

When will I receive my travel documents and what is included?

You or your travel agent will receive an email to advise when your documents are ready. Your e-Docs serve as your cruise voucher and include key information like departure date, itinerary, airline details (if you have booked a Fly-Cruise) and more.

Please note that you will not receive vouchers for pre-booked Shore Excursions with your tickets – these will be delivered to your stateroom at the beginning of your cruise.

What is Online Check-In?

After you have paid in full and before you leave on your Norwegian Cruise Line holiday, be sure to [register online here](#). Guests who have not completed their Online Check-In form at least four days before sailing may be subject to an extended check-in procedure at the cruise terminal or may even be denied boarding.

What are the passport and visa requirements?

All guests travelling need a passport valid for at least six months after their return date. It is the guests' responsibility to ensure that they meet all visa requirements and comply with health formalities required for travel. [Please click here for more information.](#)

What about transfers?

If you have booked a Fly-Cruise package with Norwegian Cruise Line your transfers will be included. If you have booked just the cruise with Norwegian Cruise Line you will be able to purchase airport transfers for our European sailings only.

What if I am pregnant?

Norwegian Cruise Line will make every effort to accommodate you. However to ensure your medical safety you must complete all travel by the 24th week of pregnancy. A medical certificate establishing your due date and fitness to travel is required. Please be aware that we will not be responsible or liable for any complications of pregnancy that occur during the cruise. Please call our Guest Services team on 0845 201 8907 for more information.

What shall I pack?

To give you an idea of what to toss into your suitcase, we've got answers to some of your questions like:

Can I wear something casual to dinner?

Do people dress up at night?

Can I wear my swimsuit day and night?

The answer to all the above is "yes" – with Freestyle Cruising, you're pretty much welcome to wear whatever, whenever. Our philosophy is "resort casual" and with the widest range of dining venues, tons of entertainment options and bars & lounges, you'll find there are places for your style all over our ships, day and night.

Daytime, it's basically all fine since we know you're probably headed to the pool or out for a fun Shore Excursion. Casual shorts, jeans, tops and sundresses are welcome everywhere. You can even wear your swimsuit to the poolside grill or the buffet.

Resort casual dress gets you into every venue at night too. Some people like to add a jacket, or when celebrating a special occasion, get all decked out. This too is welcome everywhere. And if you're tired from a long fun day and just want to wear shorts, our buffet is the place for a casual dinner. Some people prefer nice

jeans. They're welcome in many of our restaurants as well, but not in all. It's your holiday, so dress comfortably, and you'll find a venue that suits your style.

Since all suitcases are collected the night before we return to port, don't forget to bring an overnight bag packed with a change of clothes, prescriptions and need-to-have items. Thanks to Freestyle Disembarkation, you'll have time on your final morning on board for breakfast and some last minute sunbathing or even a workout.

How many suitcases can I take?

Each guest is allowed two pieces of checked luggage, with a 22kg maximum each. If travelling by air, remember that airlines do have their own checked baggage and hand luggage restrictions, so please check these. Medicines in their original containers, jewellery, fragile items, valuables and important documents should be carried in your hand luggage. If you are bringing your golf clubs or a wheelchair, they are permitted on board ship, but do check with your airline for any restrictions they may have.

Please note: all suitcases are collected the night before disembarkation, so be sure to bring a smaller overnight bag for your essentials.

Will my electrical appliances work on board?

Both 110 volts and 220 volts AC sockets are provided, but you will need an adaptor for British appliances. Hairdryers are provided in all staterooms & suites.

Do I need cash?

It's always worth having a small amount of local currency for immediate expenses on arrival at your destination and for any purchases you make at your ports of call. We also recommend you carry a major credit or charge card (American Express®, MasterCard® or Visa®), or sufficient funds in U.S.\$ travellers cheques which can be cashed on board. Credit and charge cards are widely accepted at destinations worldwide, but remember that proof of identity may be required in certain countries. Sorry, but personal cheques and £ sterling are not accepted on board. Cash machines, dispensing U.S.\$ are available 24 hours a day with a fee of U.S.\$5.00 for each transaction (subject to change).

Please note that there is no cash machine on board Pride of America.

What extras do I need to budget for?

Extras on board, which are in U.S.\$ include:

- Drinks
- Dining in our speciality restaurants which have a cover charge of between \$10 and \$25 per person (subject to change) or offer à la carte dining
- Service charge, if not already pre-paid – [Click here to find out more](#)
- Shore excursions
- Beauty and body treatments in the Mandara Spa, indoor pool relaxation areas, some of our speciality fitness classes
- Karaoke booths and bowling alley
- Setup and online time in the Internet Café, telephone calls and faxes
- Photographs taken by our professional photographers
- Laundry services
- Gift shop purchases
- Art Auctions.

Plus

- Travel Insurance
- Hotel meals
- Day room accommodation before your overnight flight home (available at a supplement)

- UK regional flights (available at a supplement)
- Personal expenses
- Additional tips on board and ashore and any other item not expressly included in the fare.

At some airports, departure tax has to be paid personally when you check in for your flight. [Click here](#) for more information.

Do I need travel insurance?

Absolutely and you can find all the details [here](#).

What about flights?

[Click Here](#) for all you need to know.

If you book a Fly-Cruise why not add a post cruise shore excursion with a transfer to the Airport included or extend your stay with a Hotel Package (available at a supplement).

How can I celebrate a special occasion?

Planning for a special occasion on board? You may purchase wine, or bon voyage gifts, such as fruit baskets, champagne, birthday cakes, canapés, flowers or other gifts for your stateroom.

Please let us know at least three weeks before sailing. [Click here for more information](#).

How do I organise a cruise for a group?

It's easy to do, so if you're bringing the whole family or any kind of group along [find out how here](#).

What about accessible cruising?

We'll do our best to make special arrangements whenever we can. All we ask is advance notice so we can accommodate you. If, for any reason, you didn't do this at the time of booking, please call Guest Services on 0845 201 8907 to let us know.

Guests who have mobility impairments should travel with someone who will take responsibility for any assistance needed during the cruise and in the event of an emergency. Such guests must sign a statement releasing Norwegian Cruise Line of any and all responsibility associated with their ability to use shipboard facilities and must provide a letter from their doctor certifying fitness to travel.

All of our ships have designated staterooms with wider doorways and bathrooms that accommodate wheelchairs. Guests requiring wheelchairs will need to bring their own on board and it should be small and collapsible. For hearing-impaired guests, we have staterooms with light alarms and under-pillow vibrating alarms. And for the vision-impaired, we allow registered guide dogs on all Norwegian Cruise Line ships (airline and international quarantine restrictions may apply and should be checked before booking your cruise).

Please note: liquid oxygen is not permitted on board.

One last thing: all guests who require medical equipment to be brought on board must advise Guest Services before sailing. Failure to do so may result in equipment not being cleared before departure.

For more information about special needs facilities available on our ships, [find out more here](#).

Can you accommodate a special diet?

Special meals are available, including low calorie, vegetarian, gluten-free, no-MSG, low-/no-sodium and low-/no-cholesterol meals, as well as sugar-free and fat-free desserts and kosher meals. Requests for special diets should have been made at the time of booking and at least two months before departure. For any enquiries contact Guest Services on 0845 201 8907. Special diets cannot be guaranteed on flights and tours.

Are Norwegian Cruise Line cruises suitable for families?

Absolutely perfect! We have fantastic children's and teen's activity programmes and lots of family friendly accommodation from interconnecting staterooms to Suites and Villas. [Click here for more details](#). Just a couple of things to note for babies: We can provide cots for babies but to qualify for the Infant Fare they must be under the age of two on the day of sailing. Infants sailing on board a Norwegian Cruise Line vessel must be at least six months of age at time of sailing. However, for voyages that have 3 or more consecutive days at sea, the infant must be at least 12 months old at time of sailing.

Guests under 21 years may not occupy their own stateroom, but once again our family friendly accommodation provides lots of sharing options.

What are Norwegian Cruise Line's age restrictions?

Norwegian Cruise Line Age Policy

All facts stated below apply at the time of embarkation.

Infants sailing on board a Norwegian Cruise Line vessel must be at least six months of age. However, for voyages that have three or more consecutive days at sea, the infant must be at least 12 months old. Please note that according to United States Public Health regulations (U.S.P.H.), no diapers of any kind are permitted in the swimming pools or hot tubs, including those marketed as "swimmers".

When on board, a minor is defined as an individual under 18 years of age at the time of embarkation. A young adult is defined as an individual between the ages of 18 and 20. Please note that this does not relate to child pricing in our brochures, where the age is 2-11 years old.

Company policy states that guests under 21 years of age must be accompanied in the same, connecting, or side by side stateroom by a guest who is 21 years of age or older at the time of embarkation (staterooms opposite of each other are not applicable under this policy). For guests under the age of 18 travelling with an accompanying adult, who is not the minor's parent or legal guardian, a Parent/Guardian Release Form* that authorises the minor's travel and further authorises medical treatment in case of an emergency must be given to a Norwegian Cruise Line representative at the pier during checkin. Failure to present the completed form at embarkation may result in boarding being denied, with no refund provided.

*For a Parent/Guardian Consent Release Form, visit <http://www.ncl.co.uk/downloads/parental-consent-form.pdf>. Alternatively, please contact our Guest Services Department on 0845 201 8907.

On cruises that include a Canadian port, guests under 18 travelling with a single parent have to provide a letter of approval (preferably notarized) from the parent not travelling. Note: Two people under the age of 21 may travel together in the same stateroom if they are a married couple and provide proof of marriage to a Norwegian Cruise Line representative at the pier before embarkation.

Children under 16 years of age are not allowed to enter the fitness centre. The minimum age for use of the Casino and the Thermal Spa (sauna, steam room, hot tubs) is 18. There is no minimum age requirement to access the rest of the spa or beauty salon. For spa treatments a parent or legal guardian has to be present. Guests under 18 are not allowed in the bowling alley located inside the Bliss Ultra Lounge after 21:00. Some bars and lounges on board Norwegian Epic and Breakaway-Class ships, for example Spice H2O, are adult only (18 and over). We do not have lifeguards on duty; all children under 12 must have adult supervision.

For safety reasons children must not be left unattended on board when going ashore.

Alcohol Consumption Policy

Passengers must be 21 years of age or older to purchase or consume alcohol.

With the exception of Alaska and Hawaii itineraries, Norwegian Cruise Line permits young adults to purchase and personally consume wine and beer only while on board and with the consent of an accompanying parent. Authorisation will be given only when the accompanying parent completes the Young Adult Alcoholic Beverage Waiver form. This form can be obtained and completed at the Guest Services Desk upon embarkation of the vessel. However, passengers 18 years of age or older are permitted to consume alcoholic beverages when sailing on roundtrip European voyages without having to complete the Young Adult Alcoholic Beverage Waiver form.

Embarkation Day

Arrival at the Cruise Terminal:

In order to facilitate the embarkation process and the processing of your eDocs, and to comply with new government regulations governing departure manifest, all guests are required to complete [Online Check-In](#) at least one day prior to sailing and must complete check-in at the cruise terminal and be on board the ship no later than two hours prior to the departure time noted on their cruise documents or they will not be permitted to sail.

Any late arriving guest may join the ship at an approved port of call in the scheduled itinerary. Such guest will be responsible for all applicable fees and travel expenses to that subsequent port of call.

Because of security regulations, you may not be allowed to enter the cruise terminal before the scheduled embarkation time and may want to avoid waiting in potentially bad weather as the waiting area outside the cruise terminal may be limited.

