

WELCOME ABOARD

Guide to Freestyle Cruising® for UK guests





Dear Valued Guest,

Thank you for choosing Norwegian Cruise Line. You are about to embark on a cruise holiday where freedom and flexibility reign with our signature Freestyle Cruising®.

Our philosophy is that with Freestyle Cruising you have the freedom to enjoy your holiday on your terms. We provide everything you'd expect on a cruise - complimentary restaurants, a variety of on-board activities, exciting ports of call and more. You can do as much or as little as you please. It's your choice.

Every ship in our Freestyle fleet has complimentary dining options that include plentiful buffets, a variety of casual cafés, grills, on-the-go choices for breakfast, lunch and up to three main dining rooms, each with a distinct ambiance and menus all their own.

We also offer an array of optional speciality restaurants that range from \$15 to \$39.99 per person. Experience a world of different cuisines — including the finest French Bistros at sea, Brazilian-inspired Churrascarias, Chicago Steakhouses, Italian Ristorantes, Asian-Fusion choices and so much more.

And, thanks to the flexibility of no fixed dining times or pre-assigned seating, a combination no traditional cruise line offers, you'll have more freedom throughout your entire cruise holiday.

Whether this is your first cruise or one of many, our goal is to provide a fun-filled, memorable holiday experience. Our expert staff and crew are totally committed to taking care of the details so that everything is easy and carefree.

To assist with your pre-cruise preparation and planning, we are pleased to provide you with this informational booklet. We hope you find this information useful.

On behalf of all of our team members and crew, we thank you and look forward to welcoming you aboard soon.

Enjoy your cruise!

Sincerely,

Kevin Sheehan CEO Norwegian Cruise Line

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ASSISTANCE WHILE EN ROUTE

If you need any help en route to your cruise, please call Guest Services: 0845 201 8907

Calling our UK office from overseas during office hours: +44 (0)20 8834 9000

Out of hours emergency only: +44 (0)20 8834 9013

CRUISE LIKE A NORWEGIAN

Norwegians cruise like no other people on earth. With more choices of what to do and see, and more freedom to do it your way. We call it Freestyle Cruising®. You just might call it the best holiday ever.

It starts with a wide range of dining options all included in your cruise price, and all available on your schedule. Or you can make the night truly memorable and enjoy one of our delicious speciality restaurants for a small cover charge.

The freedom continues with entertainment for everybody. From Broadway shows never before seen at sea, to adults-only clubs where you can dance 'til dawn, to supervised activities for kids and teens. And our shore excursions will give you even more stories to take back home. When it's time to recover from the excitement, you can retreat to your accommodation designed for the way you cruise. Finally, you can count on our staff - quite possibly the friendliest at sea - to make sure everything is just how you like it.



GET YOUR DOCUMENTATION, VISAS AND PASSPORTS IN ORDER

Guests are responsible for ensuring they fulfil all passport and visa requirements for all countries visited during the cruise and when travelling to and from the port of embarkation/disembarkation. Remember, everyone travelling including infants and children need a passport valid for at least six months after your return date. It is your responsibility to ensure that you meet all visa requirements and comply with health formalities required for your holiday. It's best to check the up-to-date requirements with your travel agent, embassy or consulate, as appropriate. This is important to remember because guests who are denied boarding by local immigration officials for lack of proper documents are not entitled to a cruise refund.

If you are travelling to St. Petersburg on one of our organised Shore Excursions we will obtain a visa on your behalf. If you wish to go ashore in Russia independently, you will be responsible for obtaining an individual tourist visa before you leave the U.K.

To comply with new laws in the United States, all travellers to the USA are now required to provide the following information to their airline:

- Passenger's full name as it appears on their passport (including any middle name(s))
- Date of birth
- Gender
- Redress number where applicable*.

For guests who have booked a Fly-Cruise with Norwegian Cruise Line, we need to collect this information on the airline's behalf. Please provide this information for each guest on the booking (including children and infants) at your earliest convenience, as failure to do so will mean you cannot download your travel documents.

This information can be provided by completing Online Check-In at www.ncl.co.uk/advanceregister or by calling Guest Services on 0845 201 8907. For further information about the Secure Flight Programme Data (SFPD) please visit: www.tsa.gov/stakeholders/secure-flight-program

Please note, the provision of SFPD is a separate requirement to the Electronic System for Travel Authorisation or ESTA .

ESTA

All visitors to the United States (U.S.) including children who are eligible for the Visa Waiver Programme (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 authorisation to travel on the ESTA website <https://esta.cbp.dhs.gov/esta> at least 72 hours before your flight or sailing to the US 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.

*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 US, so as to avoid future problems.

*Fees may apply.

IMPORTANT NOTE

Not all visitors to the U.S. will qualify for the ESTA. If you cannot apply for the ESTA, you will be required to apply for a visa e.g. if you do not have a machine readable passport.

All burgundy coloured U.K. passports are machine readable. You will also 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 exemptions also apply. If you are in any doubt as to whether you may require a visa, please contact the U.S. 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.

PRE-CRUISE CHECK LIST

- ✓ **Ensure you have all the correct documentation.**
- ✓ **Register online via My NCL**
Visit www.ncl.co.uk/myncl and click to enter our dedicated 'My NCL' area. Log in or create an account. Once logged in, you should see your reservation listed.
- ✓ **Arrange any transfers you might need (Europe Only).**
- ✓ **Reserve your Shore Excursions and book you're dining (fleetwide)**
- ✓ **Book your entertainment and Spa treatments (only available for Norwegian Epic).**

INSTRUCTIONS TO SIMPLY CHECK-IN ONLINE

After you've paid in full and before you leave for your holiday, be sure to check-in online at: www.ncl.co.uk/advanceregister. Here you'll be given access to your personal electronic documents - your eDocs. Your eDocs serve as your boarding pass and will include key information like departure date, itinerary, airline details (if you booked through our Fly-Cruise programme) and more.

Please note that you will need to complete Online Check-In for each guest prior to accessing your eDocs. It's important to review your eDocs and call us or your travel partner right away if anything is incorrect. Please note that we reserve the right to decline or accept any person as a guest of the cruise at any time.

