perla Members can be upgraded to is Cabin with Balcony (Upgrade). The upgrades are from inside cabin to outside cabin and from outside cabin to cabin with balcony, but the cabin category purchased remains the same. The same scheme is valid for disabled cabins with a companion who travels for free. The highest typology and category that Perla Oro and Perla Diamante Members can be upgraded to is a Suite (SuperUpgrade).

The upgraded cabin must be available at the time of booking; changes are not permitted if a cabin is cancelled and becomes available after the time of booking.

Members will only be upgraded when Costa is able to actually check that the cruise the privilege has been requested for is an additional cruise compared to the number of cruises taken in the previous year, therefore after the cruise that entitles the Member to the privilege has returned.

It is the Member's responsibility to request the Upgrade or SuperUpgrade privilege.

Costa will proceed to assign upgrades once their applicability has been checked.

Members entitled to this privilege who have not explicitly requested it before departure will not be entitled to the privilege retroactively and will not be able to substitute it in the form of other benefits. The assignment of the privilege depends on the availability of cabins on the ship.

8.9 Stress-free Luggage (personal privilege)

Perla Diamante Members

Perla Diamante Members can have an item of luggage picked up and returned to their home for free.

The privilege, provided by our partner Bag Express, is reserved only for Perla Diamante Members resident in the European Union countries indicated on the Costa website in the relevant section. The service is only available in the ports indicated in the same section on the Costa website. The free service includes collection at Members' homes of a single item of luggage weighing up to 32 kilos, delivery to the boarding port and delivery back home at the end of the cruise. The service can be booked from 20 days before the departure date and not before, on the Bag Express minisite on the Costa website, or by phoning the Bag Express Call Center and it is available on cruises boarding at the ports indicated on the Costa website in the relevant section.

Members who are on board and haven't already booked the service cannot request to have their luggage delivered home on board.

This privilege is not available for Costa Venezia cruises.

8.10 "2X1" Costa flight Business Class supplement (personal privilege)

Perla, Perla Oro and Perla Diamante Members

Perla, Perla Oro and Perla Diamante Members on Costa charter flights who pay a supplement to travel in Premium Class or Business Class supplement (where available, to be checked at the time of booking) are entitled to a second free supplement. For families travelling with a child.. If there are two children, one supplement must be paid for and the other is free. The privilege is available on both one way flights and return flights.

8.11 Fast track at security checks for Costa charter flights departing from the Milan Linate and Malpensa, Rome Fiumicino and Point à Pitre (Guadelupe) airports (cabin privilege)

Perla, Perla Oro and Perla Diamante Members

On Costa charter flights from Milan Malpensa, Milan Linate and Rome Fiumicino airports, Perla, Perla Oro and Perla Diamante Members and anyone travelling in the same cabin as the Member are entitled to free use of the fast track queue at the security check gates.

Perla Oro and Perla Diamante Members are also entitled to this privilege on Costa charter flights from the Point à Pitre airport.

8.12 VIP waiting room at the Palacrociere and Palacrueros (Savona and Barcelona) (cabin privilege)

Perla Diamante Members

Perla Diamante Members and anyone travelling in the same cabin as the Member are entitled to use the VIP Lounge at the Palacrociere in Savona and the Palacrueros in Barcelona before they board. Members must check that their ticket contains their CostaClub card number and the category to which they belong and inform Customer Service desk staff before boarding.

8.13 Priority Boarding and Priority Disembarkation at the start and at the end of the cruise (cabin privilege)

Perla Diamante Members

Perla Diamante Members and anyone travelling on the same cruise ticket can use the "Fast line" queue, with other passengers entitled to the privilege, next to the queue for the other guests when boarding at the start of the cruise. These Members must check that their cruise ticket contains their CostaClub card number and the category to which they belong and inform Customer Service desk staff before boarding. As soon as Members arrive at the CostaClub desk, Meet & Greet staff will tell them how to get to the "Fast line" queue.

The luggage of Members entitled to the priority disembarkation service will have a label in the same colour as the labels for the first luggage to be disembarked, so that it can be among the first to be disembarked.

The order of embarkation or disembarkation may vary from cruise to cruise, depending on the embarkation ports, the ship's expected departure or arrival times, and in accordance with security regulations, and may not be disputed by Members.

