



## **COSTA CRUISES PRESENTS THE NEW LOST LUGGAGE CONCIERGE SERVICE**

May 8, 2024

*Costa Cruises guests using a flight to reach the embarkation port will be assisted in the event of lost luggage by Sos Travel, which will trace and return their luggage on board the ship within 48 hours.*

Genoa, 8 May 2024 - **Costa Cruises** presents the '**Lost Luggage Concierge**', a new service that will make its holidays even more unique in 2024.

Thanks to an exclusive agreement with **SosTravel.com S.p.A.**, a digital travel company world leader in baggage tracing, Costa will offer its guests using a flight to reach the embarkation port a convenient solution to enjoy their next cruise with no worries.

In fact, in the event of lost luggage upon arrival at the airport of the flight they will take to embark their cruise, Costa guests will be assisted by SosTravel, which will **track down and return their luggage directly on board the ship, within 48 hours** (excluding sailing hours). SosTravel will take care of all the necessary operations for the recovery of the luggage without the guests having to do anything except report the loss at the airport, which is necessary to activate the service.

The Lost Luggage Concierge service will be included by default, at no cost, for all '**Fly & Cruise**' guests departing from Europe between May and the end of November 2024, who purchase the complete 'flight + cruise' package through Costa direct channels and the company's partner travel agencies.

In a few days' time, also '**Cruise Only**' guests departing from Europe in the same period, i.e. those who will only book the cruise, possibly arranging the flight on their own, will also be able to take advantage of the Lost Luggage Concierge, purchasing it before departure directly on the SOS Travel website via the MyCosta app.

This new service will make it possible to enjoy Costa itineraries to the full, even when using air connections. As, for example, with the Costa Fortuna's one-week cruises in Greece and Turkey, a great novelty for summer 2024, departing from Athens and calling at Istanbul, Mykonos, Crete, Rhodes and Santorini. Or, again in summer 2024, the Costa Favolosa's North European cruises, departing from Hamburg, heading to the North Cape and the Lofoten Islands, Iceland and Greenland, or Scotland; and the Costa Diadema's one-week cruises, departing from Kiel or Copenhagen, exploring the Norwegian fjords.

**Daniel Caprile**, Vice President Pricing & Revenue Management, Itinerary & Transportation at Costa Cruises, commented: "*Our goal is to offer our guests the best travel experiences, from every angle. The Lost Luggage Concierge service by Sostravel.com is a further step in this direction, as it will help us to ensure that our guests can start enjoying their cruise, worry-free, even before embarking, right from their departure at the airport. In addition, this exclusive service will help to further differentiate our holidays in the travel industry, increasing the quality of our offer. For this, I would like to thank SosTravel.com and our Travel Service team, led by Massimo Callegari, who have worked to finalise this important collaboration*".

**Massimo Crippa**, General Manager Sostravel.com commented: "*The undisputed value of the agreement, and the trust of one of the largest global players in the cruise industry, represent a major growth opportunity for Sostravel.com. Digital passenger services are expanding beyond the airport sales channel, and this agreement together with the previous B2B agreements recently signed are the best of demonstrations*".

**Costa Cruises** is an Italian company, based in Genoa, which is part of Carnival Corporation & plc, the world's largest cruise group. For more than 75 years, Costa ships have been plying the seas of the world, taking guests to some 300 different destinations, to be discovered through unique experiences, both on board and ashore. Currently, the Costa fleet consists of 9 ships, all flying the Italian flag, sailing in the Mediterranean, Northern Europe, the Caribbean, Central America, South America, and the United Arab Emirates, as well as offering "Around the World" and "Grand Cruises", to visit different continents in a single holiday.

**Sostravel.com S.p.A.** is a digital services company for travellers, operating through the apps app [sostravel](#) and [flio](#), and the web platforms [www.sostravel.com](#) and [www.amare.travel](#). The company develops digital solutions for travellers, such as Lost Luggage Concierge for luggage tracking and protection, and Dr. Travel, the telemedicine solution for travellers. Sostravel.com is the world leader in luggage tracing with about 110,000 tracked suitcases. More than 1 million travellers worldwide have used Sostravel.com as a travel companion, to find offers and receive information to improve the quality of their trips. Sostravel.com offers investors unique exposure to two high growth sectors: holiday travel and digital passenger services. The company is listed on Euronext Growth Milan under the symbol SOS, and on the OTCQB in New York, under the symbol SOSAF.

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