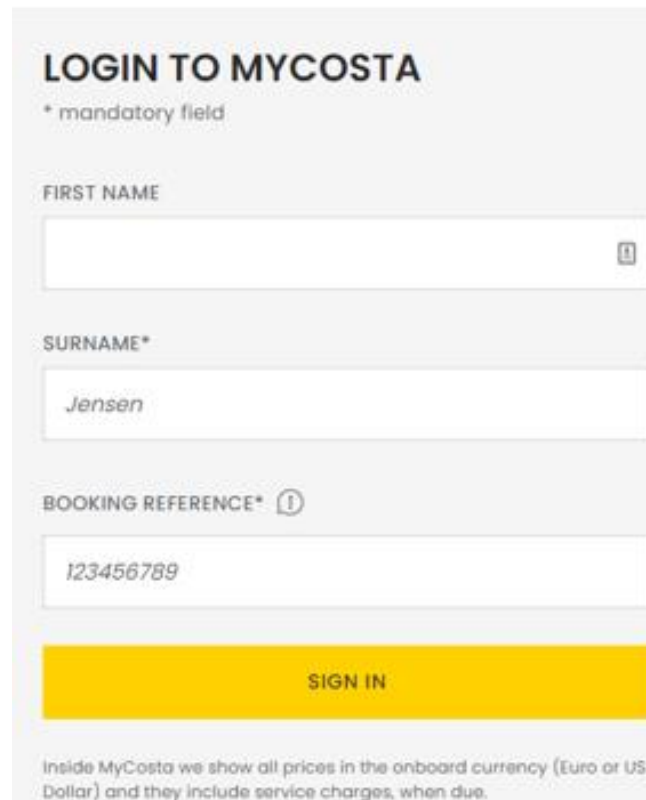


Online check in for Costa Cruises

For at foretage online check-in hos Costa Cruises, skal du starte med at gå til:

<https://www.mycosta.com/login.html> - Check-in er først tilgængelig 10 dage inden afrejse.



The image shows a login form titled "LOGIN TO MYCOSTA". Below the title, it says "* mandatory field". There are three input fields: "FIRST NAME" (empty), "SURNAME*" (containing "Jensen"), and "BOOKING REFERENCE*" (containing "123456789"). Each field has an information icon (i) on the right. Below the fields is a yellow "SIGN IN" button. At the bottom, there is a small disclaimer: "Inside MyCosta we show all prices in the onboard currency (Euro or US Dollar) and they include service charges, when due."

1. Her skal du indtaste dine informationer. Reservationsnummeret finder du i din bekræftelse fra MyCruise og står angivet som ”rederiets ref.” ud fra dit navn.

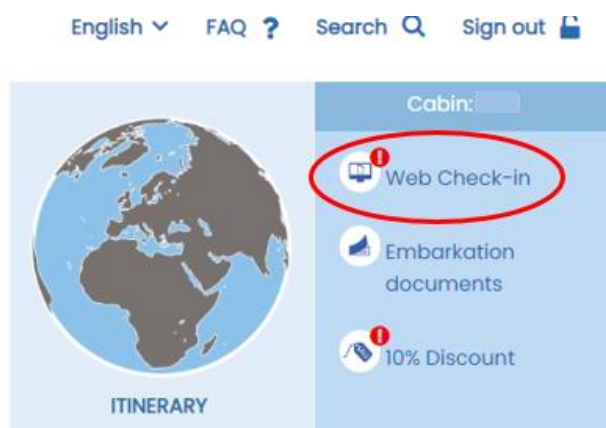
Bemærk at du blot skal udfylde *Surname* og *Booking Reference* her, da fornavnet ikke er obligatorisk.

- Fortsæt ved at trykke på **Sign in**.

