

This document will provide you with what you need to know and/or where to find it.

Back in the good 'ol days, all cruiselines used to print out your cruise tickets and mail them to InSight Cruises along with a book listing shore excursions. Well, no more! For online check-in visit <http://www.costacruise.com/B2C/USA/before_board/HomePageBooked.htm> to complete your online booking.

Your Cruise Documents: *The first thing to do is to check to make sure your name, as it appears on your cruise ticket, is the same as on your passport. Then, please make sure all of your hotel stays (if you purchased them from Costa) are listed on your itinerary.*

At pier check-in you will be given a Costa Cruise I.D. Card, which will enable you to make purchases onboard, and serve as your boarding pass to get back on the ship in the various ports we visit. (Your dining room table assignment will be printed on your Costa Cruise I.D. Card but you can ignore this as seating will be open for our group in the Bright Horizons area of the dining room.) In addition to the Costa Cruise I.D. Card, for security reasons, the ship will require you to carry a government-issued photo I.D. on and off the ship in the various ports. To set up your shipboard account you simply have to present cash or a credit card (*Costa does not accept the Discover Card*) to the front desk after boarding, a credit-card at the pier, or pre-register your credit card when you check-in online.

Proof of Citizenship and Visas: Please be sure that each passenger can comply with the documentation requirements for our ports of call. Passports are required and must be valid through May 6, 2011. Please check with your country's government about your need for visas for the countries you are visiting. If you are disembarking early, be certain to confirm this when you board the ship. *In all likelihood the cruiseline will take your passport when you board.* They are likely to keep your passport for the entire cruise. This is so that at the various ports of call local immigration officials can easily examine everyone's passport without bothering you.

Flights. Confirm your flights at least 72 hours in advance. Remember to always keep your valuables and essentials like passports, money, medicine, etc. with you in your carry-on bag.

Transfers and Luggage: *Valuables are at risk if you use public transportation in Europe as there are professional pick-pockets on the trains and buses.* If you have booked a transfer from the cruise-line (or air from the cruise-line) you will see a notation about this in your itinerary. There are no transfer vouchers anymore. If you've made your own arrangements or booked your transfers with InSight Cruises this transfer is noted on your invoice/statement. Contact us if you're not certain what transfer arrangements we have for you. For those traveling from Geneva to Genoa, Italy, you are staying here:

Hotel Bristol Palace
Via XX Settembre, 35
16121 Genoa, Italia
Phone: +39 010.592.541

<<http://www.hotelbristolpalace.it/>>

Our Geneva hotel is

NH Geneva Airport Hotel
Av. De Mategnin, 21.
1217 Geneva-Meyrin 1. Geneva (Switzerland)
Phone: +41.22.9899000

Directions To The Pier: You do NOT want to take a taxi to the pier.

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The fare will be well in excess of €150. There is a train station in Savona; you will need to taxi between the pier and the train station. Here's the official website for the pier:

<<http://www.porto.sv.it/english/Cruises---/Cruise-Ter/index.htm>>

Boarding: Generally, boarding starts at 1pm. But there's no way to predict or know for sure as the Savona Pier is chaotic and Costa's pier operations aren't particularly well organized. Remember the ship sails at exactly 4pm. You will need to be at the pier at least two hours prior to this. FYI, the ship will not wait for you (unless you booked your flights with the cruise-line)! *We will have a "Bon Voyage Cocktail Party/Gathering" at 6pm in the Capri Lounge. You should get a written invitation in your cabin during the afternoon the day we board.*

Conference Information: InSight Cruises I.D. badges and our schedule will be distributed at the Bon Voyage Party, in the Capri Lounge at 6pm, October 28.

Power: Pack your electrical adapters for use on the ground in Italy and Geneva, as well as on the ship. Your cabin will have both 110 (standard U.S. wall sockets) as well as 220 Italian sockets (see below). You are likely to only have *one* 110 U.S. wall socket in your cabin, so bring a power strip. The power strip MUST NOT contain any surge protection circuitry. If it does, it will burn out early in the cruise. The electrical current in Italy is AC, 127/220 volts or 220/380 volts, 50 cycles. Wall outlets take plugs with two rounded prongs. If you plan to use U.S. electrical appliances you may want to bring a converter as well as an adapter (however, virtually all appliances and laptops today can take 220 volts; if yours can, you only need the two-prong *adapter*). To make life simple for your hotel stays in Geneva and Italy, and on the ship, take a look at the SIMA INTERNATIONAL PLUG <http://www.amazon.com/Sima-SIP-3-Ultimate-International-Adapter/dp/B0009EXVFI/ref=sr_1_1?s=electronics&ie=UTF8&qid=1279227805&sr=1-1> which has simplified many a traveler's life.

