

GENERAL INFORMATION INCLUDING TERMS & CONDITIONS

Some important points while booking your cruise vacation on Norwegian Cruise Line. These are subject to change without prior notice.

1. GUEST NAMES:

First Name, Last Name and date of birth of each guest is required at the time of confirmation and must match as per the passport. Due to security considerations, any variations can result in denied boarding at the pier and 100% cancellation fee applied.

2. DEPOSIT & PAYMENTS

All fares are subject to availability at the time of booking. A deposit along with booking form is required to secure a confirmation. If booking within the cancellation period, full pre-payment is required at the time of confirmation. Subject to change as per Cruise Line.

Cruise Type	Deposit Amount Due Per Person	Final Payment (prior to sailing)	Holiday Sailings
1-6 Cruise Days	\$100*	90 days	120 days
7+ Cruise Days	\$250*	90 days	120 days
The Haven & Norwegian Suites (H2 – H9) & Suites			
1 – 6 Days	\$250 \$100 – 3 rd – 8 th	120 days	120 days
7+ Days	\$750 – 1 st & 2 nd \$250 – 3 rd – 8 th	120 days	120 days
The Haven Garden Villas Category H1, S1			
1 – 6 Days	\$750 \$250 – 3 rd – 8 th	120 days	120 days
7+ Days	\$2500 – 1 st & 2 nd \$250 – 3 rd – 8 th	120 days	120 days
Short Cruises 1 or 2 days – Full payment required at the time of confirmation for all categories and is non-refundable			

3. PAYMENT OPTION:

All payments must be sent directly to the bank. Do send us a copy of bank wire / deposit slip to verify receipts and apply to your booking. NCL does accept major credit cards.

4. CRUISE FARE INCLUDES

Shipboard accommodation as reserved and paid for, ocean transportation as per itinerary, all meals onboard, some non-alcoholic beverages available in vending machines (including tea, coffee, lemonade and iced-tea), Room Service, recreation and entertainment onboard.

Specialty restaurants are available with either nominal cover charges or fixed price menus and à la carte pricing in addition to the standard dining program.

5. CRUISE FARE DOES NOT INCLUDE

Items of a personal nature, such as transfers, shore excursions, alcoholic beverages and soft drinks, spa treatments, dining in the specialty restaurants, laundry, telephone, email, internet, photographs, medical services, gratuities or other items not specifically stated as included in the cruise cost.

6. SERVICE CHARGES

Norwegian's discretionary daily service charges make it easy for guests to provide gratuities to key onboard staff who provide superior guest service during the cruise, including their room steward, restaurant servers and behind-the-scenes support staff.

NorwegianSky & NorwegianSun (Port Canaveral sailings only)

- **\$23.50 USD per person per day for Suites**
- **\$20.50 USD per person per day for Mini-Suites and below**

NorwegianJoy

- **\$25.50 USD per person per day for Suites**
- **\$15.00 USD per person per day for Mini-Suites and below**

All other Ships

- **\$18.00 per person per day for any suite or The Haven category**
- **\$15.00 per person per day for any category up to a mini-suite stateroom**

Guests sailing to Hawaii will be charged an additional 4.275% Pre Paid Service Charge GET Tax

7. TRAVEL DOCUMENTS

Passport: A valid passport is required for travel. It is recommended that your passport expiry day does not occur within 6 months of disembarkation date.

Visa: It is guest's responsibility to obtain the required visas as per the cruise itinerary. Current and up-to-date information can be sourced from the Embassy / Consulate of the country you intend to visit.

Note :

- 1) **Alaska sailing - Multi entry US & Canada Visa is required.**
- 2) Baltic sailing which includes Russia

If Russia is the departure / arrival port then a Russian Visa is required.

If Russia is a port of Call then a Russian Visa is not required for passengers of any nationality if participating on a Cruise Line organized shore excursion in St. Petersburg, including private car tours.

Passengers who wish to sightsee outside of a Cruise Line shore excursion may wish to obtain an individual Russian Tourist visa prior to the cruise. The Russian government maintains a complicated visa regime.

More information on the visa process can be found by contacting your nearest Russian consulate or a visa service. Once you have obtained the necessary visa support documents, please contact your

nearest Russian consulate or a visa service for assistance with obtaining a Russian Tourist visa. All passengers must bring a copy of their passport photo page which will be handed to Russian Immigration when going ashore.

Guests who do not possess appropriate travel documents will be denied boarding by local immigration officials and no refund will be given to individuals who fail to bring proper documentation.

8. CANCELLATION POLICY

Norwegian's Cancellation Policy is given below,

Days Prior to Departure	Cruise Cancellation Fee per person
Cruise Days: All sailings including Haven / Suites <i>(categories prefixed with S, H or C)</i>	
Upto 90 days prior departure	No Charge
89 – 75 days	Deposit
74 - 50 days	25%
49 – 29 days	50%
28 – 15 days	75%
14 days and less	100%

There will be a \$50 per person administrative fee for all refunds.

9. AGE REQUIREMENTS

NCL'S policy dictates that a passenger under 21 years of age must be accompanied in the same or connecting stateroom by a passenger 21 years or older who expressly agrees to be responsible for the under 21 passenger throughout the cruise. This includes, but is not limited to, preventing violations of any ship's rules. Passengers must be age 21 to purchase or consume alcohol and age 18 to gamble on the ship. If the accompanying adult is not the minor's parent or legal guardian a [Parent/Guardian Consent & Release Form](#) that authorizes the minor's travel and further authorizes medical treatment in case of an emergency must be delivered to an NCL representative at the pier. Failure to produce this letter at embarkation may result in boarding being denied, with no refund of cruise fare provided.

If visiting a Canadian port (which may include Alaska/Pacific Coastal Itineraries - Canadian Law requires a separate letter of authorization in addition to this form. See www.ncl.com/traveldocs for more information.

If the minor is traveling with just one parent or legal guardian, the form is not required.

The age limit will be waived for married couples less than 21 years of age provided proof of marriage is presented to an NCL representative at the pier.

Infants under six months of age are not eligible to travel on NCL ships.

10. PREGNANCY POLICY

NCL will make every effort to accommodate, providing you have not entered the 24th week of pregnancy when the cruise ends. Please include your cruise details in an email to the [Access Desk](#) with a medical certificate establishing your due date prior to your cruise.

11. E-DOCUMENTS

Complete your **Online Check-in** at least one week prior to your sailing date so that you are able to get onboard faster and easier. You will need complete passport details for every guest travelling with you.

E-documents – a detailed summary of your cruise vacation that acts as your boarding pass can be printed within 30 days of the sailing date and full payment has been applied to your booking.

Cruise Booking confirmation and sailing are governed by the cruise lines terms or carriage and guest conduct policy. Complete details including [FAQs](#) and [Guest Ticket Contract](#) are available on www.ncl.com

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