8.13 Priority Boarding and Priority Disembarkation at the start and at the end of the cruise (cabin privilege)

Perla and Perla Oro Members

Perla and Perla Oro Members and anyone travelling on the same cruise ticket are entitled to preferential boarding, in other words - only when they board at the start of the cruise - they will be given a priority boarding number, regardless of when they arrive at the port. Members must check that their ticket contains their CostaClub card number and the level to which they belong and must tell staff at the Customer Service desk when they arrive at the port so that they can collect their boarding number: Members have CostaClubpersonalised slips that entitle them to preferential treatment. In ports that do not have a Meet & Greet service, or where boarding takes place after an airport transfer by coach, Members will board together with all other Guests without preferential treatment. The order of embarkation or disembarkation may vary from cruise to cruise, depending on the embarkation ports, the ship's expected departure or arrival times, and in accordance with security regulations, and may not be disputed by Members.

8.15 Priority in luggage delivery to cabin (cabin privilege)

Perla Diamante Members

Perla Diamante Members are entitled to priority delivery of luggage to their cabin. The luggage label of Perla Diamante Members and occupants of the same cabin will be marked Priority. The provision of the privilege depends on the ship's operational requirements.

8.16 Personalised cabin card (personal privilege)

Ambra, Acquamarina, Corallo, Perla, Perla Oro and Perla Diamante Members

On each cruise Members will be given a personalised cabin card depending on the level they are a Member of at the time of boarding.

8.17 Credit to spend on board (personal privilege)

Perla, Perla Oro and Perla Diamante Members

Perla, Perla Oro and Perla Diamante Members are entitled to vouchers or credit for on board purchases that will differ depending on their Club level. These will be deducted from their account at the end of the cruise only if purchases are made with the card of the Member entitled to them, and in the case of joint accounts, of the Member whose name the account is in.

These vouchers cannot be used to receive discounts on service charge. Onboard credits that are not used cannot be reimbursed, are non-transferable and cannot be used on future cruises, and cannot be substituted with any other kind of privilege. The sum of vouchers or credits for onboard purchases does not entitle Members to earn CostaClubpoints.

8.18 Welcome Gift (personal privilege)

Ambra Members

Ambra Members who join at least 7 days before the departure date of their cruise will receive a surprise welcome gift on board which may differ depending on the cruise and the ship. Gifts will not be sent to a Member's home under any circumstances

8.19 Gift on moving up a level (personal privilege)

Acquamarina, Corallo, Perla, Perla Oro and Perla Diamante Members

The privilege entitles Members to a gift the first time they move up to a new Club level. The gifts are different for each level and will be delivered to Members' cabins during the first cruise taken at the new level. Gifts will not be sent to a Member's home under any circumstances. Gifts are given just once each times Members move up a level and cannot be used as a form of recognition of belonging to that Club level.

8.20 CostaClub discounts on a selection of items and services on board (personal privilege)

Ambra, Acquamarina, Corallo, Perla, Perla Oro and Perla Diamante Members Members will be entitled to exclusive discounts on a selection of items and services when they use their cabin card. The items and services that are discounted and the amount of the discount for each of them can be found on board on special cards and at the interactive stands. These may differ from ship to ship and may not be available in equal numbers on board ships at a given time. The discounts are not retroactive and they will be offered at the time the purchase is registered with the Member's cabin card. CostaClub discounts may not be used with other discounts or promotions.

8.21 Dedicated members of staff available to help with booking onboard services (cabin privilege)

Perla Diamante Members

After boarding, Perla Diamante Members will find a letter in their cabin containing the name and telephone number of the person they can contact who can book onboard services that carry a charge on their behalf. The letter will include the times when the service is offered.

8.22 Complimentary bottle of water in the cabin (cabin privilege)

Acquamarina Members

Acquamarina Members will be given a bottle of water in their cabin. The privilege is provided per cabin, with one bottle being offered per cruise.

8.23 Basket of fruit in the cabin (cabin privilege)

Perla, Perla Oro and Perla Diamante Members

Perla, Perla Oro and Perla Diamante Members will be given a basket of fruit in their cabin. It will not be restocked but will be left in the cabin until there is no more fruit in it. The privilege is provided per cabin and will be offered once per cruise.