Will someone help me with my luggage?

Yes, porters are available at the pier during embarkation and disembarkation hours. The customary tip for porters is U.S.\$2.00 per bag in New York (subject to change) and U.S.\$1 per bag (or the equivalent in local currency per bag in all other ports).

How do my bags get on board?

We'll take care of that and your luggage will be delivered direct to your stateroom. Just one thing, make sure you put your Norwegian Cruise Line luggage labels on your bags at the port.

What time is dinner?

What time would you like it to be? [Freestyle Cruising](#) lets you choose. We offer open-seating dining in a variety of restaurants and cafés with individual menus, so it's your choice. You can have lunch or dinner with friends in one of the elegantly appointed restaurants or reserve a table for two in an intimate bistro.

Order an omelette prepared just the way you like it from the breakfast-buffet chef. Indulge yourself with delectable selections from the Chocoholic Buffet. There are also special menus for youngsters. Special meals are available including low-calorie, vegetarian, no MSG, low/no sodium and low/no cholesterol meals, as well as sugar-free and fat-free desserts. All of our restaurants are non-smoking. Most specialty restaurants require a per person cover charge or offer à la carte pricing. Reservations are recommended and can be made on board.

Are visitors allowed on board?

Due to security reasons, unfortunately, no.

How do I pay for my extras?

Easy! When you check-in you open a shipboard account by registering your credit card – VISA®, MasterCard® or American Express.

If you prefer to pay by cash or traveller's cheques, you'll need to provide a minimum deposit of U.S.\$ 300 per person (7 night cruise), U.S.\$ 150 per person (cruise up to 6 nights) or U.S.\$ 450 per person (cruise of 8 nights and more) at check-in (subject to change)". Should the deposited amount be exceeded the account will be closed to further charges, until additional funds are submitted. Deposits can be made throughout the cruise, however, refunds cannot be made until the day of disembarkation for any excess. Details of your onboard folio are available on your TV in your stateroom. Cash (US \$) can be used to settle the account at the end of the

cruise. US Traveller's Cheques can be cashed onboard without any fees and are the same as cash. Personal cheques will not be accepted, nor can they be cashed onboard.

Then, you simply sign for your personal expenses as you go and they will be charged to your account. To make things even easier, if you haven't paid the service charge in advance this will also be charged to your on-board account.

On the last morning of your cruise you can settle your account in cash (U.S.\$ only), or if you have registered a card, the total amount will be automatically charged to that card.

IMPORTANT Norwegian Cruise Line will also accept Debit Cards but please note that due to pre-authorization holds, additional funds in excess of your purchases will be withheld from your account, please be advised that some banks may hold the pre-authorization for up to 30 days after your cruise. When your debit/credit card is entered to activate your on-board account, an initial approval is obtained from the bank. Throughout the voyage incremental holds will be obtained based on your on-board expenditure. Kindly note that this will restrict the availability of cash in your bank account or credit card account and is beyond the control of Norwegian Cruise Line.

Shopping on-board - tax & duty-free

With the exception of Hawai'i itineraries, our on-board stores carry tax- and duty-free items like liquor, tobacco, fragrances and cosmetics, as well as casual beach and cruising apparel. You'll also find designer watches, stunning pieces of jewellery and more. Please note that in order to comply with Spanish and Italian tax regulations we are required to charge Spanish and Italian VAT on applicable retail items purchased on board on cruises from/to Barcelona and from/to Venice and Rome, as well as on all other cruises whilst the ship is in Spanish and Italian waters.

I've received an on-board spend- how can I spend it?

If you received your on-board spend through a promotion or group booking, it will be automatically added to your shipboard account and can be used towards personal on-board expenses (except the service charge and in the casino). But remember, if you don't spend the full amount, we are unable to refund the balance.

What's the service charge?

A service charge (currently US \$ 12,95 p.p./day in the following categories: Studio, Inside, Oceanview, Balcony & Mini Suite; US \$ 14,95 p.p./day in Suites & The Haven Suites) will be payable, at your discretion (for guests 3 years and older). The service charge will be added to your holiday price and shown separately on your confirmation invoice. If you do not want to pay this up front with the balance of your holiday cost, but would rather decide whether or not to pay the charge on board, please ensure you tell us at the time of booking or any time up to two weeks before departure and we will arrange for the charge to be added to your stateroom account.

Why is there a service charge?

The reason there's a fixed service charge is an important one: Our Crew (as are the crew from other lines) is encouraged to work together as a team. Staff members including restaurant staff, stateroom stewards and behind-the-scenes support staff are compensated by a combination of salary and incentive programmes that your service charge supports.

Who pays the service charge?

All guests three years or older.

At what point in the booking process can the pre-paid charges be added?

They can be added at any time up to 24 hours before sailing.

Why would I pre-pay my service charge?

The convenience of pre-paying the service charges allows you to plan your budget before your cruise giving you additional freedom while on board.

If I cancel my cruise is the service charge refundable?

Yes! The service charge is 100% refundable.

If there is a service issue can the service charge be adjusted on board?

Guest satisfaction is the highest priority at Norwegian Cruise Line. We have structured a guest satisfaction programme designed to handle any concerns about service or on-board product quickly and efficiently. However, in the event a service issue should arise during your cruise please let our on-board reception desk staff know right away, so that we can address it in a timely manner. It is our goal to reach a satisfactory solution to any issue when it happens and make sure our guests can focus on enjoying their cruise. Should your concerns not be met with satisfaction you can adjust the charges.*

**Where your service charge has been pre-paid before departure, refunds are not available on board and you must apply for a refund, if applicable, after your return home by writing to our Guest Relations department.*

What about tipping?

You will have either pre-paid the service charge on your holiday invoice or it will be charged to your on-board account. In addition, a suggested gratuity of 18% on drink bills, dining options, which are not included in the cruise fare and on spa and salon bills will be added automatically and charged to your on-board account. [Click here to find out more.](#)

Flight Information

Can I pre-book my seat?

Sorry but due to the nature of the fly cruise booking, seats will only be allocated at check-in, so get there early to ensure you get that window seat! Only fully fit and able-bodied passengers may occupy exit row seats. These seats may therefore only ever be assigned at the discretion of the airline at check-in. Due to the configuration of the aircraft, it may not always be possible to obtain seats together. Norwegian Cruise Line has no control over the allocation of airline seats and cannot guarantee seat requests.

Can you cater for special requirements on the flight?

On transatlantic flights, special meals to suit your dietary requirements can be requested. Should you have any additional medical needs, we can ask the airline for assistance or provide you with the airline medical assistance numbers so that they can help you.

Can I change my existing flight booking?

If you'd like to upgrade or change your flight dates we are happy to help. Premium Economy, Business and First Class supplements are available on request, depending on airline and destination. Upgrades are subject to availability and prices are subject to change. Contact our dedicated flights helpdesk on 0208 834 9028 for more information.

Please note, no changes to bookings are permitted within 30 days of travel.

Why can't I access my booking online?

As your flights have been booked as part of a group allocation, this will restrict online access to your individual booking. Guests who have paid for an upgrade on a scheduled airline may have the ability to use the airline's online check-in facilities and to pre-book their seat.

How long before I fly should I check-in?

We recommend that you check-in for your international flight no later than three hours before the departure time shown on your E-ticket confirmation. If you also have a UK domestic flight, the recommended check-in time is one hour before the departure time shown on the domestic ticket. Please note that departure times are subject to schedule changes and you should check your airline tickets for the most up-to-date information.

You will have to present your airline E-ticket, passport and luggage to the airline staff at check-in and you will also be required to show your valid passport to an Immigration Officer.

For those guests with connecting flights within the USA, you will need to clear immigration and re-check-in your luggage at the first port of entry into the USA. The cabin crew on your transatlantic flight will give you more information on how to do this.

What should I do if my flight is delayed and what happens if I miss my outbound flight?

If your flight is delayed on your day of sailing, please follow these guidelines:

- Advise your airline as soon as possible that you are a cruise guest sailing that day. They will do all they can to book alternative flights.
- Ask the airline to contact our emergency number 0208 834 9013 immediately and we will do our best to get you on board. If you miss your flight due to your own error, Norwegian Cruise Line will not cover any additional costs for rebooking.
- Please note that if you miss your outbound flight the airline may consider this a 'no show' and may also cancel the return flight. In such cases, any additional expenses for rebooking return flights will not be covered by Norwegian Cruise Line.

If you have bought your own air tickets, independently of Norwegian Cruise Line, you will be responsible for any and all expenses incurred to join the ship.

What do I need to know about life on board

What are Freestyle Cruise Rewards?

Wouldn't it be nice to have \$100 on-board credit to spend on your cruise for free? Well, you can get it with Freestyle Cruise Rewards and it couldn't be easier. [Click here for details.](#)

Can I phone home from the ship?

All our ships are equipped with modern satellite telephones for easy shore-to-ship dialling. Receiving and sending faxes and e-mails is also possible (charges apply).

Central telephone number for all ships: 001 732 335 3280 (from U.S. \$ 7,95 per minute)

For friends and family who stayed at home: please bear in mind the respective time difference if you would like to reach one of our guests on board and don't forget to keep the ship name, guest name, stateroom number and your own credit card number ready.

Area codes for all fax numbers: 011-870

Fax numbers of our ships:

Norwegian Breakaway	area code + 783 208 325
Norwegian Dawn	area code + 331 13 07 11
Norwegian Epic	area code + 765 04 67 38
Norwegian Gem	area code + 761 15 42 45
Norwegian Getaway	area code + 783-253-952
Norwegian Jade	area code + 764 58 92 59
Norwegian Jewel	area code + 764 45 33 13
Norwegian Pearl	area code + 783 156 225
Norwegian Sky	area code + 331 100 089
Norwegian Spirit	area code + 331 174 615
Norwegian Star	area code + 331 10 82 15

Norwegian Sun area code + 331 11 09 14
Pride of America area code + 336 97 84 11

Cell phones and Internet access aboard

Most standard cell phones (GSM or CDMA, with standard U.S. 1900 MHz) function in the areas we sail. Roaming service should be set prior to sailing, and international roaming charges may apply. For a fee, you can use your personal computer and mobile devices to connect to our Wi-Fi network. Telephone and fax services are available at applicable ship-to-shore rates.

Norwegian Cruise Line offers wireless Internet access fleet wide in all public areas, 24 hours a day. Wireless service is also available in all staterooms – except on Norwegian Sky and Pride of America. In addition, Internet cafés can be found on all ships.

The following rates apply

One-off	US \$ 3,95 (to activate your account)
Per minute	US \$ 0,95

Will I have access to the internet?

All our ships are equipped with 24 hour Internet Cafés. Wi-Fi is also available throughout the fleet.

[Click here](#) and get more information about our Internet Packages on board our fleet.

Is there a doctor in the house?

We hope you don't need them, but we have a doctor and nurse on board all our ships and a charge will be made for their services. Please note that medical facilities are designed to provide basic medical care and guests may have to be evacuated at their own expense in the event of serious illness.

Is there an age restriction for drinking alcohol?

Yes, as a general rule, guests must be 21 or over to buy or drink alcohol on board. However, guests aged 18-20 will be allowed to purchase and personally drink beer and wine on board with the consent of an accompanying parent or legal guardian (Parental Consent) on the same sailing when the vessel is outside the U.S. state territorial waters (3 miles) except aboard ships sailing in Hawai'i or Alaska. The parent or guardian must accompany the young adult to the ship's Reception Desk, with proof of their relationship. Complete details and the Special Consent Form are available on board at the Reception Desk.