ARRANGE A TRANSFER

If you have made your own flight arrangements and need to get between the airport and the pier at the beginning of your cruise or vice versa, transfers can be

purchased through us. You can do this by contacting your travel partner or if you have booked through Norwegian directly please contact Guest Services on 0845 201 8907 (transfers can only be arranged for European sailings).

Additionally, post cruise transfers from the pier to airport can also be purchased and booked when you are on board (For all destinations).

If you have purchased a Fly-Cruise package with us for any destination, your transportation has already been arranged.

DO I NEED TRAVEL INSURANCE?

Absolutely – well, why wouldn't you?

Comprehensive travel insurance is compulsory and you can purchase insurance at www.ncl.co.uk/insurance.

IMPORTANT INFORMATION IF YOU HAVE PURCHASED A FLY-CRUISE PACKAGE

Advance Passenger Information (API) is passport and associated information which the governments of various countries require airlines to collect from passengers before they travel. You will be required to give your API information when you complete Norwegian Cruise Line's Online Check-In, which will be passed on to any airlines that require this prior to check-in or will be collected at the airport.



WHAT TO WEAR

When it comes to what to wear, you can go resort casual or get all-decked out and look your best - it's your call. That's the freedom of Freestyle Cruising.



EVENTS

Our newest event, Norwegian's Night Out, is the perfect opportunity to head to the spa for pampering and then get dressed up for an evening of cocktails, fine dining and great entertainment. It's your chance to get your portrait taken with your family, that special someone or even the Captain.

You may also want to pack an all-white ensemble for our iconic White Hot Party and something for other fun, themed parties. Check your Freestyle Daily on board for more event details.

DINING

The atmosphere in the mid-ship dining room, the buffet and most of our speciality restaurants is contemporary, so cruise casual attire is perfect. For women, this includes summer and casual dresses, skirts, regular or capri pants, dress shorts, jeans and tops. Khakis, jeans, dress shorts and casual shirts are fine for men. Swimwear is only acceptable at the buffet and outdoor grills, but a shirt or a cover-up and footwear are required.

If you choose the more sophisticated atmosphere of the aft main dining room or Le Bistro, we ask that men wear jeans or slacks with a collared shirt and closed-toe shoes. For women, its jeans, dresses, skirts and tops. The exception is on embarkation

day when all dining venues are 'cruise casual'. We want you to be comfortable, but tank tops for men, flip-flops, baseball caps, visors, and jeans that are overly faded, with holes or tears and worn below the hips are not permitted in any of our main dining rooms or speciality restaurants. Kids 12 and under are welcome to wear shorts in all dining venues.

ORGANISE YOUR LUGGAGE

Each guest is allowed up to two pieces of checked luggage, each weighing a maximum of 22kg (if travelling by air, be sure to check your airline's restrictions). Luggage should be clearly labelled with your name, address, contact number and stateroom number. At the end of your cruise, since suitcases are collected the night before returning home, don't forget a small overnight bag for carrying any necessary medication, valuables, important documents and items.



THINGS TO CONSIDER WHEN PACKING:

- Hairdryers are available in your stateroom
- Irons can be requested at the front desk and laundry service is also available
- Beach towels are available in your room or by the pool.

DEPARTURE DAY

GIVE YOURSELF TIME TO BOARD BEFORE WE SET SAIL

There are two important arrival times to note in your eDocs. One is your embarkation time and the other is your departure time.

- Embarkation time is when you should arrive at the cruise terminal. We ask that you please do not arrive any earlier than one hour prior to the embarkation time noted in your eDocs, because security regulations might prohibit early entrance.
- Departure time is when your ship will set sail. We highly encourage you to board no later than two hours prior to the departure time noted in your eDocs. This will give you enough time to complete your check-in at the cruise terminal before boarding; your online check-in must be completed prior to arrival. If you don't arrive on time, you may join the ship at an approved port of call in the scheduled cruise itinerary. You will be responsible for all travel arrangements, applicable fees and travel expenses related to that subsequent port of call.

CLAIM YOUR LUGGAGE

If you are flying in, don't forget to claim your luggage at the airline's baggage-claim area. At the pier, porter service is available during boarding and disembarkation. Tips are customary and greatly appreciated by the hardworking porters – usually \$1 a bag (\$2 a bag in New York). Please make sure each piece of luggage has a luggage tag listing your name, ship and stateroom number.

Your stateroom will be available from approximately 2pm onwards and you won't be reunited with your luggage until late afternoon. So you may want to consider carrying a small bag with any essential items, such as medication and a change of clothes in case you want to relax by the pool.

START YOUR HOLIDAY

There's no need to kick off your cruise holiday with an empty stomach. We invite you to step aboard and enjoy a buffet. This way you'll be covered, even if your departure cruise port happens to have no restaurants nearby. Our lounges will also be open if you want to enjoy a cocktail or soft drink as we sail out.

GET TO KNOW YOUR SHIP

Join us for the Freestyle Cruising Presentation, where you'll learn more about the freedom, fun and flexibility of Freestyle Cruising. You'll hear about the ship, the many dining options and your itinerary. Then enjoy a guided tour and get familiar with all the public areas of the ship, including our casino and luxurious spa. We'll also take you through the main dining rooms and to some of our specialty dining restaurants. Check your Freestyle Daily newsletter on board for details.



ON BOARD EXPENSES

Your cruise fare covers your accommodation, meals and selected entertainment aboard the ship; if you choose to indulge in optional activities, speciality restaurants, amenities and offerings like alcoholic beverages, spa treatments, casino play, Shore Excursions, photographs, ship-to-shore phone, Internet access, faxes and more, they will be at an additional cost.

When you check-in you open a shipboard account by registering a major credit card, Visa® debit or charge card – VISA®, MasterCard®, American Express® or cash passport card*. If you prefer to pay by cash or traveller's cheques, you'll need to place a deposit of U.S. \$100 per person per day at check-in (subject to change). Then, you simply sign for your personal expenses as you go and they will be charged to your account.

*IMPORTANT

Norwegian Cruise Line does not recommend the use of a debit card or cash passport cards as payment for your on board folio. Please be advised that multiple holds will be placed on your card account based on your onboard purchases.