8.24 Bottle of sparkling wine in the cabin (cabin privilege)

Corallo, Perla, Perla Oro and Perla Diamante Members

Corallo, Perla, Perla Oro and Perla Diamante Members will be given a different bottle of sparkling wine depending on the level they are a Member of. The privilege is provided per cabin, with one bottle being offered per cruise.

8.25 An additional pool towel in the cabin (cabin privilege)

Perla, Perla Oro and Perla Diamante Members

Perla, Perla Oro and Perla Diamante Members and anyone travelling in the same cabin will be given an additional pool towel to be used on board during their cruise.

8.26 Courtesy gown, slippers and bath items (cabin privilege)

Perla Oro and Perla Diamante Members

Perla Oro and Perla Diamante Members and people travelling in the same cabin will find a robe and slippers that they can use on board during their cruise. Each guest will also be given a kit of bath items.

8.27 Personalised minibar with your favourite items (cabin privilege)

Perla Diamante Members

Perla Diamante Members and people travelling in the same cabin can ask for their cabin minibar to be personalised with their favourite onboard drinks and snacks from the items on the minibar menu in the cabin. The privilege is valid on cruises lasting 5 days or more. The items are to be paid for.

8.28 Birthday cake and complimentary studio portrait photo (personal privilege)

Ambra, Acquamarina, Corallo, Perla, Perla Oro and Perla Diamante Members

The privilege is reserved for Members celebrating their birthday during the cruise. This privilege will be delivered in a way that is determined by the ship's operational requirements and Members will be informed on board. The free birthday photo is a portrait photo that the Member can have taken on one of the sets of the onboard photographers.

8.29 CostaClub Cocktail Party and complimentary photo (cabin privilege)

Ambra, Acquamarina, Corallo, Perla, Perla Oro and Perla Diamante Members

Ambra, Acquamarina, Corallo, Perla, Perla Oro and Perla Diamante Members and people travelling in the same cabin will receive an invitation to take part in the CostaClub Cocktail Party. All Members that take part will receive a complimentary photo taken before the event (1 per cabin). Members will be advised onboard about how to collect their photo. It is not possible to change the complimentary photo.

8.30 VIP Cocktail Party (cabin privilege)

Perla Oro and Perla Diamante Members

For Perla Oro and Perla Diamante Members, Suite Guests, and any other VIP guests at the ship's discretion on cruises lasting longer than 4 days. The invitation will be delivered to the Members entitled to the privilege on board and is extended to all occupants in the same cabin as the Member who receives the invitation.

8.31 Tour of the ship's kitchens (cabin privilege)

Perla Oro and Perla Diamante Members

Perla Oro and Perla Diamante and people travelling in the same cabin are entitled to a tour of the ship's kitchens on cruises lasting more than 7 days.

8.32 Wine tasting experience (cabin privilege)

Perla Diamante Members

Perla Diamante Members will be invited to take part in a wine tasting. The invitation is open to all adult Guests in cabins with at least one Perla Diamante Member. The privilege is valid on cruises lasting more than 7 days. The privilege is not available on cruises in South America.

8.33 Complimentary dinner at the Samsara Restaurant/Pizzeria (cabin privilege)

Perla Members: Samsara Restaurant

Perla Oro Members Samsara Restaurant or Pizzeria

Perla Members and people travelling in the same cabin are entitled to a complimentary dinner at the Samsara Restaurant, on ships that have one. Perla Oro Members and people travelling in the same cabin are entitled to a complimentary dinner at the Samsara Restaurant, on ships that have one, or at the Pizzeria. The complimentary dinner privilege can only be used once in one of the two Restaurants.

The privilege does not cover the cost of drinks or the service charge.

The privilege is dependent on availability and times defined by the ship's operational requirements. The dinner invitation is for all occupants in the same cabin. If two Members in the same cabin are entitled to the privilege, it will only be available once for both occupants. The invitation does not cover the cost of drinks and is not valid for the service charge. Members who do not use this privilege for whatever reason may not transfer it, may not request reimbursement, and may not recoup it for a future cruise and may not substitute it with dinner in another paying restaurant or with another kind of privilege.