*Norwegian Cruise Line encourages the responsible use of alcohol and accordingly reserves the right to permanently or temporarily revoke the drinking privileges of any guest who violates Norwegian Cruise Line's [Guest Code of Conduct](#) or who is deemed a danger to himself, herself or others by vessel management. Continued abuse of alcohol while sailing and/or violation of Norwegian Cruise Line's alcohol policy may result in immediate disembarkation.

Can I bring my own alcoholic drinks aboard?

Sorry, but we do not allow guests to bring their own alcohol to drink on board. If you purchase alcohol ashore to take home with you, this should be given to the ship's crew when you get back on board and it will be returned to you at the end of the cruise.

Can I smoke on board?

We want all our guests to be comfortable onboard, so most public areas throughout all Norwegian Cruise Line ships are **smoke free**. This regulation includes all bars, dining areas, conference rooms, hallways, restrooms, corridors, jogging tracks, sports complex, children's pool and in The Haven outdoor areas. Guests sailing on a Norwegian cruise holiday are not permitted to smoke in their staterooms. Any guest that does smoke in their staterooms will be charged a cleaning fee of U.S. \$250 per stateroom to their on board account. If cigarette burns on furniture, linens, towels or carpeting are detected; guests will be advised and charged for the damages.

As the health and well-being of our guests and crew is of the utmost importance, Norwegian Cruise Line will institute changes to its smoking policy for **all sailings on or after November 1, 2014**. The specific changes prohibit smoking on stateroom balconies and limit smoking in the casino to players.

On Norwegian Getaway and Norwegian Breakaway, smoking on The Waterfront will be permitted on the starboard side, except by the outdoor dining areas. If you smoke regular or electronic cigarettes, you can do so in designated areas only. The reasoning behind this policy is that electronic cigarettes, due to their appearance, may give other guests the impression that our non-smoking policy onboard is not being enforced.

You are welcome to smoke cigarettes, pipes and cigars in our cigar lounges or in explicitly designated bars and outside areas.

What about gambling on board?

There are casinos with table games and slot machines on board all our ships (except Pride of America). So, if you fancy a flutter, be our guest. Just one thing, you have to be 18 or over to gamble. Sorry kids, but that's the law. [Click here for more information on Casinos.](#)

What do I do with valuables on board?

All staterooms and suites have mini-safes. But please note that Norwegian Cruise Line is not and cannot be held responsible for valuables left in staterooms or elsewhere on the vessel.

How do I book shore excursions?

Just [click here](#) and you can browse all the exciting choices available in every port of call. Once you've chosen the excursions you want to do, it's a good idea to pre-request them online and you can do this up to five days before sailing. Alternatively, buy them on board at the ship's Shore Excursion Desk, or just step ashore and do your own thing. An updated listing of Shore Excursions is available approximately six months before the first sailing of each cruise season.

How do I get ashore?

In most ports your ship docks right alongside the quay and you simply walk ashore. At a few ports, shown with an anchor symbol on the itinerary, we drop anchor at sea and you go ashore in the ship's small boats – called tenders – which offer a complimentary shuttle service to and from the port.

To ensure the safety of our guests and crew, wheelchairs may not be used to transfer from the ship to a tender. Guests in wheelchairs may not be able to participate in certain activities or programmes on board the ship or on shore at ports of call including certain Shore Excursions

Is there any chance of a rough sailing?

All Norwegian Cruise Line ships are fully stabilised for the smoothest possible cruising and we aim to plan our itineraries to sail in regions at the times of year when the seas are at their calmest. Norwegian Cruise Line adheres to the highest standard of shipbuilding in the world. Our method of construction meets the 1967 Fire Safety Requirements and the 1960 Safety Of Life At Sea Convention regulations. All our ships meet the 2001 SOLAS specifications. Our ships also pass annual inspections by the US Coast Guard, and the Norwegian and Bahaman governments.

If you're sailing from New York and your Norwegian Gem, Dawn or Jewel departure is delayed for longer than 12 hours due to weather, you will receive an on-board credit of \$100 per person (maximum U.S.\$200 per stateroom) on your current departure.

Are babysitters available?

Of course! In addition to the complimentary Kid's Crew programme, group sitting programmes (for kids ages three to 12) are available at a nominal cost from 10pm to 1am each evening and at various times during port days. (Programmes, age groupings and hours of operation are subject to change, check the on-board Freestyle Daily for details). During the group babysitting programme hours, youth counsellors will supervise and entertain children with a variety of activities. Sorry, but private or in-room babysitting is not available. Parents with participating children who are not potty trained will be given a beeper and be alerted to return to the poop deck when the child needs to be changed. Beeper range is limited to on board the ship.

Can minors be left on board unattended?

Under no circumstances should a minor be left aboard the vessel, other than in the care of the vessel's Splash Academy and Entourage programs, while the adult Guest responsible for the minor leaves the vessel for any reason.

Are there any pool restrictions?

According to U.S. Public Health Service (USPHS) regulations, no nappies of any kind are permitted in the swimming pools or hot tubs, including nappies marketed as "swimmers".

Can I get my laundry done?

Sure, for a small charge, laundry and dry cleaning are available on all our ships.

I have booked a combined itinerary (back to back). Is there anything that I need to know?

Some sailings are classified as a "Combined Itinerary". This means that your cruise consists of two consecutive cruise segments sailed as one combined itinerary. Some entertainment options and dining room menus may be duplicated during the second segment. According to Homeland Security regulations, all guests returning to a U.S. port after the first segment of their cruise will be required to leave the ship and check in with U.S. Customs & Border Protection.

Disembarkation Day - *sorry to mention it but all good things must come to an end*

What happens to my luggage?

All suitcases are collected the night before disembarkation and will be waiting for you in the port terminal, so bring an overnight bag for your essentials.

In some ports you can take advantage of our "Easy Walk-Off". This means you can leave the ship as soon as it is cleared by local authorities, carrying all your luggage off the vessel.

What happens on the last day of my holiday?

For Fly-Cruise packages from the USA, after your cruise we'll transfer you from your ship to the airport for your flight to the UK. Depending on your flight time, we can organise day room accommodation or a shore excursion for you (available at a supplement).

On European Fly-Cruises we'll transfer you direct from the ship to the airport. But if you have a later flight, instead of waiting at the airport, why not take one of our great shore excursions and see more of the local city and attractions?

If you have booked just the cruise with us, you will proceed through Customs and Immigration and continue with your independent arrangements.

.What is the Latitudes programme?

Latitudes is our exclusive club for past guests. Once you have completed your first Norwegian Cruise Line cruise, you automatically become a member. The biggest compliment we can receive is someone choosing to cruise with us again. We reward your loyalty with special pricing, priority services and more. The more you cruise the more benefits you receive as you progress through Bronze, Silver, Gold and Platinum membership levels

The following Booking Conditions together with the information contained in the Frequently Asked Questions section contained in this brochure form the basis of your contract and constitute your conditions of carriage with NCL (Bahamas) Ltd., trading as Norwegian and/or Norwegian Cruise Line, a limited liability company incorporated in Bermuda, with its head office in Miami, Florida, USA and registered as a branch in England and Wales. Our office in England is at Horatio House, 77-85 Fulham Palace Road, London, W6 8JA. Please read them carefully as they set out our respective rights and obligations. "All information is believed correct at time of print – June 2015 – but is subject to change. Information concerning the citizens and residents of sanctioned countries (see below and clause 28) was updated and is correct as at September 2014.

Travelling with us is one of the world's best holiday buys. Your cruise holiday fare includes all meals (other than those at certain restaurants) and entertainment on board ship, detailed port briefings, port charges, departure taxes, baggage handling, and where applicable, flights, hotel stays (room only) and transfers between airport, hotel and ship (for flight inclusive cruises). Not included, however, are service charges (see [clause 22](#)), optional programmes or activities such as shore excursions or meals ashore (unless otherwise stated in the itinerary description), any fuel supplement, personal services, other items available on board, airport transfers where you have booked cruise only and any other service not expressly included in your cruise fare.

Except where otherwise stated, these Booking Conditions only apply to cruise only or cruise inclusive holiday arrangements and, where applicable, to the other services (such as airport transfers where you have booked cruise only and other land arrangements) which you book with us in the EU and which we agree to make, provide or perform (as applicable) as part of our contract with you. All references in these Booking Conditions to "cruise", "holiday", "holiday arrangements", "booking", "contract", "package" or "arrangements" mean such holiday arrangements. References to "departure" mean the start date of your holiday arrangements.

Where you book cruise only arrangements through a tour operator, your contract will be with that tour operator and not us. Your tour operator will be responsible for the proper performance of the contracted services subject to and in accordance with their terms and conditions. Where you book cruise only arrangements through a travel agent, your contract may be with us or with the travel agent depending on how your booking is made and whether you purchase other services such as flights from or through the travel agent in connection with your cruise. Where your contract is with your travel agent, their terms and conditions will apply. In all cases, the provisions of the Athens Convention as referred in [clause 10](#) will apply to your cruise and the process of getting on or off the ship.

In these Booking Conditions, “you”, “your” and “Guest” means all or any of the persons named on the booking (including anyone who is added or substituted at a later date). “We”, “us”, “our” and “Norwegian” means NCL (Bahamas) Ltd., trading as Norwegian and/or Norwegian Cruise Line.

If you are a citizen or resident of North Korea (Democratic People’s Republic of Korea), Cuba, Sudan, Syria or Iran, please refer to clause 28 of these Booking Conditions. You will be unable to sail on any of our ships unless you satisfy the requirements set forth in clause 28.

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1. Making Your Booking

You may book with us directly by telephone on 0845 201 8900 or via one of our authorised travel agents or our website www.ncl.co.uk. Before making a booking you must ensure that you have read and understood these Booking Conditions (raising any queries you have with us). You will be asked to confirm you have read the Booking Conditions before your booking is accepted. The first named person on the booking (“party leader”) must be at least 21.

A binding contract between us will come into existence when we verbally confirm your booking and provide a reservation number to you if booking direct or your travel agent receives confirmation of your booking and a reservation number from us by any means or your booking is confirmed by our website. Payment of the required deposit or full payment as applicable and as referred to in [clause 2](#) below must be made at the time of booking. If payment is not made as required, we are entitled to treat your booking as cancelled and to levy cancellation charges as set out in [clause 6](#) below.

The service charge applicable to your cruise (see [clause 22](#)) will be added to your booking at the time of confirmation. This charge will be shown separately on your confirmation invoice and will be payable at the same time as the balance of the holiday cost. If you do not wish to pay your service charge in this way, you may ask for it to be removed from your confirmation at the time of booking or at any time up to 2 weeks prior to departure. If you do so, the service charge will be added to your shipboard account and must be paid before departure from the ship. Any increase in the service charge applicable to your cruise which occurs after confirmation will also be added to your booking unless you have already asked for this to be removed in which case it will be added to your shipboard account. If you cancel your booking before departure but after paying your service charge, the service charge will be refunded in full. Where your service charge has been pre-paid before departure, refunds are not available onboard and you must apply for a refund, if applicable, after your return home by writing to our Guest Relations department.

