



Rome, 27th January 2012

Costa Concordia shipwreck:

The agreement among National consumers associations and Costa Crociere was reached

Following the agreement reached by Adiconsum and CTCU – ECC Italy host organisations - together with other national consumers associations and Astoi (national association of tour operators) – Costa Crociere, hereby the detail of the reimbursement which will be offered to all passengers:

- a flat rate compensation of 11,000.00 € per person, to cover all material and non material damages – included the psychological and “ruined holiday” damage - with exclusion of personal goods kept in the safe which will be given back to the owner (if it won’t be possible, further refunds will be considered);

This agreement does not concern families of the victims and injured passengers, who needed medical help on the premises. All these people will receive a compensation proportionate to the gravity of the resulting injury.

Once consumers receive and accept Costa Crociere’s proposal, **payments will be done within 7 days.**

Furthermore, the cruise company is offering to passengers:

- full compensation of the cruise price, included harbor fees (medium price of a package travel is € 600.00 - maximum cost of cabin accommodation is € 1,000.00)
- compensation for bus and flight transfers part of the cruise package (medium price is € 200.00)
- full compensation of return journey expenses (medium price € 100.00)
- compensation of medical expenses (medium price € 50.00)
- compensation of expenses met during the cruise (on board bill, medium price € 600.00)

The medium estimated amount for the above items is € 2,850.00

Costa Crociere committed not to deduct from this amount, sums that passengers can receive from their personal insurances. Costa Crociere also accepted to start a specific psychological assistance program for all passengers who will ask for it.

Costa Crociere has also agreed to allow cancellation of cruises (regardless the route) booked before the accident, without any extra fees, by next February 7th.

European passengers can get advice and assistance contacting their respective European Consumer Centre visiting this link: http://ec.europa.eu/consumers/ecc/index_en.htm

Adiconsum, Italian consumer association, has activated an email address: risarcimentocosta@adiconsum.it for all Italian and extra UE citizens willing to accept the mentioned offer.