Hvis Æ, Ø eller Å fremgår i dit navn, skal det skrives som følgende:

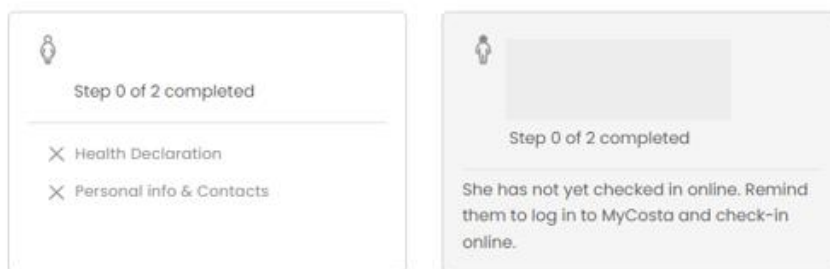
- Æ=AE
- Ø=OE
- Å=AA

2. Når du er logget ind, kan du trykke på **Web Check-in** - Hvis der er mindre end 14 dage til afrejse.



Hvis der er mere end 14 dage til, at du skal rejse, er det ikke muligt at gøre ved at trykke der. Årsagen til det er, at "Health Declaration" ikke kan udfyldes mere end 10 dage før afrejse. Health Declaration er en række helbredsspørgsmål, som skal besvares, inden krydstogtet starter.

3. Herefter vil du kunne foretage online check-in for hver rejsende individuelt



Husk at have følgende klar:

- Personlige informationer - navn, fødselsdato, adresse m.m.
- Pasinformationer – pasnummer, udstedelsesland og dato, samt udløbsdato.
- Navn og telefonnummer til en nødkontakt – eksempelvis familiemedlem eller nabo.
 - o **Bemærk** at denne person ikke må være med på rejsen

Du skal udfylde felterne slavisk med dine personlige oplysninger. Det er vigtigt, at du tilføjer **+45** foran dit telefonnummer (Hvis du har et dansk telefonnummer).

Det er et krav, at alle felter med et *-symbol skal udfyldes.

Guest Data

Fill in the fields with your information. Please contact the Contact Centre to change the "name", "surname" and "date of birth" (if it involves a change in rate)

FIRST NAME (NAME AS IN PASSPORT)	SURNAME	ADDRESS *
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="Tirsbøkkevej 5"/>
POST CODE (I.E. AB12 3CD) *, CITY *	COUNTRY *	REGION
<input type="text" value="2500"/> <input type="text" value="Varloese"/>	<input type="text" value="DENMARK"/>	<input type="text" value=""/>
CITIZENSHIP *	DATE OF BIRTH *	PLACE OF BIRTH *
<input type="text" value="DANISH"/>	<input type="text" value="14/05/1989"/>	<input type="text" value="København"/>

Contact

Fill in the fields with your information. For minors it is possible to enter the values of the adult traveling with them.

LANDLINE TELEPHONE *	MOBILE PHONE NUMBER *	E-MAIL *
<small>You must enter the code number (eg. +39 not 0039)</small> <input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="fh@mycruise.dk"/>

4. Herefter kommer du til et afsnit, der hedder **Privacy Policy**.

PRIVACY POLICY

Costa Cruises hereby informs you that your personal data will be processed in compliance with the provisions of the European General Data Protection Regulation. Click [here](#) to consult the complete privacy policy.

Customize your consent by choosing from the following options:

I agree to receive information and special offers.

YES NO

I agree to the analysis of my consumption habits and to receive customer satisfaction questionnaires

YES NO

Du skal her sætte flueben i **Yes** eller **No**.

Første spørgsmål lyder på, om du ønsker at modtage nyheder og tilbud fra Costa.

Andet spørgsmål lyder på, om de må bruge dine forbrugervaner, og om du vil udfylde et spørgeskema.

5. Derefter skal du have dine pasinformationer klar.

DOCUMENT TYPE

Passport

PASS NUMBER *

1234566789

DATE OF ISSUE *

12/09/2022

EXPIRATION DATE *

12/09/2032

PLACE OF ISSUANCE *

Denmark

Udfyld med pasnumre, udstedelsesdato & udløbsdato - **Husk at skrive datoer som Dag/Måned/Årstal.** – F.eks. 12/01/1975. (Bemærk at hele årstallet skal skrives ind, samt ” / ” mellem dag/måned/årstal.)

6. Til sidst skal du skrive informationerne på en nødkontakt - som ikke er med på rejsen.

Emergency Contact

Please leave a telephone number of a relative or a friend who isn't travelling with you we can get in touch with in case of emergency. This information will be automatically cancelled 7 days after the end of the cruise in compliance with the Privacy Act.