Special Dietary Requirements, Food/Allergies, and Special Occasions: Please confirm any special occasions, special dietary requirements, or food allergies with the Maitre'd.

Expenses Onboard and Ashore: Your food onboard, as much as you want, is included with your cruise — with one or two exceptions: there is a "high-end" private restaurant that is ala carte; you might be assessed a very small delivery fee for room service (no charge for the food). All shipboard entertainment and activities are included. The expenses that are extra include (but not limited to) internet access, shore excursions, liquor, soda, laundry and dry cleaning (there is no self-service laundry on the Costa Magica), beauty or spa treatments, gambling, tipping (you have pre-paid tipping), and purchases in the shipboard shops. All purchases onboard are in Euros. We advise using your credit card wherever possible when off the ship.

Shore Excursions: See #6 in the attached.

Disembarkation: The ship will return to Genoa on November 6. Once the ship has cleared by Italian Customs, passengers will be allowed to disembark. If you are traveling back to The Bristol Hotel you will have a transfer on the InSight Cruises bus. If you are transferring to an airport (either Genoa or Milan) you will have — or will need — a transfer from Costa. Confirm this early during the cruise as these transfers will sell out.

Welcome Aboard!

From: Neil Bauman <neil@insightcruises.com>
Subject: **Bright Horizons #8**
Date: August 16, 2010 1:35:22 AM PDT
To: Neil Bauman <neil@insightcruises.com>
Cc: Concierge <Concierge@InSightCruises.com>

Hi everyone,

Just two months away ... VERY EXCITING!

So, this is an organizational email partially about our pre-cruise trip ... the rest some general info about our cruise ...

1) MY "ON THE ROAD" CELL PHONE

When traveling, the cell phone I carry with me has this phone number: 650-644-5812. Can't reach me? My office is standing by to assist: 650-787-5665. Keep in mind, they're on California time, so expect a certain amount of grogginess if you call anytime between 7am and mid day, Geneva or Genoa time. :)

2) THE SCHEDULE FOR OUR CERN DAYS (... drum roll please ...)

We'll meet in the lobby of the NH Geneva Hotel the day you are scheduled to go to CERN (email me if you are uncertain of your date) at 8am. We depart the NH Geneva Hotel at 8:20am, SHARP. We will not wait for anyone! (Your breakfast is included with your room ... so up and out early!) In our morning at CERN we'll do some of the basic stuff, though we will be taken where few go including the LHC magnet assembly facility. We conclude the morning activities with lunch (I will be providing \$30 food vouchers ... anything you don't use we will donate to the facility) in the Cafeteria. Sounds drab and/or boring, but it's hardly that. It's where all the big thinkers go and where outsiders CAN'T GO! :) Consider it sacred land! After lunch we will have our private tour. What we see is going to be a function of what we can see. Any piece of equipment currently running an experiment will be off limits to all, including VIP visitors. We board our bus at 3pm to go back to our hotel.

3) SCHEDULE FOR OUR BUS TRIP FROM GENEVA TO GENOA

We will meet in the lobby of the NH Geneva Hotel at 8:30am, October 27. We will depart the hotel at 8:45am SHARP. If you miss the bus, it's an easy flight to Genoa ;-). I understand it's about a 3.5-hour bus trip, so we'll make a couple of stops, turning it into a nearly 4.5-hour trip (unless there are toilets on the buses, which I kinda doubt ... while the Swiss are very modern and sophisticated, toilets on European buses are extremely rare).

4) THE NIGHT BEFORE OUR CRUISE

If you have signed up for our pre-cruise party (\$69 pp but worth a lot more!), we start at 7pm. We'll be serving all you can drink (local favorites) and enough food to make a very pleasant dinner out of it. But you might want to save your appetite as the Italian food in Genoa is as good as it gets in all of Italy. (You read that NY Times piece, didn't you??) Most Genoa restaurants don't open until 8pm. Clearly, Italians are a sturdy folk.