Following confirmation of your booking as above, we will issue a confirmation invoice. This invoice will be sent to the party leader or your travel agent. Where you have provided an e-mail address to us or your travel agent, we will e-mail your confirmation invoice to you. You should therefore regularly check your e-mails and print it off when received. Please check this invoice, your tickets and all other documents carefully as soon as you receive them. Contact us immediately if any information appears to be incorrect or incomplete. Please note, all telephone conversations with our reservations department are recorded. If you need to correct the spelling of the name of any Guest or any other incorrectly stated (by us) information, you must do so by contacting us within 7 days of receipt by you of your confirmation invoice providing the correction is made more than 14 days in advance of your departure date. If you are booking within 14 days of departure, you must notify us of any errors (by us) within 48 hours of receiving your confirmation invoice. An administration fee of £35 per person per change will be payable if you wish to correct any name or other incorrect information more than 7 days (or 48 hours for bookings made within 14 days) after receiving your confirmation invoice. This administration fee will also be payable if you wish to make any other alteration to your booking at any time (subject to availability) including where you have given us incorrect information at the time of booking. Other charges may also be payable in addition to the administration fee.

Guests should note that airlines may not allow name changes or date changes on scheduled flights and that the flight booking may need to be cancelled and rebooked if a name needs to be changed. The rebooking will always be subject to flight availability and to the payment of any charges imposed by the airline, which may, in some cases, be the full cost of the ticket.

We cannot accept any liability if we are not notified of any error or omission in your confirmation invoice within the above time limits. We will do our best to rectify any mistakes made by us which are notified outside these time limits. However, you will be responsible for any costs and expenses involved in doing so.

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2. Payment

In order to confirm your chosen holiday, a deposit is required as follows*

DESTINATION/CATEGORY	DEPOSIT**
Cruise-Only & Europe Fly-Cruise reservations	£100 per person
Fly-Cruise reservations outside Europe	£200 per person
Suites and above (category H1-SJ)	20% of total fare

*or full payment if booking after balance due date (see below). The required deposit/full payment must be paid at the time of booking. You can pay by cheque, bank transfer, American Express, MasterCard and Visa. If paying by card: card number, name on card, expiry date, card holder's postcode and three digit security code on back of card will be required. **For all Fly-Cruise reservations a non refundable APC (ATOL Protection Contribution) will also be collected at time of booking. This forms part of the total cost of your holiday. This amount is currently £2.50 per person (see [clause 18](#) for more information).

The balance of the holiday cost must be received by us not later than the balance due date which is 60 days prior to the start of the holiday for all cruises (full payment for Suites (category H1-SJ) is required at 90 days). The balance due date will be shown on the confirmation invoice. You must ensure payment reaches us by this date. If we do not receive all payments due (including any surcharge where applicable) in full and on time, we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges set out in [clause 6](#) below will be payable.

Except for flight inclusive bookings, all monies you pay to one of our authorised travel agents for your holiday with us will be held by the agent on your behalf until we confirm your booking in accordance with [clause 1](#). After that point, your agent will hold the monies on our behalf. For flight inclusive bookings, all monies paid to any authorised travel agent of ours for your holiday with us will be held on behalf of and for the benefit of the Trustees of the Air Travel Trust subject to the travel agent's right and obligation to pay such monies to us in accordance with our trading terms unless we fail. In the unlikely event of our financial failure, all monies then held by the travel agent or subsequently paid by you to the travel agent will be held by the agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any right or obligation of the agent to pay such monies to us.

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3. Your Contract

A binding contract between us comes into existence when we confirm your booking to you or your travel agent as set out in [clause 1](#). We both agree that English law (and no other) will apply to your contract and to any dispute, claim or other matter of any description which arises between us ('claim') except as set out below. We both also agree that any claim (and whether or not involving any personal injury) must be dealt with under the ABTA arbitration scheme (if the scheme is available for the claim in question and you wish to use it – see [clause 11](#)) or by the courts of England and Wales only unless, in the case of court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and claim governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).

Changes to these Booking Conditions or the information contained in the Frequently Asked Questions section shown in our brochure will only be valid if agreed by us in writing.

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4. The Cost of Hour Holiday

Please note, changes and errors occasionally occur. You must check the price of your chosen holiday at the time of booking.

We reserve the right to increase or decrease the prices of unsold holidays at any time. We also reserve the right to make changes to and correct errors in advertised prices at any time before your holiday is confirmed. The price of your chosen holiday will be confirmed at the time of booking.

Once the price of your chosen holiday has been confirmed at the time of booking, we will only increase or decrease it in the circumstances set out below. A surcharge or refund/reduction in the price (as applicable) will be payable, subject to the conditions set out in this clause, if our costs increase or decrease as a result of changes in transportation costs or in dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports or in the exchange rates which have been used to calculate the cost of your holiday.

Even in the above cases, only if the increase in our costs exceeds 2% of the total cost of your holiday (excluding insurance premiums and any amendment charges) will we levy a surcharge and then only for any increase in excess of this 2%.

If any surcharge is greater than 10% of the cost of your holiday (excluding insurance premiums and any amendment charges), you will be entitled to choose option (b) or (c) as set out in [clause 8](#) below if you do not wish to pay the surcharge. You have 14 days from the issue date printed on the surcharge invoice to tell us if you would like to take one of these options. If you do not do so within this period of time, we are entitled to assume that you agree to pay the surcharge.

A refund/reduction will only be payable/applicable if any decrease in our costs exceeds 2% of the total holiday cost as set out above. Where a refund/reduction is due, we will pay you/give you credit for the full amount of the decrease in our costs.

Any surcharge must be paid with the balance of the cost of the holiday or within 14 days of the issue date printed on the surcharge invoice, whichever is the later. Please note that holiday arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your holiday due to contractual and other protection in place. All references in this clause to the cost or total cost of your holiday exclude the discretionary service charge.

We promise not to levy a surcharge within 30 days of the start of your holiday. No refund in respect of any decrease in costs will be payable during this period either.

We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error.

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5. Changes by You

Should you wish to make any changes to your confirmed holiday, you must notify us as soon as possible and in any event more than 60 days (or more than 90 days for Suites and above (category S1-SI)) before departure. Whilst we will endeavour to assist, we cannot guarantee we will be able to meet any such requests. Where we can, an amendment fee of £35 per person per change will be payable together with any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. It may be possible to make changes at a later stage but the costs involved in doing so will be higher.

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6. Cancellation by You

Should you need to cancel your chosen holiday once it has been confirmed, the party leader (who must be at least 21) must immediately telephone us on 0845 201 8907 during normal working hours. If an individual

Guest wishes to cancel their place on the booking (but not the entire booking), that person must telephone us on 0845 201 8907 during normal working hours. The cancellation may be confirmed by writing to the Guest Services Department, e-mail –longuestservices@ncl.com. As we incur costs from the time we confirm your booking, the following cancellation charges will be payable.

*Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total cost payable by the person(s) cancelling excluding APC (ATOL Protection Contributions which are applicable to Fly Cruise reservations – currently £2.50 per person), government and port taxes and amendment charges. Amendment charges and APC are not refundable in the event of the person(s) to whom they apply cancelling. Providing we are notified of the cancellation prior to departure, government and port taxes will be refunded. The service charge (see [clause 22](#)) does not form part of the cost of your holiday and, where pre-paid, will be refunded in full in the event of your cancellation before departure.

All bookings other than Suites (category H1-SJ)	
Period before departure notification of cancellation received by us	Cancellation charge per person cancelling*
more than 61 days	deposit
60-42 days	45%
41-16 days	75%
15-5 days	90%
Under 4 days+	100%
After departure	100%

Suites (category H1-SJ)	
Period before departure notification of cancellation received by us	Cancellation charge per person cancelling*
more than 91 days	deposit
90-42 days	45%
41-16 days	75%
15-5 days	90%
Under 4 days+	100%
After departure	100%

+Also applicable where the Guest fails to turn up for their holiday without notifying us of their cancellation.

Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of any travel insurance policy you have. Claims must be made directly to the insurance company concerned.

If any Guest is prevented from travelling (for example, as a result of their own illness or injury or the serious illness or injury of a close relative), they may transfer their place to someone else (introduced by you) providing we are notified more than 60 days before departure (or more than 90 days for Suites and above (category H1 – SJ)). Where a transfer to a person of your choice can be made, all costs and charges incurred by us and/or incurred or imposed by any of our suppliers as a result together with an amendment fee of £35 per person transferring their place must be paid before the transfer can be made. For flight inclusive bookings, you must also pay the charges levied by the airline(s) concerned. Guests should note that airlines may not allow name changes on scheduled flights and that the flight booking may need to be cancelled (with payment of the applicable cancellation charges which may be 100% of the flight cost) and rebooked if a name needs to be changed. The rebooking will always be subject to flight availability and to the payment of the full cost of the new ticket. It is usually possible to transfer your place in the above circumstances at a later stage but the costs involved in doing so will be higher.

Where any cancellation reduces your cabin occupancy or the number of full paying Guests below the number on which the price and/or any discounts or concessions agreed for your booking were based, we will recalculate the holiday cost of the remaining Guest(s) based on the then applicable rate and re-invoice you accordingly. We will also do so where a Guest fails to turn up for their holiday without notifying us of their cancellation.

We will not make any refunds in respect of any unused element of your holiday, including but not restricted to any cruise portion, hotel accommodation, land based programme, flights or transfers.

7. Insurance

Guests are required to take out adequate and appropriate holiday insurance to cover as a minimum all travel, cancellation, medical and repatriation liabilities. You must purchase your travel insurance policy within 14 days of making full payment for your holiday at latest but you are recommended to do so before or at the time of booking.

Please read your policy details carefully and take them with you on holiday. It is your responsibility to ensure that the insurance cover you purchase is suitable for your particular needs. We do not check the extent or adequacy of the cover provided by any insurance policies.

8. Changes & Cancellation by Us

We start planning the holidays we offer many months in advance. Occasionally, we have to make changes to and correct errors in our brochure and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. However, we promise we will only cancel your confirmed booking after balance due date where you have failed to comply with any requirement of these Booking Conditions entitling us to cancel (such as paying on time) or where we are forced to do so as a result of 'force majeure' as defined in [clause 9](#) below. We will not cancel after this date for any other reason.

Most changes are minor. Occasionally, we have to make a "significant change". "Significant changes" usually include the following changes when made before departure; a change of time of embarkation or disembarkation by more 12 hours, a change of departure point to one which is significantly more inconvenient for you or a significant change of itinerary missing out two or more ports altogether or, for flight inclusive cruises, a change of outward departure time from the UK of 12 or more hours or a change of UK departure airport for your international flight (except as between Gatwick, Heathrow, Luton and Stansted or between Edinburgh and Glasgow).

If we have to make a significant change or cancel, we will tell you as soon as reasonably possible. If there is time to do so before departure, we will offer you the choice of the following options:

- (a)** (for significant changes) accepting the changed arrangements or
- (b)** purchasing an alternative holiday from us, of a similar standard to that originally booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, we will ask you to pay the difference) or
- (c)** cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us.

Please note: the above options are not available where any change made is not a significant one. Such changes are treated as minor changes for the purposes of these Booking Conditions.

If we have to make a significant change or cancel after balance due date, we will pay you reasonable compensation, where appropriate, subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. No compensation will be payable and the above options will not be available if we cancel as a result of your failure to comply with any requirement of these Booking Conditions entitling us to cancel (such as paying on time).

No compensation is payable for minor changes or where we make a significant change or cancel prior to

balance due date. Please note, a change of confirmed cabin to another within the same cabin category or higher, airline, flight time of less than 12 hours, airport of destination or aircraft (if advised) will be minor changes.