FIRST NAME OF RELATIVE/FRIEND NOT TRAVELING WITH YOU *

Hans

SURNAME OF RELATIVE/FRIEND NOT TRAVELING WITH YOU *

Hansen

TELEPHONE NUMBER OF RELATIVE/FRIEND NOT TRAVELING WITH YOU *
You must enter the code number (eg. +39 not 0039)

PASSENGER'S MOBILE NUMBER *

You must enter the code number (eg. +39 not 0039)

Husk igen at skrive +45 foran telefonnummeret på nødkontakten.

Når du har udfyldt dette, skal du trykke på den gule knap **Save & End**.

Hvis I er flere rejsende, skal man logge ud, og ind igen med det andet efternavn/bookingnummer – Log-out → switch user.

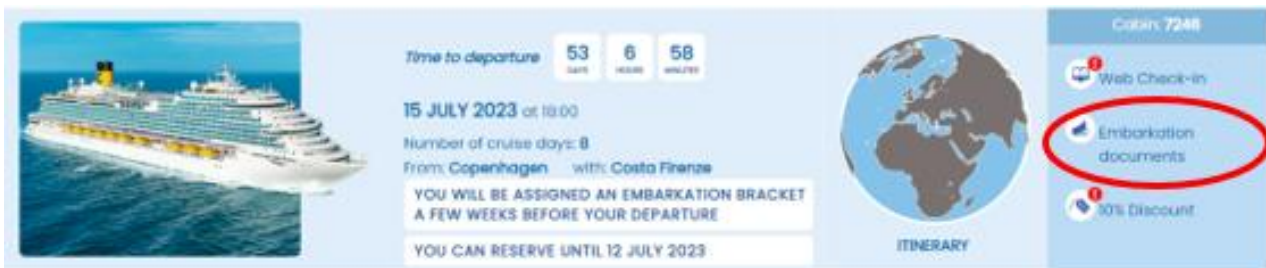
Herefter bliver alle informationerne gemt. Hvis der er mindre end 14 dage til afrejse, skal du ligeledes fuldføre Health Declaration.

Derefter vil online check-in være fuldført.

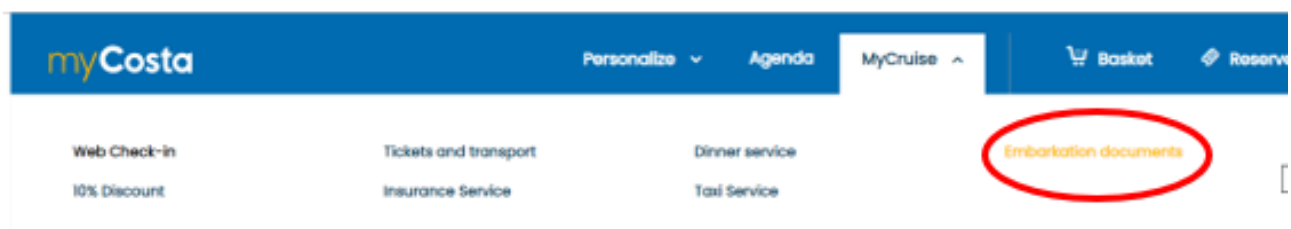
7. Når online check-in og Health Declaration er udfyldt, har du mulighed for at hente dine krydstogtbilletter – *Der kan godt gå et par dage før Costa frigiver dem.*

OBS: Når du skal hente dine billetter, skal du logge på mycosta.com på samme vis som ved online check-in.

Billetterne og kuffertmærkerne hentes ved at trykke på **Embarkation documents**. Du kan her downloade billetterne eller printe **Embarkation form & Cruise ticket** ud.