8.34 RClub Restaurant or Reserved Area in the main Restaurant for breakfast, lunch and dinner (cabin privilege)

Perla Diamante Members

The Club Restaurant, on ships that have one, is the Restaurant reserved for Suite Guests. Perla Diamante Members who are not travelling in a Suite and people travelling in the same cabin are entitled to use the Club Restaurant for breakfast, lunch and dinner with no designated seating times, on ships that have a Club Restaurant, for the whole duration of the cruise. The privilege does not cover the cost of drinks or the service charge. The privilege is subject to the Restaurant's maximum capacity. If there are more Perla Diamante Members and Suite Guests than the Club Restaurant can hold, Perla Diamante Members not in Suites will dine in an area specially set aside in the main Restaurant. Here they will be offered the main Restaurant menu from which they can choose Special Dishes for free.

8.35 Sweet moments: a special coffee and slice of cake (cabin privilege)

Corallo Members

Corallo Members and people travelling in the same cabin are entitled to a Caffè Speciale illy or Delizia di Caffè and a slice of cake. The privilege can be used at the Bars on board. The coffee and cake selection may vary from ship to ship. Members who do not use this privilege for whatever reason may not transfer it, may not request reimbursement, and may not recoup it for a future cruise and may not substitute it with another kind of privilege.

8.36 Chocolate on Gala evenings (cabin privilege)

Acquamarina, Corallo, Perla, Perla Oro and Perla Diamante Members

Acquamarina, Corallo, Perla, Perla Oro and Perla Diamante Members and people travelling in the same cabin will receive a chocolate in the cabin on Gala evenings.

8.37 First two rows of seats reserved in the theatre for evening shows (cabin privilege)

Perla Diamante Members

The privilege of the first rows of seats reserved in the theatre for evening shows is reserved for Perla Diamante Members and occupants in the same cabin. The seats will be available only up to 5 minutes before the start of the show. The privilege is dependent on the number of Perla Diamante Members on board.

8.38 Whole day free at the spa (personal privilege that can be extended to a cabin companion)

Perla Diamante Members

Perla Diamante Members are entitled to a day in the spa area on board, where available. The privilege is valid once per cruise and for the Member entitled to the privilege and a person travelling in the same cabin.

It can be booked on board, except on days sailing at sea. It is subject to availability at the time of booking and the operational requirements of the ship.

8.39 Magic Bag laundry service at end of cruise (machine wash and folding) (personal privilege)

Perla Diamante Members

A free laundry service is provided to Perla Diamante Members on cruises lasting 5 days or more that includes a machine wash and folding of a maximum of 25 items. The privilege is personal, therefore reserved for all Members entitled to the privilege.

8.40 End of cruise CostaClub gift (cabin privilege)

Acquamarina, Corallo, Perla, Perla Oro and Perla Diamante Members

Acquamarina, Corallo, Perla, Perla Oro and Perla Diamante Members are entitled to receive a gift on board. The gifts are intended to be a cabin privilege. The gift received will be for the highest CostaClub level of the occupants in the cabin. If a certain free gift is not available it may be substituted with another depending on availability on board. Gifts will be delivered to cabins once per cruise and will not be sent to a Member's home under any circumstances.

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Art. 9 – Legal information

9.1 Membership of the Club is subject to the terms and clauses contained in the following General Conditions.

9.2 Costa may suspend or terminate the Programme before the end of the validity period indicated in Art. 2 only for just cause, in accordance with articles 1989 et seq. of the Italian Civil Code. Members will be informed of early termination and, when possible, suspension at least 30 days before or as soon as possible in advance, or, in the case of suspension, as soon as possible after it. Members may be informed by Costa via the website www.costacruise.com or by other dedicated means.

9.3 Costa reserves the right to modify or supplement at any time the conditions for participating in the Programme, the privileges and the means of earning points, in so far as this does not prejudice the good faith of the Member.

These modifications or supplements will be made public via the website www.costacruise.com or by other dedicated means.

Modifications or supplements to the conditions for participating are considered accepted if the Member does not oppose them in writing within two months of being informed. If a

Member opposes the modification or supplement within that deadline, their participation in the Programme will be terminated.