Very rarely, we may be forced by 'force majeure' (see [clause 9](#)) to change or terminate your holiday after departure but before the scheduled end of your time away. This is extremely unlikely but if this situation does occur, we regret we will be unable to make any refunds (unless we obtain any refunds from our suppliers), pay you any compensation or meet any costs or expenses you incur as a result.

If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline, depending on the circumstances, the airline may be required to pay you compensation, refund the cost of your flight and/or provide you with accommodation and/or refreshments under EC Regulation No 261/2004 – the Denied Boarding Regulations 2004. Where applicable, you must pursue the airline for the compensation or other payment due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If, for any reason, we make any payment to you or a third party for which the airline is responsible in accordance with the Denied Boarding Regulations, you must, when requested, assign to us the rights you have or had to claim the payment in question from the airline. If your airline does not comply with these rules you may complain to the Civil Aviation Authority on 020 7453 6888 or by e-mail topassengercomplaints@caa.co.uk or see www.caa.co.uk – Referring Your Complaint to the CAA.

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9. Force Majeure

Except where otherwise expressly stated in these Booking Conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage or loss, (as more fully described in [clause 10\(2\)](#) below) as a result of "force majeure". In these Booking Conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events will usually include (whether actual or threatened) war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions (including hurricanes), epidemics, fire, closure or restriction of airspace, airports and ports and all other events outside our control.

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10. Our liability to You

(1) Subject to clauses [10\(5\)](#) and [10\(6\)](#) below we promise to make sure that the holiday arrangements we have agreed to make, perform or provide, as applicable, as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these Booking Conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements. Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

(2) We will not be responsible for any injury, illness, death, loss (including without limitation loss of enjoyment or possessions), damage, expense, cost or other sum or claim of any nature whatsoever which results from any

of the following:

(ii) the act(s) and/or omission(s) of the person(s) affected or any Guest travelling with them or

(ii) the act(s) and/or omission(s) of a third party not connected with the provision of your holiday and which were unforeseeable or unavoidable; or

(iii) 'force majeure' as defined in [clause 9](#) above

(3) Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised by us as forming part of your holiday and we have not agreed to arrange them as part of our contract. Please also see [clause 15](#) 'Shore excursions and brochure information'. In addition, regardless of any wording used by us on our website, in any of our brochures or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

(4) For all claims concerning or arising out of loss of, delay and/or damage to any luggage or personal possessions (including money) for which we are liable, the maximum amount we will have to pay you is £1000 per person affected except where [clause 10\(5\)](#) or [10\(6\)](#) applies.

For all other claims which do not involve death or personal injury, if we are found liable to you on any basis, the maximum amount we will have to pay you is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim under [clause 10\(5\)](#) or [10\(6\)](#) below. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.

(5) Where any claim or part of a claim (including those involving death or personal injury) concerns or arises from any flight arrangements (including without limitation, the process of getting on and/or off the aircraft concerned) to which any international convention or EU regulation applies where we have arranged the flight as part of our contract, our liability (including the maximum amount of compensation we will have to pay you, the types of claim and the circumstances in which compensation will be payable) will be limited as if we were the carrier in question as set out in this [clause 10\(5\)](#). The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is limited to the most the carrier concerned would have to pay under the international convention or regulation which applies to the flight in question (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air). Where the carrier is not or would not be obliged to make any payment to you under the applicable international convention or regulation (including where any claim is not notified or issued in accordance with the time limits stipulated in the applicable convention or regulation), we are similarly not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the airline for the complaint or claim in question. Copies of the applicable international conventions and regulations are available from us on request. Please also note that strict time limits apply for notifying loss, damage or delay of luggage to the airline. Any proceedings in respect of any claim (including one for personal injury or death) must be brought within 2 years of the date stipulated in the applicable convention or regulation.

(6) EC Regulation 392/2009 on the liability of carriers of passengers in the event of accidents ("Regulation") became applicable in the EU and EEA States on 31 December 2012. It incorporates certain provisions of the 1974 Athens Convention Relating to the Carriage of Passengers and Their Luggage by Sea as amended by the 2002 Protocol ("Athens Convention"). References in these Booking Conditions to the Athens Convention mean those provisions of the Athens Convention which the Regulation incorporates. The Regulation and the Athens Convention apply to the cruise element of your holiday as well as the process of getting on or off the ship concerned ("course of carriage"). We are the carrier for the purposes of the Regulation and the Athens Convention. The Regulation and the Athens Convention covers the liability of the carrier in respect of passengers, their luggage and their vehicles as well as mobility equipment, in the event of accidents during the course of carriage. It does not affect the right of carriers to limit their liability for accidents in accordance with the International Convention on Limitation of Liability for Maritime Claims of 1976, as amended by the 1996 Protocol in its up to date form. Accidents under the Regulation and the Athens Convention include both

'shipping' and 'non-shipping' incidents in the course of the carriage. A "shipping incident" means shipwreck, capsizing, collision or stranding of the ship, explosion or fire in the ship, or defect in the ship. A "non-shipping incident" means any incident which is not a shipping incident.

For any claim arising during the course of carriage, the only liability we have to you is in accordance with the Regulation and the Athens Convention. This includes claims involving death or personal injury or loss of or damage to luggage or any mobility equipment or other specific equipment used by a guest with reduced mobility ("mobility equipment"). This means you are not entitled to make any claim against us which arises in the course of carriage which is not expressly permitted by the Regulation and the Athens Convention or which is in excess of the limits provided by the Regulation and the Athens Convention. Any claims covered by the Regulation and the Athens Convention must be made within the time limits set out in the Athens Convention (see below). Any proceedings must be issued within the maximum time limit specified by the Athens Convention.

A brief summary of our liability under the Regulation and the Athens Conventions is set out below.

Personal injury or death

The Athens Convention limits the maximum amount we as the carrier may have to pay if we are found liable in the event of death or personal injury occurring during the course of carriage. Different limits and bases for liability apply depending on whether the death or personal injury results from a shipping incident or a non-shipping incident. For a shipping incident, the passenger has a right to compensation from the carrier or the carrier's insurance provider of up to 250,000 SDR (approximately £231,000 as at 6 May 2015) in any event, with the exception of circumstances beyond the carrier's control (i.e. act of war, natural disaster, act of a third party). Compensation arising from a shipping incident can go up to 400,000 SDR (approximately £370,000 as at 6 May 2015) unless the carrier proves that the incident occurred without his fault or neglect. For a non-shipping incident, the passenger has a right to compensation from the carrier or the carrier's insurance provider of up to 400,000 SDR (approximately £370,000 as at 6 May 2015), if he/she proves that the incident was the result of the carrier's fault or neglect.

In certain circumstances, we will not be liable for death or personal injury which arises in the course of the carriage.

Luggage

The Athens Convention also limits the maximum amount we as the carrier may have to pay where loss of or damage to luggage occurs during the course of carriage. Different bases for liability apply depending on whether the loss or damage results from a shipping incident or a non-shipping incident. Cabin luggage is luggage which the passenger has in his cabin or otherwise in his possession, custody or control. Luggage does not include mobility equipment which is dealt with below. Loss of or damage to luggage includes expenses which result from the luggage not having been re-delivered to the passenger within a reasonable time of the arrival of the ship on which the luggage was carried or should have been carried but does not include delays resulting from any labour disputes.

For loss or damage caused by a shipping incident, the passenger has a right to compensation from the carrier of up to 2,250 SDR (approximately £2,083 as at 6 May 2015) for cabin luggage and, up to 3,375 SDR (approximately £3,124 as at 6 May 2015) for other luggage unless the carrier proves that the incident occurred without his fault or neglect. For loss or damage caused by a non-shipping incident, the passenger has a right to compensation from the carrier of up to 2,250 SDR (approximately £2,083 as at 6 May 2015) for cabin luggage and, up to 3,375 SDR (approximately £3,124 as at 6 May 2015) for other luggage, if he/she proves that the incident was the result of the carrier's fault or neglect.

In accordance with the Athens Convention, you agree that any successful claim for any loss of or damage to luggage will be subject to an excess or deduction of 149 SDR per person (approximately £138 as at 6 May 2015).

Valuable or important items

All valuable and important items (for example, money, jewellery, medicines, fragile items, important travel and other documents, video/camera/computer equipment, other valuables etc.) must be carried by hand and not packed in your luggage and/or left unsecured in your cabin or elsewhere on board the ship, on any other transport or in any other accommodation. Special care must be taken of such items. For your protection, once on board the ship or during any hotel stay, all valuable and important items must be left in your cabin or hotel room mini-safe where available or deposited with your hotel's reception if they undertake the safekeeping of such items when they are not being personally worn or carried by you. Please, however, bear in mind that no mini-safe is totally secure and consider carefully whether you need to bring the items in question with you on holiday. If a valuable or important item is lost, damaged or stolen, we are entitled to argue, where appropriate, that you should not have brought the item on holiday. We will not in any event be liable for loss of or damage to monies, negotiable securities, gold, silverware, jewellery, ornaments, works of art or other valuables. You are strongly advised to take out appropriate and adequate insurance to protect all valuable and important items.

Please note, we do not have the facility aboard any of our ships to accept any valuables for safe-keeping. In accordance with the Athens Convention, we cannot therefore accept liability for the loss of or damage to any valuables you bring on holiday with you. Placing valuables in a cabin mini-safe is not depositing them with us for safe-keeping for the purposes of the Athens Convention.

Without prejudice to the above, in the event that we are found liable for loss of or damage to any valuables on any basis, the most we will have to pay you in respect of such loss or damage is the maximum payable under the Athens Convention for valuables deposited with us for the agreed purpose of safe-keeping. This maximum is 3,375 SDR per person (approximately £3,124 as at 6 May 2015).

Mobility equipments

The Regulation and Athens Convention also limits the maximum amount we as the carrier have to pay where loss of or damage to mobility equipment occurs during the course of carriage. For loss or damage caused by a shipping incident, the passenger has a right to compensation from the carrier corresponding to the replacement value or the repair costs of the equipment concerned, unless the carrier proves that the incident occurred without his fault or neglect. For loss or damage caused by a non-shipping incident, the passenger has a right to compensation from the carrier corresponding to the replacement value or the repair costs of the equipment concerned, if he/she proves that the incident was the result of the carrier's fault or neglect.

Advance payment in the event of a shipping incident

In case of death or personal injury caused by a shipping incident, the passenger or other person entitled to damages has a right to an advance payment to cover immediate economic needs. The payment shall be calculated on the basis of the damage suffered, shall be made within 15 days and shall not be less than 21,000 Euros (approximately £15,600 as at 6 May 2015) in the event of death.

Time limits

Any damage to cabin or other luggage, which is apparent, must be notified to us in writing before or, at latest, at the time of disembarkation from the ship for cabin luggage or at the time of re-delivery for other luggage. Any damage which is not apparent or loss of cabin or other luggage must be notified to us in writing within 15 days of disembarkation from the ship or re-delivery (or scheduled re-delivery in the event of loss).

If the passenger fails to comply with the above, he shall be presumed, unless the contrary is proved, to have received the luggage undamaged. The notice in writing need not be given if the condition of the luggage has at the time of its receipt been the subject of joint survey or inspection.

In general, any proceedings for damages before a competent court must be commenced within a period of 2 years of the date stipulated in the Athens Convention or it will be time barred. The calculation of this limitation period may differ depending on the nature of the loss.