5) THE DAY OF THE CRUISE:

5a) I have arranged for buses to depart the Bristol Hotel starting at 9:30am. We have three buses, departing 30 minutes apart: 9:30am, 10am, and 10:30am. First come, first served. I.e., show up when you wish ... but last call is 10:30am ... if you miss the last bus, it's an easy train trip and then taxi to the Savona pier. (Like the flight from Geneva to Genoa, give yourself 90 minutes for this transit.)

5b) The pier -- well, it's Italian style. Expect chaos. (I say that so calmly by using just lower case letters ...) Italians don't respect lines ... actually, they don't believe in lines. So either prepare yourself for battle (for Italians, it's no big deal and just a part of daily living) or wait, a long time, for the chaos to subside to a level New Yorkers are comfortable with. Don't take it

personally ... it's simply "When in Rome ...". ;)

5c) Onboard, we meet at 6pm-ish for our Bon Voyage Party. You will have an invitation in your cabin for the "exact time" and place. If you don't get your invitation, go to the Front Desk and inquire as to the time and place. Remember, this is Italy ... there's no such thing as "exact time" ... as everyone is always late to everything, all the time. It's the Italian way ... as I've said, "When in Rome ...". I'll be mailing you schedules, but if you don't get one for some reason, I'll have some extra copies with me at the party. I'll also give everyone name badges, and will make MANY announcements you will most certainly want to hear. So please show up, though I understand if you're a little late :)

6) BOOKING SHORE EXCURSIONS ...

Easiest Option:

Tell us what you want from http://InSightCruises.com/pdf/Costa_Magica_Shore_Excursions.pdf (it's MANY pages), pay \$50 per person or \$75 for singles (whichever is less) and provide us with the credit card you want to use to hold your excursions and let us deal with Costa's slow (and sometimes frustrating) website for you. Within a few days you will receive a fancy PDF confirmation-email from us. Rest assured, Costa will not charge your card for shore excursions until you get on board.

Most Annoying Option:

Select what shore excursions you would like from the [PDF](#). DO NOT bother trying to look these up on Costa's website yourself, you will go mad entering in destination, country, and port of call **for every stop on the itinerary**, only to be shown general shore excursions that may not be relevant to your cruise. If you are a glutton for punishment and select this option, DO NOT use the links on the bottom page asking you when you want to go (this will take you to the direct passenger booking engine and away from shore excursions.) After picking out what you'd like from the attached brochure, go to <http://www.costacruise.com/B2C/USA/Default.htm> and select **Register** up the top of the home page. Fill in the registration form, submit it, and wait for Costa to email you a confirmation. Respond to the confirmation email by clicking on the link to activate your registration. Then return to <http://www.costacruise.com/B2C/USA/Default.htm> and select **Log In** (right next to Register on the top of the home page). You will be taken to a central launching page, where you will then need to enter in your COSTA booking number and first and last name. From this page, you can book your shore excursions, print your travel documents, check Customs regulations, or find out about the onboard restaurants and spa treatments. There is no way to turn off Costa's lovely but annoying travel assistant, so you'll probably want to turn off or mute your computer speakers first. You will be asked to put a credit card in to hold your excursions, but rest assured, Costa will not charge it until you get on board (FYI Costa does not accept Discover cards.) If you need further website assistance, you may call Costa directly at 1-800-462-6782 and selection option 4 (or try the direct line for the Web IT help desk: 800-247-7320). Or better yet, abandon the futility and give us a call, or send us an email, to book them for you!

FYI: From what I've heard, Casablanca isn't as charming as it was in Rick's day ... travel experts suggest you get out of Dodge for your day's visit. There are a couple of interesting "out of town" excursions in the PDF ...

7) GENERATING YOUR CRUISE DOCUMENTS

Here (http://www.costacruise.com/B2C/USA/before_board/HomePageBooked.htm) you will print out your "e tickets" or what might be better known as Boarding Passes. For those of you who haven't cruised in the past two years, the cruiselines have done away with paper tickets. We all now have to print out our own tickets (just like we do for our plane boarding passes). Again, if you wish, InSight Cruises can do this for you -- it's included with the shore excursion service we provide above. When you do finally have your tickets in hand, any transfers between pier and airport, which are provided by Costa, will be listed on the itinerary page of your tickets. BE CERTAIN TO CHECK FOR THESE TRANSFERS (if you have any), IMMEDIATELY UPON PRINTING OUT YOUR TICKETS. This line item is your proof you have pre-purchased the transfer.