9.4 At its sole discretion, Costa reserves the right to exclude Members from the Club without any notice if Members do not respect the terms of these General Conditions and/or their behaviour does not comply with the General Conditions or does not comply with the law or Costa's General Conditions also, if they exhibit behaviour that could damage Costa's image or if they attempt to use their status as Member or use documents recognising and legitimising their membership in a way not provided for in the General Conditions. In case of exclusion and/or closure of the account, all points earned up to that moment and the associated privileges will be forfeited immediately. Costa Crociere also reserves the right to refuse participation in the Programme to anyone who does not meet the requirements of these General Conditions.

9.5 The Member guarantees that all information they have provided is correct and only they are responsible for it.

9.6 The information supplied by Members is filed for the purposes of correct management of the Club.

9.7 The Member has the right to interrupt their membership of the Club Programme at any time. In this case, the Member must inform Costa by sending a registered letter to Costa Crociere, Customer Service CostaClub, Piazza Piccapietra 48, 16121 Genova, Italy, or by sending an email to the address costaclub.europe@costa.it attaching a copy of their ID document. In this case an email will be sent to the Member's email address confirming cancellation.

9.8 In the case of any controversy concerning the validity, interpretation and/or execution of these General Conditions and the Club, Italian law will be exclusively applicable.

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Art. 10 – Information on the processing of personal data

10.1 Costa Crociere S.p.A. (hereinafter also “Costa Crociere”), as data controller, in accordance with article 13 of the General Data Protection Regulation (EU) 2016/679 (hereinafter the “GDPR”), is providing the following information about the processing of the personal data which you (hereinafter also “Member”), as the data subject, provided on registering with the Programma CostaClub [CostaClub Program] (hereinafter the “Program”). This information notice refers to the data provided by a Member:

- a) when registering for the Program through any channel;
- b) when registering on the web site and/or Costa Crociere app;
- c) during ordinary Club management (e.g. total expenses on board, type of cruises taken, etc.);
- d) within the context of cruises.

10.2 Purposes and legal basis of processing. The personal data of a Member shall be processed for the following purposes:

- a) Purposes regarding the Program, for managing a Member's participation in the CostaClub Program and, specifically, for:
 - i. allocating points and other benefits associated with CostaClub Program membership to a Member;
 - ii. managing the aspects relating to the status as a CostaClub Card holder;
 - iii. providing the relevant correlated services, according to procedures provided under these Regulations;
 - iv. providing relevant company notifications to persons with Member status and the benefits of the Program. Specifically, Costa Crociere may use a Member's e-mail address provided at the time of registering with CostaClub or during participation in the Program, for sending information and promotional notifications related to the Club and its initiatives.
- b) Statistical purposes, in anonymous and aggregate form.
- c) Marketing purposes, including:
 - i. promotional activities on products and services of Costa Crociere and related or affiliate companies of the Carnival Corporation & PLC Group (the "Carnival Group") and/or commercial partners, also with their business address abroad. Specifically, Members' data may be processed for sending notifications, both using automated methods (e.g. fax, sms, instant messaging apps, etc.) and not-automated ones (e.g. regular mail, telephone with operator, etc.).

The Carnival Group companies are: Carnival Corporation (CCL), Carnival PLC (P&O, Cunard, Princess Asia), Costa Crociere S.p.A. (AIDA and Costa), Holland America Line N.V., general partner of Cruiseport Curacao C.V. (Holland America Line and Seabourn) Princess Cruise Lines, Ltd (Princess, Alaska, P & O Australia and Cunard), SeaVacations Limited (CCL business in UK). The commercial partners belong to the following product and market categories:

- a) tourism-related activities;
- b) airlines/transport services;
- c) travel agencies;
- d) insurance companies.

- ii. profiling activities, i.e. analysis of your travel preferences and market research for enhancing the offering of services and sales information from Costa Crociere, matching it better to a Member's interests. This processing is done using the personal data collected also during the cruise. Said activity may also be implemented by submitting customer satisfaction questionnaires and/or the use of profiling cookies used during browsing Costa web sites.

Processing for Marketing Purposes (i.e. for both promotional and profiling activities) may be implemented only with a Member's consent.

Nature of data provision and consequences arising out of any refusal The provision of personal data required on registering with the CostaClub Program and marked by an asterisk (*) is obligatory for full participation in the Program, for correlated initiatives and for legal compliance. Any refusal to provide the personal data requested, in whole or in part, also during implementation of the Program, may not make it possible for Costa Crociere and for third-party companies providing services within the Program to fully perform or to correctly perform the obligations arising out of the Program.