Exemptions concerning liability

Liability of the carrier can be reduced if he proves that the death of or personal injury to a passenger or the loss of or damage to his luggage was caused or contributed to by the fault or neglect of the passenger.

The limits on the different amounts for compensation will not apply if it is proved that the damage resulted from an act of the carrier, or a servant or agent of the carrier or of the performing carrier, done with the intent to cause such damage or with knowledge that such damage would probably result.

(7) Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any nature which (1) on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you or (2) did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any losses or expenses relating to any business including without limitation self employed loss of earnings.

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11. Complaints and ABTA Arbitration

In the unlikely event that you have any reason to complain or experience any problems with your holiday whilst away, you must immediately inform us or the supplier of the service(s) in question (if not us). Any verbal notification must be put in writing and given to our Customer Relations Desk or the supplier of the service concerned as soon as possible. Until we know about a problem or complaint, we cannot begin to resolve it. Most problems can be dealt with quickly. If you remain dissatisfied, however, you must write to us within 28 days of the end of your holiday (or for damage to or loss of luggage within the time limits specified in [clause 10\(6\)](#) above) giving your booking reference and full details of your complaint. Only the party leader should write to us. If you wish to issue any claim against us you must also comply with the time limits for issuing claims as set out in [clauses 10\(5\)](#) and [10\(6\)](#) where applicable. For all claims we regret we cannot accept any liability if you fail to follow the procedures set out above.

Disputes arising out of, or in connection with your contract with us which cannot be amicably settled may be referred to arbitration if you so wish under a special scheme arranged by ABTA and administered independently. The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. Full details will be provided on request or can be obtained from the ABTA website (www.abta.com). This scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,500 on the amount the arbitrator can award per person in respect of this element. Your application for arbitration and other required documents must be received by ABTA within 18 months of your return from the holiday. Outside this time limit arbitration under the scheme may still be available if we agree, although the ABTA Code does not require such agreement. For injury and illness claims, you can request the ABTA mediation procedure and we have the option to agree to this (but are not obliged to do so).

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12. Damage & Behaviour

When you book with us, you accept responsibility for any damage or loss caused by you. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be made to us or to the supplier concerned as soon as possible. If the actual cost of the loss or damage exceeds the amount paid where estimated, you must pay the difference once known. If the actual cost is less than the amount paid, the difference will be refunded. You will also be responsible for meeting any claims subsequently made against us by any third party in connection with any such damage or loss and all costs incurred by us (including our own full legal costs and those of any such third party) as a result of your actions. You should ensure you have appropriate travel insurance to protect you if this situation arises.

We expect all guests to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, any Guest behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party (such as other guests) or damage to property, we are entitled, without prior notice, to terminate the holiday of the Guest(s) concerned. In this situation, the Guest(s) concerned will be required to leave the ship or, if applicable other accommodation or service. We will have no

further responsibility toward such Guest(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination. See also [clause 24](#).

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13. Conditions of Suppliers

Some of the services which make up your holiday are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you, often in accordance with applicable international conventions or regulations (see [clause 10\(5\)](#)). Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

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14. Special requests, reduced mobility, disabilities, medical conditions and children.

If you have any special request, you must advise us at the time of booking. Although we will endeavour to meet (or pass any reasonable requests on to the relevant supplier where the special request does not relate to the cruise element of your holiday), we regret we cannot guarantee any request will be met. Failure to meet any special request will not be a breach of contract on our part. Confirmation that a special request has been noted or passed on to the supplier or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability.

We regret we cannot accept any conditional booking, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated and accepted as standard bookings subject to the above provision on special requests.

If any Guest has reduced mobility or any medical condition or disability which may affect your holiday, please tell us before you confirm your booking. We may require a doctor's certificate or other documentation, information or waiver relating to such reduced mobility, condition or disability as we consider necessary. In any event, you must give us full details in writing (including details of any medical or mobility equipment such as a wheelchair which you will or may need to bring with you) at the time of booking and whenever any change in your mobility, condition or disability occurs. You must also promptly advise us if any reduced mobility, medical condition or disability which may affect your holiday develops after your booking has been confirmed. In the event that you require assistance with embarking or disembarking from the ship as a result of your reduced mobility or disability, please advise us at the time of booking if possible but in any event no later than 48 hours before the assistance is required. Please contact our Guest Services department with your request.

You acknowledge that medical care while on a cruise ship may be limited or delayed and that the ship may travel to destinations where medical care is unavailable. Certain international safety requirements, shipbuilding requirements and/or applicable regulations may cause difficulty for mobility-impaired persons or persons with severely impaired sight and/or hearing. Guests requiring the use of a wheelchair must provide their own as any wheelchairs available on the vessel are for emergency use only. For the convenience and comfort of such Guests, they are strongly encouraged to bring a collapsible wheelchair. Guests are advised that standard cabins are not designed to be barrier free and wheelchair accessible. You must be physically fit to undertake the holiday. You must be self sufficient and/or must travel with a companion able to provide any assistance needed during the holiday. Expectant mothers in or over their 24th week of pregnancy cannot travel on board the ship.

Guests may not be able to participate in certain activities or programmes either on board the ship or onshore at ports of call if to do so would create a risk of harm to themselves or any other person.

Infants sailing onboard a Norwegian vessel must be at least six months of age at time of sailing. However, for voyages that have 3 or more consecutive days at sea, the infant must be at least 12 months old at time of sailing.

Any Guest under the age of 18 who is not travelling with their own parent or guardian (but is for example, accompanied by grandparents, other relatives or friends), must have a signed parental or guardian consent form (signed by both parents) which authorises travel and medical treatment in the event of an emergency. The original signed form (a copy is not acceptable) must be presented to a Norwegian Cruise Line representative at the pier during check-in, along with a copy of both parents' driving licence or passport. Failure to do so may result in the Guest being refused boarding. In this case, no refund will be provided and no expenses, costs or other sums of any description will be paid.

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15. Shore Excursions & Brochure Information

The information contained in our brochure is correct to the best of our knowledge at the time of the brochure going to print.

We may provide you with information (in our brochure, on our website and/or when you are on holiday) about shore excursions which are available for you to purchase on board ship. Subject to availability, you can generally book places on advertised shore excursions in advance or you may register for these on-line. Pre-ordered excursions will be charged to your on board account. The applicable details of all shore excursions (including departure times) are subject to change and excursions may on occasions be cancelled.

Shore excursions do not form part of your cruise only or cruise inclusive holiday arrangements. They are arranged and provided by operators who are wholly independent of us. Except where expressly stated (for example, this [clause 15](#)), these Booking Conditions do not apply to shore excursions. You will have a separate contract with us for any shore excursion(s) you book. Under this contract, we accept responsibility for selecting reputable operators to arrange and provide your excursion but will not be liable for the excursion itself or for the acts or omissions of the operator or any of its employees, agents, suppliers or sub-contractors or any other person(s) connected with the excursion (other than our own employees). In the event that we are found liable for the excursion on any basis, we are entitled to rely on all limitations and exclusions of liability contained or referred to in these Booking Conditions.

We cannot guarantee accuracy at all times of information given in relation to any shore excursions or about the port/area you are visiting generally or that any particular excursion will take place. Failure to operate/cancellation of any particular shore excursion(s) does not constitute a significant change to your holiday arrangements and does not entitle you to any compensation other than a refund of the cost of the excursion(s) concerned where you have paid. Similarly, any liability we are found to have in relation to any shore excursion is limited to the cost of the particular excursion concerned. Subject to these Booking Conditions, we do not limit or exclude our liability for death or personal injury arising from our negligence.

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16. Passports, Visas & Health Requirements

British citizens require a full British passport in order to take any of the holidays shown in this brochure. The information contained in this brochure is that applicable at the time of publication. Entry requirements for the USA for British citizens holding a British passport are shown below. Where a visa is required by British citizens holding a British passport for entry into any other country, the relevant information is shown on the page featuring the cruise in question. If you are not a British citizen or do not hold a British citizen's passport, you must check the passport and visa requirements applicable to your chosen holiday (including all countries to or through which you intend to travel) and ensure you comply with them. Information on entry requirements for the USA is available at <http://travel.state.gov>. For entry into other countries, please contact the embassy or consulate of the country(ies) concerned. All guests, including British citizens, are advised to check entry requirements at the time of booking and in good time before departure as requirements may change.

A full British passport presently takes approximately 3 to 6 weeks to obtain or renew but can take longer. If you are 16 or over and haven't yet got a passport, you should apply for one at least 6 weeks before your holiday. The UK Passport Service has to confirm your identity before issuing your first passport and will ask you

to attend an interview in order to do this.

In order to enter the USA, every person travelling (including children) must have a visa unless they qualify for the Visa Waiver Program (VWP). Most British holidaymakers will qualify for the VWP but please see the important note below. All visitors to the U.S. (including children) who are eligible for the VWP must apply for authorisation to travel to the U.S. in advance in accordance with the Electronic System for Travel Authorisation (ESTA). You must complete an online application for authorization to travel on the ESTA website (details below) at least 72 hours before your flight or sailing to the U.S. departs but you are recommended to apply earlier. Providing the application is accepted, you will be provided with approval via the website. Approval is usually provided very quickly but can take up to 72 hours if data needs to be checked. You should make a note of the ESTA approval number when you receive it.

It is your responsibility to obtain ESTA approval or a U.S. visa if required. If you fail to obtain authorisation to travel through the ESTA website or a U.S. visa in advance of travel, you will not be allowed on your outbound flight or sailing to the U.S. Full cancellation charges will then apply.

The ESTA website can be found at <https://esta.cbp.dhs.gov/esta>.

Important note; Not all British visitors to the USA will qualify for the Visa Waiver Program. You will need to apply for a visa if you have ever been arrested (even if you were not convicted of an offence) or have a criminal record of any description. Other exceptions also apply. If you are in any doubt as to whether you may require a visa, please contact the US Embassy, Consular Information Unit, 24 Grosvenor Square, London W1A 1AE or visit the website www.usembassy.org.uk before making your booking with us. Visa requirements may change. Further information on entry requirements for the USA are available at <http://travel.state.gov>. You must also check entry requirements at the time of booking and in good time before departure as requirements may change.

Current entry requirements for minors into Canada and the U.S. – Adults travelling with minors under the age of 18 into the U.S. who are not the minor's parents or legal guardian must be in possession of a notarised parental/guardian consent letter that authorises the minor's travel and medical treatment in cases of emergency. Minors under 21 not travelling with both parents into Canada must have in their possession a notarised letter, which includes the actual dates of travel and signatures of both parents, indicating the name of the person(s) with whom the minor is travelling, and granting them permission to escort the minor.

Current entry requirements for minors into Canada and the U.S. – Adults travelling with minors under the age of 18 into the U.S. who are not the minor's parents or legal guardian must be in possession of a notarised parental/guardian consent letter that authorises the minor's travel and medical treatment in cases of emergency. Minors under 21 not travelling with both parents into Canada must have in their possession a notarised letter, which includes the actual dates of travel and signatures of both parents, indicating the name of the person(s) with whom the minor is travelling, and granting them permission to escort the minor.

It is your responsibility to ensure you are aware of all recommended vaccinations and health precautions in good time before departure. Details are available from your GP surgery and from the National Travel Health Network and Centre www.nathnac.org. Information on health abroad is also available on www.nhs/Livewell/Travelhealth. At the time of publication of this brochure, we are not aware of any compulsory health requirements applicable to British citizens taking any of the holidays featured in this brochure. For holidays in the EU/EEA you should obtain an EHIC (European Health Insurance Card) prior to departure from www.ehic.org.uk. An EHIC is not a substitute for travel insurance. Vaccination and other health requirements/recommendations are subject to change at any time for any destination. Please therefore check with a doctor or clinic not less than six weeks prior to departure to ensure that you have met the necessary requirements and have the applicable information.