When your debit/credit card is entered to activate your on-board account, an initial approval is obtained from the bank. Please be advised that some banks may hold the pre-authorization for up to 30 days. Throughout the voyage incremental holds will be obtained based on your on-board expenditure. This will reduce the amount of available credit on the card or restrict the availability of cash in the checking/debit account or cash passport card. After settling

your on-board folio, these card holds may remain on your account for up to 30 days after the cruise ends. To avoid overdraft charges from your bank, please make sure that you have enough available funds in your account during this hold period. Norwegian will not be responsible for overdraft charges resulting from holds placed on debit card accounts. Authorisation-hold releases are solely within the discretion of your lending institution. This will also apply to cash passports used as a credit card.

Also note that although most foreign ports accept credit cards and traveller's cheques, we recommend that you carry a small amount of local currency. Traveller's cheques may be cashed at the reception desk with proper ID.



CHECK OUT OUR DAILY ON BOARD NEWSLETTER – THE FREESTYLE DAILY.

Upon check-in at the pier, you'll receive your first issue of the Freestyle Daily. It is filled with information on the day's activities and special events. And it's a great way to get a feel for the ship.

Subsequent issues of the Freestyle Daily will be delivered to your stateroom every evening, with information to help you plan the following day.

THINGS TO DO ON BOARD

ENJOY DINING - THE FREESTYLE WAY

For over a decade, Norwegian Cruise Line has been offering the most innovative dining programme at sea. It's actually how Freestyle Cruising began. Thanks to the flexibility of no fixed dining times or pre-assigned seating, a combination no traditional cruise line offers, you'll have more freedom throughout your entire cruise holiday. Plus, all of our dining venues are open from 5:30pm -10:30pm every night, so you're free to choose the time and place that's right for you.

COMPLIMENTARY DINING

Every ship in our Freestyle fleet has up to three main dining rooms, each with a unique style, distinct ambiance and menus all their own. Plus, each dining room also offers menu selections that change daily. Every night, you'll find a tempting array of beef, chicken and vegetarian appetisers and entrées, as well as the Chef's Choice which is a regionally inspired offering. Delicious breads are also baked fresh every day, and desserts and pastries are prepared from scratch right on board. So, if you're looking for a wide variety of menu options or simply want to make some new friends by sharing a dinner table, our main dining rooms could be the right choice. If casual dining better suits your mood, every ship also has plentiful buffets with made-to-order specials, as well as a variety of casual cafes, grills, and on-the-go choices for breakfast, lunch and dinner. And we also offer a 24-hour option for those night owls.



SPECIALITY DINING

If you're celebrating a special occasion or just want to try something new and exciting, Norwegian also offers an array of optional speciality restaurants. For a cover charge that ranges from \$15 to \$39.99 per person, you can experience a world of different cuisines. Enjoy the finest French Bistros at sea, Brazilian-inspired Churrascarias, Chicago Steakhouses, Italian Ristorantes, Japanese Teppanyaki, prepared tableside by our entertaining hibachi chefs, Sushi and Asian-Fusion choices, and so much more. Our speciality restaurants work for families too, because children 3 years old and younger eat for free. Children 4 to 12 years old can choose either from a complimentary Kids' Menu or from the restaurant's Specialty Kids' Menu for half price.

You can now book your speciality dining across our fleet within 45 days of cruising via your My NCL account. For more information, please visit www.ncl.co.uk/mync1. Then you can relax knowing that you've reserved your dining — when you want, where you want.

Please note: Speciality dining reservations must be booked no later than two days before your cruise, or may be reserved on board. Reservations are not taken or required for the Main dining rooms, buffet or 24-hour outlets.

BRING HOME A TREASURE AT OUR ART AUCTIONS

During our Art Auctions at Sea, artwork from renowned talents is available at discounts off normal gallery prices. Many auctions also feature sports memorabilia and animated art. Art Auctions at Sea are held two to three times during each cruise, and all purchases can be custom framed and shipped to your home. Check the Freestyle Daily newsletter on board for listings and times.



THINGS TO DO ON BOARD

STAY IN SHIP SHAPE IN OUR FITNESS CENTRE

Our fitness centre offers a great way to stay in shape and have a lot of fun. From Pilates to circuit training*, we offer a variety of energising activities. Fitness centres are open daily from 6am to 11pm, but do vary slightly by ship.

*Some classes have a nominal charge.



SHOP ON BOARD - TAX AND DUTY-FREE

With the exception of Hawaiian itineraries, our on board stores carry tax and/or duty-free items like liquor, tobacco, fragrances and cosmetics, as well as casual beach and cruising apparel. You'll also find designer watches and stunning pieces of jewellery. Yes, you can shop 'til you drop - at which point you can relax by the pool. Please note that retail items on some European sailings are subject to VAT. Please contact the shop manager for details. They will be happy to assist you in finding a beautiful keepsake heirloom or fine timepiece that will help you celebrate your memories for years to come. The shop is always closed in port.



RELAX IN THE SPA

It's time to be pampered. Our fleetwide Spas offer the utmost in relaxation and rejuvenation. Let our professional staff give you a soothing facial, massage or body wrap. Try the latest in hair and nail treatments. Or perhaps you'd like to indulge in teeth whitening or our medi-spa cosmetic treatments, all administered by a certified physician. You can also indulge in our Thermal Suite. Please note that Thermal Suite offerings vary by ship and are not available on Norwegian Sky, Norwegian Spirit, Norwegian Sun or Pride of America.

You can book any Spa treatments on Norwegian Epic before you sail by visiting www.ncl.co.uk/mync1

An automatic gratuity of 18% (subject to change) is added to the guest's on board account on all Norwegian Cruise Line ships for all spa and salon bills.

CASINOS ON BOARD

JOIN THE EXCITEMENT IN OUR CASINOS AT SEA

Try your hand in the best casinos at sea. Recognised as the "Best Cruise Line Casino" by readers of Casino Player, Strictly Slots and Porthole magazines, our casinos pay out more winnings and have higher table limits than any others at sea. *So the question isn't, Are you feeling lucky?* But rather, just how lucky will you be?