Du kan ligeledes finde dine billetter ved at klikke **MyCruise** og derefter **Embarkation Documents** – *som vist nedenfor.*



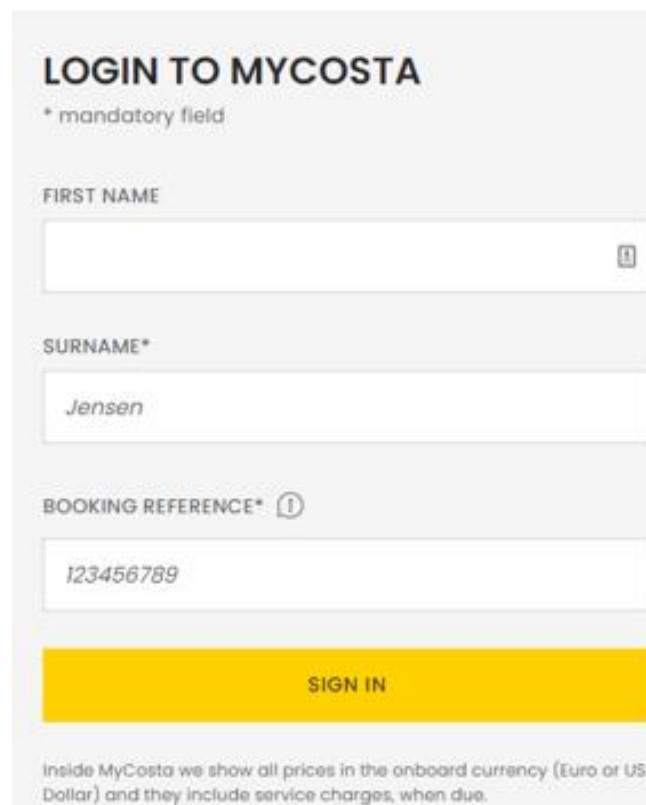
Håber dette er behjælpeligt, ellers må du aldrig tøve med at ringe til os på Tlf.: **+45 7022 5959**

Du må have en skøn krydstogtsrejse! 😊

Online check in with Costa

1. In order to complete online check-in with Costa Cruises, you need to go to the following link: <https://www.mycosta.com/login.html>

OBS! Check-in will be available 10 days before embarkation day.



The image shows a login form titled "LOGIN TO MYCOSTA". Below the title, it says "* mandatory field". There are three input fields: "FIRST NAME" (empty), "SURNAME*" (containing "Jensen"), and "BOOKING REFERENCE*" (containing "123456789"). Each field has an information icon (i) to its right. Below the fields is a yellow "SIGN IN" button. At the bottom, there is a small disclaimer: "Inside MyCosta we show all prices in the onboard currency (Euro or US Dollar) and they include service charges, when due."

Here you must put in your information. Your First name is all your names except your Surname. We would recommend that you only fill in your Surname and your Booking reference – *everything can be found in your confirmation (Bekræftelse) from MyCruise.*

If your name contains the following letters: Æ, Ø or Å, they will have to be written as:

Æ = AE

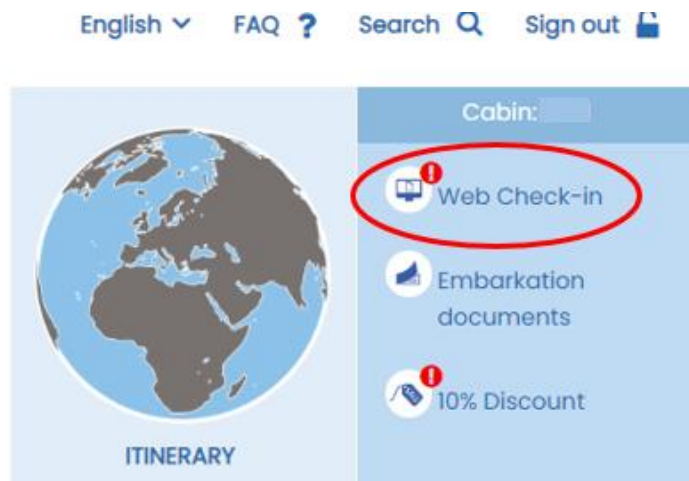
Ø = OE

Å = AA

Your reservation number / booking number is shown on your confirmation email from MyCruise. It will be displayed on the right side of the page, next to your name. If you have more than one cabin in your booking, you will have different reservation numbers for each cabin.

Continue by choosing **Sign In**.