The provision of personal data not marked by an asterisk (*) is, instead, optional and failure to provide said personal data shall not have any consequences affecting a Member registering for and taking part in the Program.

A Member is entitled to freely express his/her own choices regarding personal data processing, manifesting separately his/her own will for each purpose.

Personal data recipient categories Data will not be disclosed except in those cases where disclosure is required by law or expressly authorised by a Member. A Member's data may be disclosed for the purposes stated above to the following categories of persons and entities:

- i. Costa Crociere in-house staff, appointed as data processing agents and/or data processor;
- ii. companies belonging to the Group also located abroad;
- iii. persons, companies, associations or professional firms providing services or advisory or consulting services to Costa Crociere (e.g. chartered accountants, lawyers, tax consultants, auditors and consultants within auditing operations or due diligence, etc.);
- iv. persons, companies or agencies providing marketing services and analysis or consulting activities to Costa Crociere;
- v. persons and entities whose right to access data is recognised under provisions of law and secondary legislation or orders delivered by authorities for purposes permitted by law.

The list of the persons and entities to which data has been disclosed is available at the company at the following addresses: privacy@costa.it or Costa Crociere S.p.A., Piazza Piccapietra, no. 48, 16121 Genoa, to the attention of the Data Protection Officer.

Transfer of personal data outside the European Union A Member's personal data may be transferred to third-party companies in States outside the European Union, for the purposes stated above.

Whenever data is transferred to States outside the European Union, said States shall guarantee an adequate level of protection, based on a specific decision of the European Commission or, alternatively, the recipient shall have a contractual obligation to protect data adopting an adequate and comparable level of protection to that provided under the GDPR.

Retention of personal data Personal data shall be retained for a period not exceeding that necessary for the purposes for which they were collected and subsequently processed. Specifically, personal data shall be retained for the full duration of the Program and its subsequent editions and for a subsequent period:

- i. within the periods established under prevailing legislation;
- ii. within the periods established under secondary legislation which require data to be kept (for example tax returns);
- iii. necessary for protecting the rights of the data controller in the event of any disputes arising concerning performance;
- iv. after expiry or on termination based on the limitation period of Members' rights.

Personal data collected and processed for profiling shall be retained for a maximum period of ten (10) years, at the end of which they shall be automatically deleted and rendered permanently anonymous.

Data Controller and Data Processors The Data Controller is Costa Crociere S.p.A., with address in Genoa, Piazza Piccapietra, 48.

Data Protection Officer The Data Protection Officer may be contacted at the following addresses: privacy@costa.it and/or at Costa Crociere S.p.A., Piazza Piccapietra 48, Genoa.

Member rights At any time, in accordance with articles 15 and 22 of the GDPR, a Member shall be entitled to:

- a) access his/her personal data;
- b) request his/her personal data to be corrected;
- c) revoke, at any time, consent to the use and dissemination of his/her personal data;
- d) request his/her personal data to be deleted;
- e) the right to receive the personal data concerning him or her, in a structured, commonly used and machine-readable format, as well as the right to send said data to another data controller;
- f) oppose the processing of personal data for marketing or profiling purposes;
- g) obtain restriction on the processing of personal data;
- h) lodge a complaint with a supervisory authority;
- i) receive a notification whenever there is a personal data breach;
- j) request information about:
 - i. the purposes of processing;
 - ii. the categories of personal data;
 - iii. the recipients or categories of recipients to whom personal data have been or will be disclosed, specifically, whenever data have been sent to recipients in third countries or to international organisations and the existence of adequate guarantees;
 - iv. the period personal data will be retained;

- v. whenever data have not been collected from the data subject, all information regarding their origin.

A Member may, at any time, oppose the sending of notifications linked with taking part in the Program, marketing activities and/or profiling, by clicking on the “unsubscribe” link at the bottom of the e-mail received or by sending a relevant request to the addresses shown above.

You may exercise these rights and/or obtain further details about personal data processing, by sending a request:

- via e-mail to: privacy@costa.it or Costa Crociere S.p.A. Piazza Piccapietra 48, 16121 Genoa, to the attention of the Data Protection Officer.