JOIN THE CASINOS AT SEA PLAYERS CLUB

Anyone can join our Casinos at Sea Players Club. And why wouldn't you? It's the most rewarding at sea, and it's free. You earn points, called Seabucks, based on your level of play. The more you play, the more points you earn. Simple. And you can use your Seabucks for anything from money off charges on your final bill to future cruises.

Our casino games include:

- Blackjack
- Craps
- Roulette
- Live Texas Hold 'Em Poker
- Ultimate Texas Hold 'Em Poker
- Three-Card Poker
- Pai Gow Poker
- Baccarat
- Let It Ride®
- Video Poker
- Slot Machines from 1¢ to \$100

You can also play Paradise Lotto: For just \$2, you choose your numbers or quick pick. Lotto features a fleetwide progressive jackpot; pick all five winning numbers for a life-changing award.

Enjoy fun for the whole family with Bingo, hosted in one of our theatres or lounges. Winnings may even include a free cruise.

We also offer daily prize draws, tournaments, promotions and free gaming lessons. We have blackjack tables on the pool deck, so you can enjoy some gaming fun in the sun as well.

GAMING MADE EASY

Once on board, you have a variety of options available to you to begin playing. You may charge your gaming chips or slot play to your on-board account*, use one of our convenient ATMs for cash** or request a pre-approved credit line before your cruise by calling our U.S. Guest Services on 001 877 752 9625 ext. 4083.

Table game promotional chips and free slot play credits can be purchased before you sail. Promotional sales are not available for purchase on board. To pre-order, please call our U.S. Guest Services on 001 877 752 9625 ext. 4083.

Guests aged 18 years or older are welcome to gamble in our casinos. Proof of age is required. If a guest who wins in the casino cannot provide proof of age, he or she will not be paid the winnings.

*Restrictions and fees apply. **Fees apply.

Please note: There is no casino on Pride of America.



SHORE EXCURSIONS

DISCOVER NEW PLACES WITH SHORE EXCURSIONS

One of the best ways to have the most fun, and get the best value from your cruise holiday is by exploring each new port. Whether you're interested in something adventurous, slow paced or just scenic, we offer a wide variety of Shore Excursions for every budget.

The benefits of our Shore Excursions are many:

- Easy booking online or through our Guest Services before you cruise
- Dedicated on board specialists to help with tour arrangements
- Insured tour operators, offering peace of mind
- Convenience without hidden costs for transfers or entrance fees.

Many tours sell out quickly, so be sure to book yours in advance. For a complete listing of all the excursions available for your cruise and to book your Shore Excursions online, visit www.ncl.co.uk/excursions or call 0845 201 8907. Please note: Shore Excursions must be booked no later than two days before your cruise, or may be purchased on board at the Shore Excursion Desk.

Norwegian Cruise Line ("Norwegian") makes arrangements for guests for Shore Excursions solely for the convenience of the guest; Norwegian does not act on behalf of or supervise the parties or persons who own, furnish or operate such excursions, and the same are provided by independent contractors. Norwegian assumes no responsibility for, nor guarantees the performance of any such excursion provider, and guests acknowledge that Norwegian shall not be liable for losses or injuries arising from the acts or omissions of such provider.



FAMILY & YOUTH - ON BOARD FUN

YOUR KIDS MAY NEVER WANT TO GET OFF THE SHIP

Kids of all ages will find fun and age-appropriate activities throughout the ship. Good times are all around, whether the kids are looking to meet new friends or the whole family is looking to spend some time together.

HAVE FUN WITH OUR FRIENDLY YOUTH STAFF

Our youth staff members are carefully chosen and professionally trained in childcare. And each staff member is certified in CPR and first aid, so your child will be safe and secure at all times.

FAMILY ACTIVITIES FOR EVERYONE

The whole family can enjoy activities throughout the ship, like pizza making, dodge ball, family game shows, charades, LEGO™ and more. Parents must attend for the full duration of the activity in order for the child(ren) to participate.



YOUTH PROGRAMMES



Guppies (ages 6 months-2 years)

- Interactive and sensory play activities for children with their parents

Turtles (ages 3-5)

- Storytelling
- Developmental activities
- Circus school
- Arts, crafts and painting
- Treasure hunt
- Family activities
- Sensory and messy play

Seals (ages 6-9)

- Wii™ games and challenges
- Treasure hunt
- Learn circus tricks
- Pizza-making
- Games and classes
- Painting
- Movies
- Sports and family activities
- Team-building challenges

Dolphins (ages 10-12)

- Wii™ games and challenges
- Circus school
- Sports and family activities
- Arts and crafts
- Scavenger hunt
- Movies
- Team-building challenges



Teens (ages 13-14 & 15-17)

- Wii™ and video arcade
- Sports events
- Circus school
- Movies
- Themed events
- Teen pool party
- Team-building challenges
- Fashion workshops
- Theatre workshops
- Arts and music



IMPORTANT: Please note children are placed in the appropriate Norwegian age group based on the date of birth at the time of sailing according to the ships manifest. No exceptions can be made. Children turning six during the cruise are welcome to register for and participate in the 6-9 year old age group. Children turning ten during the cruise are welcome to register for and participate in the 10-12 year old age group, and children turning thirteen during the cruise are welcome to participate in Entourage on their birthday.

GROUP SITTING OPTIONS FOR KIDS

Sometimes you just want some adult or grown-up time together. For kids 3–12, Port Play (when ship is in port) and Late Night Fun Zone (nightly) are located at the Kids Centre, supervised by our youth staff and designed so that you can have some fun. And your kids, too.

PORT PLAY*

If you would like a little adult time while in port, leave the kids with us.

Please note times vary per ship and itinerary.

LATE-NIGHT FUN ZONE^

The Late-Night Fun Zone is open every night from 10:30 pm to 1:30 am. If no children are signed up or dropped off by 11:30pm, the youth centre will close for the evening.

Visit the Youth Centre on board and ask a youth counsellor for details.

^Late night Fun Zone is a fee-based group sitting service.

*Port Play is free of charge except during meal times.