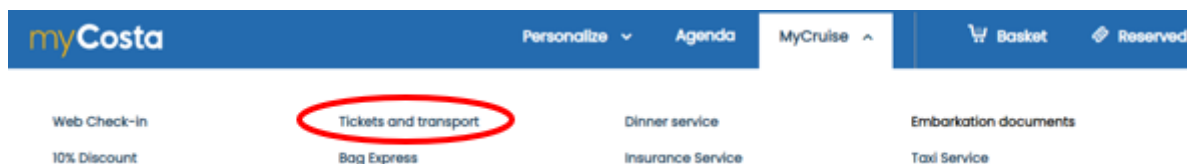
2. When you have logged into your account, you must choose the option **Web Check-in** - *Only if there is less than 10 days till departure.*



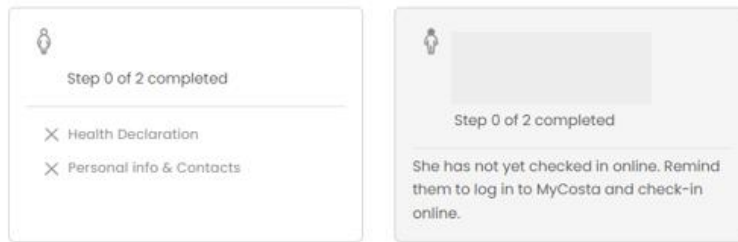
If there is more than 14 days till departure, it will not be possible to choose this option. This is due to the “Health Declaration”, which must be filled out less than 10 days prior to embarkation. The Health Declaration is a series of questions about your current health, which has to be answered before your cruise.

3. If you already now wish to be on the forefront, you will have the opportunity to fill out all your personal information – *more than 10 days before departure.*

This is done by going to the top of the page on the blue line hold your mouse over **MyCruise**, and then choose **Tickets and transport** - *See the picture below for illustration of this.*



4. If there is less than 14 days till departure, you must click on **Web Check-in**, which takes you to a page like the one below.



From here you can complete the online check-in for both guests individually.

Remember to have the following ready for your check-in:

- Personal information - *Full name, address etc.*
- Passport information - *Passport number, Country of issuance, Issue and expiration date etc.*
- First and Last name as well as a phonenumber of a person that MSC will be able to contact in case of an emergency.
 - o **Be aware that this should be a person who is not going on the cruise with you.**
- Optionally a portrait image of yourself – *this can be taken with a smartphone and uploaded to the check-in. Otherwise, a picture of you will be taken at the cruise terminal.*

Guest Data

Fill in the fields with your information. Please contact the Contact Centre to change the "name", "surname" and "date of birth" (if it involves a change in rate)

FIRST NAME (NAME AS IN PASSPORT)	SURNAME	ADDRESS *
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="Tirsbatokvej 5"/>
POST CODE (I.E. AB12 3CD) *, CITY *	COUNTRY *	REGION
<input type="text" value="2500"/> <input type="text" value="Varloese"/>	<input type="text" value="DENMARK"/>	<input type="text" value=""/>
CITIZENSHIP *	DATE OF BIRTH *	PLACE OF BIRTH *
<input type="text" value="DANISH"/>	<input type="text" value="14/05/1989"/>	<input type="text" value="Koebenhavn"/>

Contact

Fill in the fields with your information. For minors it is possible to enter the values of the adult traveling with them.

LANDLINE TELEPHONE *	MOBILE PHONE NUMBER *	E-MAIL *
<small>You must enter the code number (eg. +39 not 0039)</small>		
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="fh@mycruise.dk"/>

You must fill out all the information. It is also very important when entering phone numbers that you add the prefix, which for a Danish number would be +45. Very important to use + and **not** 00.

All fields with a *-symbol must be filled out.

5. After completing all the personal information, you will arrive at a section called ***Privacy Policy***.

PRIVACY POLICY

Costa Cruises hereby informs you that your personal data will be processed in compliance with the provisions of the European General Data Protection Regulation. Click [here](#) to consult the complete privacy policy.

Customize your consent by choosing from the following options:

I agree to receive information and special offers.

YES NO

I agree to the analysis of my consumption habits and to receive customer satisfaction questionnaires

YES NO

Here you must enter either **Yes** or **No**.

6. In this section you will need your passport information.

DOCUMENT TYPE

Passport

PASS NUMBER *

1234566789

DATE OF ISSUE *

12/09/2022

EXPIRATION DATE *

12/09/2032

PLACE OF ISSUANCE *

Denmark

Fill out your passport number, date of issue and expiration date – remember that you must fill in **day/month/year** – as well as the country in which your passport has been issued. **IMPORTANT** not to fill in city, but country.