It is the party leader's responsibility to ensure that all members of the party are in possession of all necessary travel and health documents before departure. All costs incurred in obtaining such documentation must be paid by you. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. If failure to have any necessary travel or other documents results in fines, surcharges or other financial penalty being imposed on or passed onto us or expenses being incurred by us, you will be responsible for reimbursing us accordingly.

The Foreign and Commonwealth Office may have issued information about your holiday destination which you

are recommended to read before booking and departure. Please visit <http://www.gov.uk/foreign-travel-advice> for further details.

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17. Secure Flight Passenger Data & Advance Passenger Information

For security reasons, the United States, most European and many other countries now require airlines to provide information about their passengers before they fly. This may be referred to as Secure Flight Passenger Data (SFPD) or Advance Passenger Information (API). Where you make a flight inclusive booking with Norwegian, we need to collect this information on the airline's behalf.

Full name as it appears on your passport (including any middle name(s))

- Date of birth
- Gender
- Passport number and other details
- Redress number where applicable (see below*)
- Other information may also be required.

*A redress number is a number which passengers who have previously encountered misidentification when flying or attempting to fly in or to the United States can apply for in the U.S. so as to avoid future problems.

For further information on SFPD (including redress numbers), see www.tsa.gov/SecureFlight

The above information must be provided at the time of booking a flight inclusive holiday with Norwegian or, if not provided at the time of booking, immediately on request. Failure to do so, or the provision of inaccurate or incomplete details, will result in our being unable to take your booking, your booking being cancelled or your being denied boarding on your flight or entry into the U.S. and/or any other country(ies) to which the requirement applies, as applicable. Cancellation charges will then apply and you will be responsible for all costs, expenses, fines and other sums which are incurred by you, Norwegian and/or the airline as a result. Where you book cruise only with us, you are responsible for providing the above information to the airline, if booking direct, or to your travel agent or tour operator, when requested to do so for all flights for which SFPD or API is required. If, as a result of failure to provide information when required or the provision of inaccurate or incomplete details, you are unable to take your Norwegian cruise, cancellation charges will apply as set out in our Booking Conditions. Please note, the provision of SFPD or API is a separate requirement to the Electronic System for Travel Authorisation or ESTA – see [clause 16](#) of our Booking Conditions.

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18. Financial Security & ABTA Membership

We hold an Air Travel Organiser's Licence issued by the Civil Aviation Authority (ATOL 2752). When you buy an ATOL protected flight or flight inclusive holiday* from us, you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit, you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent or your credit card issuer where

applicable. You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

*The flights and flight- inclusive holidays we arrange are ATOL protected providing they are made available in the UK. For further information visit the ATOL website at www.atol.org.uk.

We are also a member of ABTA (ABTA number Y2687). If your holiday does not include flights, ABTA will ensure you receive a refund or, if already abroad, you are returned to the point where your contracted arrangements with us commenced in the event that your holiday cannot be provided as a result of our insolvency. Please go to www.abta.com for a copy of the guide to ABTA's scheme of Financial Protection.

ABTA and ABTA members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct.

For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint (see [clause 11](#)), contact ABTA at 30 Park Street, London, SE1 9EQ or see www.abta.com.

We are also bonded with the Federal Maritime Commission in the USA.

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19. Delay and Deviation

Subject to the requirements of EU Regulation 1177/2010, we regret we are not in a position to offer you any assistance in the event of delay at your outward or homeward point of departure. We cannot accept liability for any delay which is due to any of the reasons set out in [clause 9](#) of these Booking Conditions (which includes the behaviour of any passenger on the flight who, for example, fails to check in or board on time). In addition, we will not be liable for any delay unless it has a significant effect on your holiday arrangements and in this event our liability will be limited to a maximum of 10% of the price paid for your holiday.

In all situations the ship has liberty to proceed without pilots. The ship also has liberty to deviate from the advertised route and to call (or omit to call) at any port or place to tow and assist vessels and to offer or render assistance to preserve life or property or for any other reason or purpose which in the judgment of the Master of the ship (whether alone or acting on advice from others) is reasonable including, but not limited to, weather conditions, operational matters, the medical condition of anyone on board or the safety, comfort or convenience of guests. Such deviation shall not give rise to any liability on our part and shall not represent a significant change to the holiday.

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20. Flights

In accordance with EU Directive (EC) No 2111/2005, we are required to bring to your attention the existence of a 'Community list' which contains details of air carriers that are subject to an operating ban within the EU Community. The Community list is available for inspection at http://ec.europa.eu/transport/air-ban/list_en.htm.

We are required to advise you of the carrier(s) (or, if the carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking if your holiday is flight inclusive. Where we are only able to inform you of the likely carrier(s) at the time of booking, we will inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible.

We are not always in a position at the time of booking to confirm your flight timings. The flight timings on your confirmation invoice are for guidance only and are subject to alteration and confirmation. The latest timings will be shown on your e-tickets which will be available approximately two weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight

times. It is possible that flight times may be changed even after tickets are made available – we will contact you as soon as possible if this occurs.

Any change in the identity of the carrier, your departure airport, flight routing or in flight timings will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these Booking Conditions.

If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we/the carrier are unable to offer you a suitable alternative the provisions of [clause 8](#) (Changes and cancellation by us) will apply.

Please note, you are subject to and bound by the terms and conditions of the airline which operates your flight. These can be viewed on the airline's website. If you breach or fail to comply with the airline's terms and conditions or become liable to make any payment to the airline and the airline as a result seeks payment of any sum from us, we will be entitled to claim that payment from you.

Airlines limit their liability in accordance with applicable international convention and regulation.

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21. Embarkation Times

You must comply with the boarding requirements detailed in the [FAQs here](#). If you need assistance with embarkation or disembarkation as a result of reduced mobility or a disability, please see [clause 14](#). If you do not arrive to embark on time at any port or place then we shall have no liability in respect of the consequences. We shall not be obliged to delay departure or deviate from the intended itinerary and you must bear any and all costs arising as a result. Costs associated with transportation to rejoin the ship such as, but not limited to, travel costs, government fees, visa fees, subsistence, accommodation, air fare, launch fare, car hire or agency fees must be borne by you.

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22. Fares, Service Charges & Extra Services

Services and goods provided during the holiday, service charge and any port or airport charges and taxes which are not included in the confirmed holiday price must be paid by you. Additionally, fares do not include travel insurance, drinks, hotel meals, shore excursions, UK regional flights (available at a supplement), personal expenses, dining at certain on-board restaurants, any fuel supplement (NCL will continue to closely monitor global fuel prices to assess whether a fuel supplement will be necessary in the future - please see www.ncl.co.uk/fuel) & any other item not expressly included in the fare. Fares published are guideline prices, may be subject to change at any time and are subject to availability. Except where indicated, advertised fares are per person, based on double/twin occupancy and include relevant government fees and taxes in the amounts current and applicable at the time of publication.

We are confident that you will enjoy your Freestyle Cruising experience and that our entire crew will provide you with the standard of service for which we are known. Currently, a \$12 discretionary service charge will be automatically added per guest per day (for guests three years and older) to your shipboard account for all staterooms unless pre-paid as set out below. This charge will be shared among those staff members, including restaurant staff, stateroom stewards and other behind-the-scenes staff who provide services that enhance your overall cruise experience. We reserve the right to increase the service charge.

The applicable service charge will be added to your booking at the time of confirmation (you will be advised of the then applicable amount per person per day, there is no charge for children under 3). This charge will be shown separately on your confirmation invoice and will be payable at the same time as the balance of the holiday cost. If you do not wish to pay your service charge in this way, you may ask for it to be removed from your confirmation at the time of booking or at any time up to 2 weeks prior to departure. If you do so, the service charge will be added to your shipboard account. Any increase in the service charge applicable to your cruise which occurs after confirmation will also be added to your booking unless you have already asked for this to be removed in which case it will be added to your shipboard account. If you cancel your booking before

departure but after paying your service charge, the service charge will be refunded in full. Service charges may be subject to change.

If you have any concerns about the service you receive during your cruise, please let our Guest Services Desk staff know right away, so we can address any issues in a timely manner. In the unlikely event that we can't resolve your issue, you can have the service charge adjusted on board unless this has been pre-paid. Where your service charge has been pre-paid before departure, refunds are not available onboard and you must apply for a refund, if applicable, after your return home by writing to our Guest Relations department.

Where services or goods are provided on board the ship, payment must be made before you disembark. Without prejudice to any lien over your goods, you agree that we shall be entitled to prevent any baggage or goods belonging to or travelling with you from leaving the ship until all sums owed to us by you have been paid in full.

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23. Documentation

You must have received all vaccinations necessary for the holiday in good time prior to the commencement of your holiday and you must have available for production as required during the holiday your passenger ticket, valid as required for the holiday, passport, visas, medical card, vaccination record and any other documents necessary for the scheduled ports of call and disembarkation.

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24. Contagious or Infectious Disease

At any port or place we may refuse to embark or may disembark any Guest who, in the opinion of the Master, ship's medical personnel or other authorised ship's officer, might be excluded from landing at destination by Immigration or other Governmental Authorities or who may be suffering from contagious or infectious disease or whose presence, in the opinion of the Master, may be detrimental to the comfort or safety of other guests or the crew. In such cases the Guest concerned shall not be entitled to any refund of the holiday cost or compensation of any kind. Additionally, we will have no liability for any costs or expenses they incur as a result. In cases of quarantine of the ship involving detention of guests, each Guest must bear all risk and expense thereby caused and will be charged for food and accommodation during the period of detention, payable day by day, if maintained on board the ship, and for all other quarantine fees and expenses assessed or incurred in respect of the Guest.

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25. Guests' Property and Luggage Restrictions

You are subject to any and all baggage restrictions applied by any carriers during the holiday, including air and land carriers. You are responsible for checking these prior to departure and accept responsibility for any baggage disallowed or additional charges caused by restrictions including any excess baggage charges levied by any air carrier. Our requirements for cruises are as follows. Only such clothes, effects and gifts as are appropriate for the cruise may be brought on board by each Guest. Each Guest may bring on board two pieces of baggage, with each piece weighing a maximum of 22kg. Each piece of baggage must be distinctly labelled with the Guest's name, name of the ship, cabin number and sailing date. Any Guest wishing to bring on board baggage in excess of 44kg in total must seek prior approval from us.

You must not carry firearms, explosives, inflammable materials or other hazardous or illegal items. Any such items or noxious substance in your possession on embarkation shall immediately be surrendered to an appropriate member of staff and may be confiscated, destroyed or surrendered to authorities. You must not bring on board any intoxicating liquors or beverages or any drugs. Any such items in your possession on embarkation shall immediately be surrendered to the ship's Master. You shall have no claim for any loss or inconvenience incurred.

The ship's Master or any crew member acting under the authority of the Master shall be entitled to enter the Stateroom occupied by any Guest at any time for the purposes of searching for controlled or prohibited substances or for purposes connected with repair, maintenance work, security or safety. The Guest agrees to submit to any personal search or search of luggage and goods where such search is reasonably required by us or any supplier in the interests of security or safety or by any third party acting with appropriate authority.