GRAB A SODA

Enjoy unlimited drink fountain visits each day. Adult and teen soda packages are \$6.50 per person, per day (13 and older), and the children's package is \$4.50 per person, per day (12 and under). Prices do not include 15% gratuity and applicable taxes. Package must be purchased for the entire cruise and is non-refundable. One soda can be purchased at a time. Plastic bottle container is included in the cost of the programme.

DIAPERS AND WIPES

Let us help you pack lighter! Order diapers and wipes before your cruise and have them delivered to your stateroom upon your arrival.

NICKELODEON™ EXCLUSIVELY ON NORWEGIAN

Experience family-focussed events like Slime Time LIVE!, Nick Live Poolside! or Dora's Music Party. You can even hang out with some of your favourite characters including SpongeBob Squarepants and Dora the Explorer during Breakfast with Nickelodeon**. Or choose from additional events, scheduled throughout the week and designed for the whole family. Nickelodeon™ on Norwegian is currently available year-round on Norwegian Jewel, Norwegian Gem, Norwegian Breakaway and Norwegian Getaway and on Norwegian Epic's Caribbean season.

**Charges apply. Nickelodeon on board programme subject to availability and change.

ENJOY CONVENIENT BABYSITTING SERVICES

In addition to the complimentary Splash Academy Programme for different age groups, group babysitting (for kids ages 3 to 12) is available at a nominal cost from 10:30pm to 1:30am each evening. Sorry, but private or in-room babysitting is not available. See your Freestyle Daily on board for more information.

Parents with children participating in the Splash Academy Programme who are not potty trained will be given a beeper and will be alerted when the child needs to be changed. These do not work ashore, so one parent or guardian is required to stay on board when a child is participating in the youth programme. According to United States Public Health regulations (USPH), no nappies are permitted in the swimming pools or hot tubs, including nappies marketed as 'swimmers'.



REGISTERING FOR ACTIVITIES

Parent(s) or guardian(s) must complete a one-time registration form for children/teens 2–17 years of age. After registering, children/teens are free to participate as often as they like. Norwegian Epic features the E-Youth automated registration system.

SIGN IN / SIGN OUT PROCEDURES

A parent or guardian is required to sign their child(ren) ages 2–12 in and out of the youth program. Parents or guardians must have their key card* (and child's key card if sailing on Norwegian Epic) ready for sign in and sign out. Please inquire with the youth staff about special sign out authorisation for children 10–12 years old.

*In the event the key card is forgotten or lost, a photo ID is necessary to sign the child in and out.

SELECTING AUTHORISED PICK UP / DROP OFF PEOPLE

Parents or guardians can authorise up to four people, including themselves, to drop off and pick up their child(ren).

All authorised people must be over 18 years old and present a key card with a signature upon sign in and sign out.



SPECIAL NEEDS

Children with special needs are welcome to attend the youth programme. Parents of children with special needs are encouraged to speak with the youth programme supervisor.

ALLERGIES

Parents are encouraged to inform the youth staff if their child(ren) have any food allergies and/or medical conditions by noting this information on the registration form.



THE HAVEN

BY NORWEGIAN™

A WORLD OF LUXURY AND PRIVACY AT SEA.

Hidden away at the top of selected ships is a very exclusive enclave – The Haven by Norwegian™. A luxurious world apart.



LET US SPOIL YOU – INSIDE AND OUT

Guests staying in The Haven will be pampered with privacy, personal service and a deluxe array of complimentary amenities so you can experience everything a luxury holiday should offer - and more.



THE HAVEN OFFERS GUESTS

- Exclusive platinum keycard access
- Butler service 24-hours a day
- Concierge service
- VIP priority access on and off the ship
- Our most luxurious accommodation
- Invitation to private restaurants and exclusive events
- Exclusive entry to The Haven Courtyard with private pool, sundeck, hot tub and fitness area
- Preferred reservations for the ship's speciality restaurants, spa, award-winning shows and more.

The Haven... it's much more than just a luxury cruise experience.

Visit www.thehaven-ncl.co.uk for more information.

ON BOARD SERVICES

CAPTURE YOUR MEMORIES

Our ship's photographer is here to help you preserve your memories. Whether it's photos with the ship's Captain or crew, capturing a romantic moment on deck or getting a family portrait, everyone can get in the picture.

For a more personal experience, the Perspectives Photography Studio* offers custom private photography sessions, at your choice of locations on or off the ship.

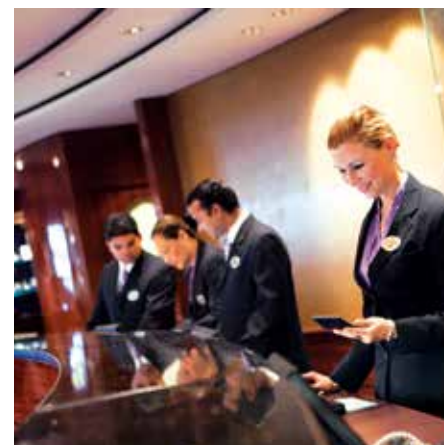
*Only available on Norwegian Gem and Norwegian Jewel for a charge.

STAY IN TOUCH - IF YOU WANT TO

Our Internet Cafés on board offer computers for rent by the hour. In addition, in most areas throughout the ship you can connect to our WIFI network on your own devices (charges apply).

Telephone and fax service are available at applicable ship-to-shore rates (see www.ncl.co.uk for further details).

You can also stay connected on the high seas using your own compatible mobile phone with our Freestyle Cruising Cellular Service. It's accessible from most mobile phones and international roaming charges are billed to your home account. Check with your service provider before travelling.



UNDERSTANDING OUR SERVICE CHARGES

We are confident that you'll enjoy your Freestyle Cruising experience and that our entire crew will provide you with the standard of service for which we are known.

A \$12 USD discretionary service charge will be automatically added per guest per day to the shipboard account for all staterooms – for guests three years of age and older. This charge will be shared among those staff members, including the restaurant staff, stateroom stewards and other behind-the-scenes staff, who provide services that enhance your overall cruise experience.

These service charges can be paid in advance of your cruise at a rate of £7.00** per person per day by calling Reservations or your travel agent. If you have any concerns about the service you receive during your cruise, please inform the Guest Services Desk staff 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^.