7. At the end you must write down the information for a person which Costa can contact in case of an emergency - **this person cannot be travelling with you.**

Emergency Contact

Please leave a telephone number of a relative or a friend who isn't travelling with you we can get in touch with in case of emergency. This information will be automatically cancelled 7 days after the end of the cruise in compliance with the Privacy Act.

FIRST NAME OF RELATIVE/FRIEND NOT TRAVELING WITH YOU *	SURNAME OF RELATIVE/FRIEND NOT TRAVELING WITH YOU *	TELEPHONE NUMBER OF RELATIVE/FRIEND NOT TRAVELING WITH YOU *
<small>You must enter the code number (eg. +39 not 0039)</small>	<small>You must enter the code number (eg. +39 not 0039)</small>	<small>You must enter the code number (eg. +39 not 0039)</small>
<input type="text" value="Hans"/>	<input type="text" value="Hansen"/>	<input type="text"/>
PASSENGER'S MOBILE NUMBER *		
<small>You must enter the code number (eg. +39 not 0039)</small>		
<input type="text"/>		

OBS! Remember to write in their phone numbers prefix as well, so that it for example says **+45** or **+44**. When you have filled this in, you must click on the yellow button on the bottom right **Save & End**.

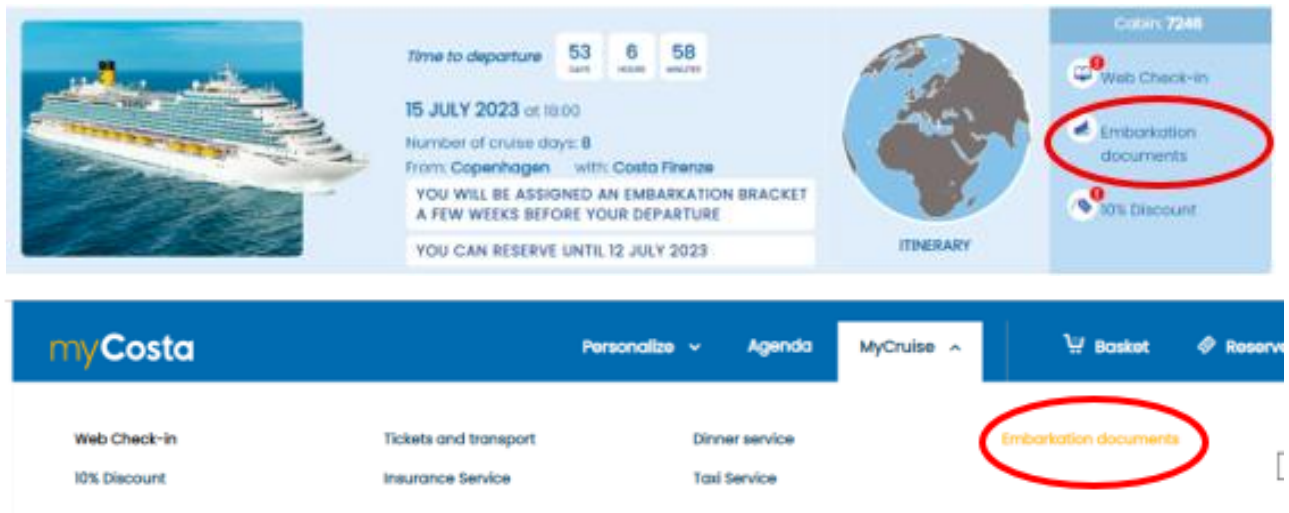
After completing this, all your information will be saved and sent to the cruiseline.

If there is less than 10 days till departure, you must fill out the Health Declaration.

Now your online check-in will be complete.

8. When online check-in and Health Declaration is completed, you will have the option to download your cruise tickets – *it might take a couple of days before Costa Cruises releases them.*

Tickets and luggage tags can be downloaded by choosing the option **Embarkations documents**.



We hope this information has been helpful. If you have any further questions, please do not hesitate to call us at **023 8168 1605**.

Wishing you a wonderful cruise journey! 😊