You must place luggage not retained in a Stateroom in the ship's baggage room or safe and obtain a receipt from us for that luggage. You must ensure that no valuable or important items are left in such luggage – see [clause 10\(6\)](#).

During any transfer of luggage, including upon departure from any hotel or airport, arrival at any new destination or upon change of vehicle or means of transport, it is your responsibility to identify your luggage and ensure it is dealt with as may be appropriate for delivery to the next destination. Any property left on a ship at final destination may be stored and repatriated at the Guest's expense.

Pets, birds, livestock and other animals are not allowed on board the ship. Disabled Guests and Guests with reduced mobility may, however, bring their registered assistance dog with them providing they comply with all applicable requirements (including any imposed by the Guest's country of residence or your airline). Please advise us at the time of booking if you wish to bring a registered assistance dog with you.

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26. Overseas Airport / Port Transfers

For some cruises, you can book transfers between the airport and ship (and vice versa) with us where you have made your own flight arrangements, subject to the following terms. The following terms also apply, except where otherwise stated, to transfers between airport and ship which form part of a flight inclusive booking made with us. Please note, transfers booked in conjunction with a cruise only booking (whether or not at the same time) do not form part of the cruise only package even where booked at the same time as the cruise. Our responsibility for such transfers is limited to the selection of reputable transfer operators.

For cruise only bookings, transfers may be booked at the same time as your cruise or at a later date but as they are subject to availability, you are recommended to book them as soon as possible. Transfers are only available on the days the cruise starts and ends. The cost of the transfers is payable with the balance of the cruise cost. Transfers may be cancelled without charge prior to balance due date. After balance due date, cancellation is subject to the same cancellation charges as the cruise. Flight details should be provided when booking your transfer. You should notify us as soon as possible in the event of any change in these details. Subject to availability, we will endeavour to offer you an alternative transfer time where you can no longer travel on your booked transfer as a result of a change in flight times. Where we cannot do so, the transfer may be cancelled as referred to above.

You will be provided with a voucher for your confirmed transfer which you will need to present before you will be allowed to board your transfer vehicle. If you don't have your voucher with you at this time, you may be unable to travel on your transfer. Transfers will depart from the airport or the port, as applicable, at a notified time from a designated departure point. It is your responsibility to be at the correct place at the correct time as the transfer vehicle is not obliged to wait. Transfers will usually be provided on a coach but we reserve the right to substitute any other type of vehicle at our discretion including a mini bus or taxi.

We have no liability to you if you miss your transfer for any reason (including, without limitation, as a result of flight delay, cancellation or any other reason outside your control) or are refused access to the transfer for any reason referred to in this clause or any other clause of these Booking Conditions. Where you miss your transfer for a reason outside your control, we will endeavour to accommodate you on a later transfer if there is one, subject to availability of space, but do not promise to do so. No refund will be provided for any missed transfer or for any transfer to which you are refused access in accordance with this clause or any other clause of these Booking Conditions. We will not be responsible for arranging or meeting the costs of any alternative form of transport.

You are responsible for ensuring your luggage is properly loaded on the transfer vehicle and promptly collected on arrival at the port or airport. Luggage and other personal possessions are at all times your responsibility and are carried on the transfer vehicle at your risk. We have no liability for any luggage or personal possessions carried or intended to be carried on any transfer (including, without limitation, for any loss, damage or theft of or from the same). In the event that we are found liable for any such claim, [clauses 10\(4\)](#) and [10\(7\)](#) of these Booking Conditions will apply.

All transfer times provided are an estimate only based on the most direct route between the airport and port and assume no delays will be encountered. We make no warranty or representation as to the time or route any particular transfer will take.

For transfers which do not form part of a flight inclusive booking, and providing we have selected a reputable transfer operator, we have no liability to you of any description on any basis in the event that you fail to arrive at the port prior to the latest check-in time for embarkation on the ship or at the airport prior to latest check-in with the airline as a result of any delay or failure in the operation of the transfer at any stage (including prior to departure from the airport or port) for any reason. Such reasons include, without limitation, traffic congestion, accident, breakdown (whether or not the accident or breakdown directly involves the transfer vehicle), diversion, road closure, road works and any force majeure. This exclusion applies whether or not we or the operator of the transfer were aware of the event or circumstances in question before the start of the transfer. You will be responsible for meeting all costs and expenses incurred as a result including, where applicable, those involved in joining the ship at a later port of call. We will not be liable to make any refund, meet any costs or expenses or pay any compensation or other sum of any description as a result. For transfers which form part of a flight inclusive booking, we will have no liability for or in any of the circumstances referred to in this paragraph providing the transfer has been operated with reasonable skill and care.

We and the operator of the transfer have the right to refuse access to the transfer in the event that you are or appear to be intoxicated or under the influence of alcohol or drugs or behaving in a manner which is causing or may cause distress, disturbance or danger to any person travelling on, or the driver of, the transfer vehicle or damage to any property.

Without prejudice to any other provision of the terms set out in this clause, any liability which we may have to you on any basis for or in connection with any transfer which does not form part of a flight inclusive booking will in any event be limited to a refund of the cost of the transfer in question paid to us except where the claim involves death or personal injury or loss or damage of luggage or personal possessions. Claims involving luggage or personal possessions are subject to this clause. For claims involving death or personal injury, we accept responsibility for selecting reputable transfer operators but will not be liable for the operation of the transfer itself or for the acts or omissions of the transfer operator or any of its employees, agents, suppliers or sub-contractors or any other person(s) connected with the transfer (other than our own employees). We will have no further or greater liability. In the event that we are found liable for any transfer which does not form part of a flight inclusive booking on any basis, we are entitled to rely on all limitations and exclusions of liability contained or referred to in these Booking Conditions. Without limitation, we are entitled to rely on [clauses 9, 10\(2\)](#), and [10\(7\)](#) of these Booking Conditions in relation to any claim against us.

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27. Indemnity

Except as otherwise set out in these Booking Conditions, you must indemnify us for any expense incurred or suffered by us which is not included in the holiday price you have paid to us including (without limitation) expenses relating to medical, dental or similar treatment, accommodation, transportation, repatriation or damage to property. You must also indemnify us for any costs, expenses or other sums we incur as a result of your failure to comply with any requirement of these Booking Conditions including, by way of example, failure to provide information in accordance with [clause 17](#) (Secure Flight Passenger Data and Advance Passenger Information).

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28. US Sanctions – North Korea, Cuba, Sudan, Syria and Iran

The United States Department of the Treasury through the Office of Foreign Assets Control (“OFAC”) has issued a series of comprehensive sanctions against various countries, and specifically, North Korea (Democratic People’s Republic of Korea), Cuba, Sudan, Syria and Iran. These sanctions limit the ability of cruise lines to

conduct business with these countries and their citizens, which includes allowing citizens of those countries to sail onboard our ships. Accordingly, it is Norwegian's policy that if you are a citizen or resident of one of these sanctioned countries, we will be unable to accept and will be entitled to cancel your booking and refuse boarding, unless you can satisfy the following conditions by providing us with:

(1) proof of citizenship in a non-sanctioned country; OR (2) proof of residency in a non-sanctioned country AND (3) evidence that you are funding the cruise, including all onboard charges, through a bank associated with a non-sanctioned country.

You must be able to satisfy all of the above conditions in order to sail onboard a Norwegian Cruise Line ship. If you cannot do so when requested (which may be at any stage including during your online check in) and we cancel your booking, cancellation charges as shown in clause 6 will be applied. No compensation or expenses will be payable and Norwegian will have no liability of any nature in this situation. Any booking from a citizen or resident of a sanctioned country without prior full compliance with the above conditions does not constitute a waiver of these conditions or confirmation that they have been complied with. It is the responsibility of the guests concerned to ensure they are in a position to comply before making a booking with Norwegian.

The above conditions will apply in respect of any other country against which comparable sanctions are issued by the United States.

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29. Data Protection

For the purposes of the Data Protection Act 1998, we are a data controller. This clause sets out key elements of our Data Protection privacy policy. For our full policy, please visit our website www.ncl.co.uk In order to process your booking or provide you with information you have requested, we need to collect certain personal data from you. We will in addition collect personal data from you on other occasions as referred to in our full policy. This personal data will include, where applicable, the name and contact details of any guest who makes a booking or requests any information from us, the name, date of birth, gender and passport details of all guests, credit/ debit card or other payment details, details of any reduced mobility, disability or medical condition any guest may have and any connected special requirements and any special request which may disclose your religious beliefs or racial or ethnic origin such as dietary restrictions and particular meal requests. Personal data may also be collected during your cruise. Our ships have CCTV for the purposes of safety and security.

We need to pass on your personal details to the companies and organisations who need to know them so that your holiday can be provided (for example your airline, hotel, other supplier, credit/debit card company or bank). The information may also be provided to customs, immigration, the police, security services and any other government or public authority in the UK and/or any other country to or through which you are travelling, or as required by law. We may also pass your personal details to marketing and market research companies as referred to in our full policy.

Your personal data may be stored, used and otherwise processed within the UK and/or any other country(ies) of the European Economic Area (EEA). EEA countries are all member states of the European Union together with Norway, Iceland and Liechtenstein. We may also store, use or otherwise process personal data outside the EEA. Data protection laws in non EEA countries may not be as strong as in the UK and other EEA countries.

NCL is a global company with its head office in the United States. You consent to your personal data being transferred to us in the US for any of the purposes referred to in our full policy which include internal analysis and management and to enable us to carry out marketing and advertising as referred to in our full policy. Otherwise, personal data will not be transferred outside the EEA unless (1) the country to which it is transferred is one which the EC considers to provide an adequate level of data protection or (2) the personal data is transferred to a US company which has signed up to the Safe Harbour scheme or (3) the personal data is transferred to a company which is required by our contract with them only to deal with the personal data in accordance with our instructions and to maintain appropriate security to protect the personal data which we are satisfied they have.

We would also like to store and use your personal details for future marketing purposes (for example, sending you marketing or promotional material by post (such as a brochure and/or advertising flyers) unless you tell us at any stage that you do not wish to receive this or marketing or promotional material by e-mail or telephone where you have agreed to our doing so unless you tell us at any stage that you do not wish to receive this. You are entitled to opt out of marketing communications from us at any time if you do not wish to receive these. Please refer to our full policy for details of how you opt out of or unsubscribe or otherwise prevent use of your personal data.

As a service to our guests, we accept payment for items such as champagne and on board credit from friends, relatives or other persons who wish to provide a gift to particular guests during their cruise. In order to provide this service, personal details of the guest(s) concerned need to be confirmed or provided to the person making the gift. If you do not want us to provide this service, please advise us at the time of booking.

We take appropriate technical and organisational measures which are intended to prevent unauthorised or unlawful processing of personal data and accidental loss or destruction of, or damage to, personal data. Please refer to our full policy for further details.

Except where permitted by the Data Protection Act, we will only deal with the personal details you give us as set out above or in our full policy unless you agree otherwise. You are generally entitled to ask us (by letter to the address shown at the beginning of these Booking Conditions or e-mail to ukconsumer@ncl.com) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We will charge a fee to respond to such a request as permitted by law which is currently £10. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances we are entitled to refuse your request.

If you believe that any of your personal details which we are processing are inaccurate or incorrect or we have not acted in accordance with our Data Protection policy, please contact us immediately.

Telephone calls to us will be recorded and monitored for the purposes of providing a record of the booking process, training, accuracy and quality assurance.