A suggested gratuity of 15% is automatically added to all drink bills and 18% added for all spa and salon bills (correct at time of printing). Certain staff positions e.g. Beverage Service who provide service on an individual basis to only some guests do not benefit from the overall service charge. You may, if you wish to reward a particular individual, add an additional tip to these bills; however, there is no obligation to do so. See Booking Conditions on www.ncl.co.uk for further details.

**Subject to change

^This request can only be processed, if applicable, on the last night of your cruise. 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 you return home by writing to our Guest Relations department.

GIFT PACKAGES

Will you or someone you're travelling with be celebrating a special occasion while on board? Mark that milestone with a thoughtful gift. You can pre-order gifts up until one day before sailing*.

Call Guest Services: 0845 201 8907
 Visit: www.ncl.co.uk/bonvoyage
 Or contact your travel agent.

*Flowers and Romance Packages must be ordered at least 5 days prior to sailing.



FREE MONEY (ON-BOARD CREDIT)

- Can be used toward the purchase of any item on board the ship
- Available in \$25 increments.

SPA GIFT CERTIFICATES

- Can be used toward the purchase of any spa service or treatment.

HONEYMOON / ANNIVERSARY PACKAGE

- Sparkling wine and strawberries in your stateroom on embarkation day
- Canapés delivered to your stateroom
- One 8x10 Professional portrait
- Bouquet of Classic Red Roses
- Romantic dinner for two at Le Bistro.

DELUXE HONEYMOON / ANNIVERSARY PACKAGE

- Sparkling wine and strawberries in your stateroom on embarkation day
- Canapés delivered to your stateroom
- Bouquet of Classic Red Roses
- One 8x10 Professional portrait
- Breakfast in bed on one day of your choice
- Romantic dinner for two at Le Bistro
- Two 25-minute half-body Seven Seas Massages.

ROMANCE PACKAGE

- Sparkling wine and strawberries in your stateroom on embarkation day
- Canapés delivered to your stateroom
- Bouquet of Classic Red Roses
- Tea service in your stateroom on the afternoon of your choice
- One 8x10 Professional portrait
- Romantic dinner for two in La Cucina.

DELUXE ROMANCE PACKAGE

- Sparkling wine and strawberries in your stateroom on embarkation day
- Canapés delivered to your stateroom
- Bouquet of Classic Red Roses
- Two 25-minute half-body Seven Seas Massages
- Tea service in your stateroom on the afternoon of your choice
- Breakfast in bed on one day of your choice
- One 8x10 Professional portrait
- Romantic dinner for two at Le Bistro.

ULTIMATE ROMANCE PACKAGE

- Sparkling wine and strawberries in your stateroom on embarkation day
- Canapés delivered to your stateroom
- Bouquet of Classic Red Roses
- Dinner for two in Cagney's with choice of red or white wine
- Two 25-minute half-body Seven Seas Massages
- Tea service in your stateroom on the afternoon of your choice
- Breakfast in bed on two days of your choice
- Dinner for two at Le Bistro with choice of red or white wine
- Two 8x10 Professional portraits.



ADDITIONAL À LA CARTE GIFTS AND PACKAGES

- Private and vintage wine selections
- Adult soda package
- Cruise wear/Norwegian Cruise Line logo clothing
- Flowers and arrangements
- Goodies and gourmet fare
- Honeymoon at Sea Package
- Unlimited Fountain Soda programme with souvenir thermal mug
- Party packages

NICKELODEON BEDTIME KIT<

Includes Nickelodeon blanket and pillowcase, Nightlight, Cup, Toothbrush, Splash ball, Story Book and Backpack.

<Only available on Norwegian Epic, Norwegian Jewel, Norwegian Gem and Norwegian Breakaway. Charges Apply.



HELPFUL INFORMATION

PURCHASES AND TAXES

Anything brought into the United States that you did not have when you left must be reported or "declared" to the United States government, and a tax, or duty, is charged for each item. This includes anything you may purchase on board or ashore.

Customs allowances may vary depending on the itinerary and whether you're returning from an EU or non-EU country. For the latest allowances, check with your travel agent or with HM Revenue & Customs. Go to their website at www.hmrc.gov.uk/customs for more information.

You can find out more at the Cruise Director's disembarkation briefing. Check your Freestyle Daily on-board for the time and place.

Don't forget that you are not permitted to carry fresh fruits, meat products, fresh milk products, plants or tortoiseshell products into the U.S.

ON BOARD VISITORS

We'd love to have you show off our ships to your friends, but for security reasons, only ticketed guests can gain entry to our ships.

REFRIGERATORS

All staterooms have refrigerators for your convenience – except for Norwegian Breakaway and Norwegian Epic, where they are everywhere but the Studios.

COCKTAILS AND CIGARETTES

DRINKING

Any guests aged 21 years or older are welcome to purchase and consume any alcoholic beverage on board. With parental consent, 18 to 20 year olds can purchase and consume beer or wine when the ship is in international waters, three miles out of U.S. territorial waters. Parental consent for alcohol consumption can only be given on board, with the accompanying parent or legal guardian present to fill out the form at the Guest Services Desk. Parental

consent or any other document filled out prior to the cruise will not be accepted. Guests 18 years of age and older are permitted to consume alcoholic beverages when sailing round-trip European voyages without having to complete the Young Adult Alcoholic Beverages Waiver form.

Please remember 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. The Freestyle Daily newsletter will list the location and time for pick-up. Though we have a great selection of wines available, you are allowed to bring your own wine on board for a corkage fee.

SMOKING

The health and wellbeing of our guests is important to us, so nearly all areas throughout all Norwegian Cruise Line ships are smoke free. Guests setting sail on a Norwegian Cruise Line holiday are not permitted to smoke in their staterooms. Any guest that does smoke in their stateroom will be charged a cleaning fee of U.S. \$250 per stateroom to their on-board account.

In addition, as of 1 November 2014, guests who are in a balcony stateroom will **not** be permitted to smoke cigarettes on the outside balcony. Cigar and pipe smoking on balconies is already prohibited.

Smoking is prohibited in all bars, restaurants, conference rooms, corridors, WC, staircases and landings. In an effort to diminish the presence of smoke indoors, cigarette smoking will only be permitted in the casino by players, where ashtrays and appropriate signage will be displayed. Guests may utilise the enclosed cigar bars on board Norwegian Epic, Norwegian Gem, Norwegian Pearl, Norwegian Dawn, Norwegian Jade and Norwegian Spirit for cigarette, cigar and pipe smoking. Please check before you sail.

In addition, the policy doesn't allow guests to smoke cigarettes, cigars and pipes in outdoor public guest spaces and open decks, including

near outdoor venues which serve food, in open spaces such as the jogging track, sports complex, children's pool and in The Haven outdoor areas. On Norwegian Breakaway and Norwegian Getaway, smoking on the Waterfront will be permitted on the starboard side only, except by the outdoor dining areas.

SAFETY

We visit a large number of ports in many countries around the world. While it's unlikely, it is possible to have a scheduled stop at what has become a "trouble spot" in terms of crime, war or terrorist actions. Therefore, it may be necessary to change our published cruise or Shore Excursion itinerary. Any such changes are for your safety and beyond our control. While your comfort and safety are our top priorities, we cannot guarantee freedom from all risks associated with war, terrorism, crime or other potential sources of harm. We remind all guests that you must ultimately assume responsibility for your actions while ashore.

The U.K. Foreign & Commonwealth Office regularly issues advice to travellers giving details of local conditions in specified cities and countries according to the Office's perception of risks to travellers. We strongly recommend guests obtain and consider such information when making travel decisions. For more information, visit www.fco.gov.uk/travel.

EMERGENCY LIFEBOAT DRILL

We hold a mandatory safety drill for all guests during which important safety information is reviewed and demonstrated. We also show an extensive safety video which runs continuously on the stateroom televisions should further information be required. All guests are required to attend.

BACK TO BACK (COMBINED ITINERARIES)

When a passenger takes more than one cruise in consecutive order, it is called a back-to-back cruise. The cruises can be on the same

ship or different ships. There can be no more than a one day lapse between cruises to be considered a back-to-back cruise. Depending on the port and customs regulations, guests may be required to disembark and re-embark between sailings, and may be required to complete a Customs Declaration Form after each cruise. If the guests disembark while customs is inspecting the ship, the guests will need to wait until customs has finished before they can re-embark. Some entertainment options and dining room menus may be duplicated during the second cruise.

GUARANTEE STATEROOMS

A Guarantee stateroom (GTY) is one where there is no cabin number assigned at the time of booking. A stateroom may be assigned any time after final payment has been received, up to the day of sailing. A Guarantee stateroom guarantees you a stateroom in the category you have paid for, or possibly higher. It does not guarantee deck, location or specific bed arrangements.

ELECTRICAL CONVERTERS

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, except Studios on N. Epic where they are available on request.

LAUNDRY SERVICES

To use our on board laundry service, simply fill out the order form in your stateroom and your stateroom steward will pick up your laundry and return it to you clean and folded.

SAFES FOR VALUABLES

Every stateroom includes a safe for your valuables.

Please note: We are not responsible for personal items left anywhere on board.

HELPFUL INFORMATION CONT.

WOMEN WHO ARE EXPECTING

Congratulations! However, to ensure your medical safety, you must be less than 24 weeks pregnant to be eligible to sail with us. A medical certificate establishing your due date and fitness to travel is required. Please call Guest Services on **0845 201 8907** for more information. Please be aware that we will not be responsible or liable for any complications of pregnancy that occur during the cruise.

WHAT ARE NORWEGIAN CRUISE LINE'S AGE RESTRICTIONS?

Infants sailing on board a Norwegian Cruise Line ship 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.

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.

A guest 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.

For passengers under the age of 18 travelling with an accompanying adult, who is not the minor's parent or legal guardian, a Parent/Guardian Consent Release Form* that authorises the minor's travel and further authorises medical treatment in case of an emergency, must be delivered to a Norwegian Cruise Line representative at the pier during check-in. Failure to produce this letter at embarkation may result in boarding being denied, with no refund of cruise fare provided.

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.

Minors under 18 not travelling with both parents into Canada must have in their possession a notarised letter, which includes the dates of travel & signatures of both parents, with the name of the person(s) with whom the minor is travelling.

*For a Parent/Guardian Consent Release Form visit www.ncl.co.uk/faqs (What are Norwegian Cruise Line's age restrictions?) Alternatively, please contact Guest Services on

0845 201 8907.

MEDICAL CARE ON BOARD

A doctor and nurse are available to provide medical care should the need arise. Commonly used medications are kept on board and may be prescribed by the ship's doctor. Customary charges will apply to all services and medicines.

GUESTS WITH SPECIAL NEEDS

All of our ships have a number of designated staterooms to accommodate wheelchairs and guests with hearing impairments. Please alert us at least 60 days prior to cruising if you have any special needs or medical equipment you're required to bring on board. It's important to call **0845 201 8907** so that we can notify the ship of equipment you will be bringing on board. We can also assist in having the required equipment delivered to the pier. Some other important notes regarding special needs:

- We do not have medical equipment available on board for personal use. If you require full-time use of a wheelchair, you must provide your own. It must be the small, collapsible type, able to navigate over a 5" to 6" riser in regular stateroom bathrooms, and through bathroom doors that are 20" to 22" wide. Other medical equipment, like oxygen therapy, must also be self-provided. Liquid oxygen is not allowed on board.
- Motorised wheelchairs and scooters are welcome; however, they must be powered by gel-cell batteries. Due to safety regulations, we cannot accept any wet-cell or acid-battery-powered wheelchairs on board the ships. The wheelchair battery charger must be adaptable to 110 volts.
- To ensure the safety of our Guests and crew, wheelchairs may not be used to transfer from the ship to a tender.
- Service dogs are welcome on board all ships (unfortunately no other pets are

allowed). Guests travelling with service dogs must make sure that they have obtained all customs and governmental clearance to disembark the service animal in the various ports of call they will be visiting. They must also provide Norwegian Cruise Line with the proper health certificates and vaccination papers. This must be done prior to the cruise, by calling **0845 201 8907**. 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.

- Due to unpredictable circumstances associated with a ship at sea, we reserve the right to refuse or revoke passage to anyone who, based upon objective standards, is in a physical or mental condition that jeopardises the safe operation of the ship, who poses a direct threat to the health or safety of others or who may require care beyond that which we can provide.
- All staterooms have refrigerators for storing medications that must be kept cold – except for Norwegian Breakaway and Norwegian Epic, where they are everywhere but the Studios.

DISEMBARKATION DAY

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). Please call Guest Services on **0845 201 8907** for more information.

On European Fly-Cruises we'll transfer you directly 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 to see more of the local attractions?

If you have booked just the cruise with us, you will proceed through Customs and

Immigration and continue with your independent arrangements.

PROHIBITED ITEMS

Certain items that generate heat or produce an open flame are not permitted on board. This includes clothing irons, hotplates, candles, incense and any other item that may create a fire hazard. Curling irons and hair dryers are allowed and may require a converter.

No illegal drugs or other illegal substances including but not limited to medical marijuana are allowed on board or may be utilized during a Norwegian Cruise Line holiday, including during transfers to and from ships, inside terminals, during shore excursions or at our private island. Illegal drugs or substances will be confiscated and appropriate action taken, which may include removal from the ship and involvement of appropriate authorities.

In addition, Foreign Governments at Norwegian Cruise Line ports of call have strict laws that address drug possession. Guests found in violation of such laws are subject to arrest and prosecution by the foreign jurisdiction (and perhaps United States or other authorities as well) and may be prevented from re-boarding the ship.

No weapon, explosive, or other item that presents a risk of harm to persons or property, are permitted on board. They will be taken by ship's Security and appropriate action taken. Guests are not allowed to bring their own scuba gears on board such as oxygen tanks, diving knives, spears, etc.

GUEST CONDUCT POLICY

Norwegian's Guest Conduct Policy contains information about your cruise holiday. To view this information in its entirety, visit www.ncl.co.uk/guest-conduct-policy

WHAT'S INCLUDED IN YOUR CRUISE FARE:

- Accommodation
- Transportation to some of the most beautiful places on earth via cruise ship
- In-stateroom TV programming (except for on-demand movies)
- Meals in the complimentary dining venues
- Up to three main dining rooms on every ship
- Buffet
- 24-hour dining venue (on selected ships)
- Room service from 5 am to midnight (small service fee applies between midnight and 5 am)
- Up to 22 different bars and lounges
- Outdoor buffet (on selected ships)
- Pool bar and grill (on selected ships)
- Still water, tea, coffee & iced tea during meals. During breakfast certain juices are available.
- Iced tea, some juices in the buffet (for breakfast), regular coffee, tea and ice water
- All entertainment on board unless it's part of a dining entertainment production
- Use of outdoor pools and hot tubs
- Poolside activities
- Sports court activities and state-of-the-art oceanview gym
- Access to fitness facilities
- Dedicated kids & teens (ages 3-17) programming during opening hours
- Art auctions
- Selected onboard presentations
- Phone calls on board the ship (stateroom to stateroom)
- All government fees and port taxes

- Use of private Studio Lounge if staying in Studio accommodation
- Suite guests receive additional amenities as well as butler and concierge service

WHAT'S NOT INCLUDED IN YOUR CRUISE FARE:

- Service charges/gratuities (if not already pre-paid)
- Meals in speciality restaurants
- Dining entertainment
- Selected on-board entertainment facilities e.g. Karaoke rooms/bowling alleys
- Pizza delivery
- Alcoholic beverages
- Sodas & some non alcoholic beverages
- Casino
- Shore Excursions
- Spa and salon services
- Selected exercise classes
- Photos taken by our professional photographer
- Gift shop purchases
- Art purchases
- Selected on-board seminars
- Video arcade
- Babysitting services
- Laundry services
- Use of the medical centre
- Internet access
- Satellite connection for cellular phones
- Phone calls off the ship
- Transfers
- Pre-/post-cruise hotel stays

Extras onboard are in US.\$.

LATITUDES Rewards

LOYALTY HAS ITS PRIVILEGES®

The biggest compliment we can receive is someone choosing to cruise with us again. And the more you cruise with us, the more rewarding it gets for you. Our Latitudes Rewards programme is divided into four tiers: Bronze, Silver, Gold and Platinum, with benefits commensurate with your tier level.

HERE'S HOW IT WORKS

As a Latitudes Rewards member, you receive one rewards point per night for every night of your cruise. You also receive additional points when booking a Suite* or in The Haven. You can also earn additional points if you book nine months or more in advance[^], or if you book using one of our Latitudes Rewards Insider Offers.

As you gain more rewards points, you'll move up through the membership tiers and receive more on-board benefits such as priority services, on board discounts and much more.

ENROLLING IN LATITUDES REWARDS

To enrol in Latitudes Rewards, you must be over 18 years of age, have sailed with Norwegian Cruise Line or have a future cruise booked.

For more information about how to enrol and to find out more about Latitudes Rewards Points, Tiers and Benefits, please visit www.ncl.co.uk/latitudes

Terms and Conditions apply, visit www.ncl.co.uk/latitudes for more details.*Does not include Mini Suites ^Only applicable on sailings after 5 Dec 2011.

CRUISE REWARDS

GET REWARDED NOW. CRUISE LATER.

YOUR CRUISE JUST GOT EVEN MORE REWARDING

Make a \$250 deposit towards a future cruise and we'll give you \$100 to spend on this cruise.

Relax with a massage at the spa. Indulge with a shopping spree. Go exploring on a Shore Excursion. It's your free \$100, so feel free to do whatever you want with it.

See our Cruise Consultant on board for full details.

Purchase a maximum of four Cruise Rewards per person. Limit of one Cruise Reward deposit per one future stateroom. Cruise Rewards are fully transferable at no cost. Book a cruise of six days or more and sail within four years of date of purchase.

Full terms and conditions apply, visit www.ncl.co.uk/cruise-rewards for more details.



WANT TO KEEP UP TO DATE?

Register for our e-newsletter at www.ncl.co.uk and you'll receive all the latest exciting news about Norwegian Cruise Line and all our special offers.