



## Return to Sailing and Temporary Voyage Suspension Frequently Asked Questions

It is with much joy that we announce the first step in our gradual return to service plan. Beginning in July and August 2021, **Norwegian Jade**, **Norwegian Gem** and **Norwegian Joy** will begin sailing brand new itineraries, which can be found at [www.ncl.com/return-to-service](http://www.ncl.com/return-to-service). These itineraries have been carefully selected to support our commitment to a successful return to service and with the health and safety of our guests, crew, and the communities we visit around the world in mind.

Taking a phased approach to the redeployment of our 17-ship fleet, we will restart at reduced capacities. Guests will have the opportunity to spend the summer exploring ancient ruins and sunny beaches with seven-day cruises to the Greek Isles on **Norwegian Jade** beginning July 25, 2021 or choose to island hop in the Caribbean on **Norwegian Joy** or **Norwegian Gem** beginning August 7, 2021.

These brand-new itineraries are available to start booking on April 6, 2021.

### 1) **NEW: RETURN TO SAILING**

The following outlines the current return to sailing schedule:

NEW Voyage Dates – Open for Sale	Ship	NEW Voyage Embarkation Dates	Destination	New Homeport
April 6, 2021	<b>Norwegian Gem</b>	Every Sunday; from August 15, 2021 – October 10, 2021	Eastern Caribbean	Punta Cana (La Romana), Dominican Republic
April 6, 2021	<b>Norwegian Jade</b>	Every Sunday; from July 25, 2021 – November 7, 2021	Greek Isles	Athens (Piraeus), Greece
April 6, 2021	<b>Norwegian Joy</b>	Every Saturday; from August 7, 2021 – October 9, 2021	Western Caribbean	Montego Bay, Jamaica

We've been working non-stop to enhance our already robust Health & Safety Program -- and to ensure that all those who choose to cruise can do so with confidence – we will be requiring vaccinations for all guests sailing with embarkation dates through and including October 31, 2021.

We will continue to evaluate our health and safety protocols and rely on science and expert advice as we make decisions and evolve our policies and procedures. For up-to-the minute details on vaccination requirements, testing protocols, and health and safety procedures visit [www.ncl.com/safe](http://www.ncl.com/safe) for full FAQs.

Final payment for Return to Sail itineraries through October 31, 2021 will follow our most recent published final payment policy and will be due 60 days prior to sailing.



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**2) NEW: ONBOARD PROTOCOLS AND HEALTH AND SAFETY REQUIREMENTS**

While we already had robust health and safety protocols in place, we have spent the past year further developing and refining those protocols, using the latest scientific findings and expert advice. We recently launched our SailSAFE™ health and safety program, which is founded on three pillars: 1) Safety for guests and crew with vaccination requirements and enhanced health screening protocols; 2) Safety aboard with medical-grade air filtration, increased sanitation measures, enhanced medical resources, and responsible physical distancing; and 3) Safety ashore through the collaboration with land-based tour operator partners to ensure measures are extended to each destination. As protocols evolve and additional information becomes available, updates will be published at [www.ncl.com/safe](http://www.ncl.com/safe).

**3) NEW: VOYAGE SUSPENSIONS & RELAUNCH DATES**

In conjunction with our return to service announcement and in support of a gradual return to service approach, we are also announcing the suspension of all July and August 2021 voyages across the fleet, except for Pride of America and Norwegian Bliss, along with additional suspensions on Norwegian Epic, and Pearl. The following ship-specific schedule changes are as of April 6, 2021:

SHIP NAME	SUSPENDED VOYAGE EMBARKATION DATES	RE-LAUNCH EMBARKATION DATES	RE-LAUNCH EMBARKATION PORT
Pride of America	Through Jun 26, 2021	Jul 3, 2021	Honolulu, Hawaii
Norwegian Bliss	Through Jun 26, 2021	Jul 3, 2021	Seattle, Washington
Norwegian Breakaway	Through Aug 29, 2021	Sep 5, 2021	New York, New York
Norwegian Dawn	Through Aug 29, 2021	Sep 5, 2021	Venice, Italy
Norwegian Encore	Through Oct 28, 2021	Nov 14, 2021	Miami, Florida
Norwegian Epic	Through Sept 1, 2021	Sep 5, 2021	Barcelona, Spain
Norwegian Escape	Through Aug 26, 2021	Sep 4, 2021	Copenhagen, Denmark
<b>Norwegian Gem*</b>	Original Voyages: Through Oct 22, 2021	<b>NEW VOYAGES FROM: Aug 15, 2021 through and including Oct 10, 2021</b>	<b>Punta Cana (La Romana), Dominican Republic</b>
Norwegian Getaway	Through Aug 23, 2021	Sep 2, 2021	Civitavecchia (Rome), Italy
<b>Norwegian Jade*</b>	Original Voyages: Through Nov 7, 2021	<b>NEW VOYAGES FROM: Jul 25, 2021 through and including Nov 7, 2021</b>	<b>Athens (Piraeus), Greece</b>
<b>Norwegian Joy*</b>	Original Voyages: Through Oct 9, 2021	<b>NEW VOYAGES FROM: Aug 7, 2021 through and including Oct 9, 2021</b>	<b>Montego Bay, Jamaica</b>
Norwegian Jewel	Through Oct 6, 2021	Oct 21, 2021	Miami, Florida
Norwegian Pearl	Through Nov 7, 2021	Dec 7, 2021	Civitavecchia (Rome), Italy
Norwegian Sky	Through Aug 29, 2021	Sep 5, 2021	Miami, Florida
Norwegian Spirit	Through Aug 27, 2021	Sep 4, 2021	Istanbul, Turkey
Norwegian Star	Through Aug 29, 2021	Sep 12, 2021	London (Southampton), England
Norwegian Sun	Through Aug 24, 2021	Sep 2, 2021	Seattle, Washington



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\***Norwegian Jade, Norwegian Gem and Norwegian Joy** have introduced BRAND NEW itineraries as the first phase of our return to service plan.

Details on the status of itineraries not listed here and outside the above dates will be shared as they become available. Continue to monitor [www.ncl.com/suspended-sailings](http://www.ncl.com/suspended-sailings) for the latest itinerary announcements and sailing updates.

**4) UPDATED: GUEST COMPENSATION FOR SUSPENDED VOYAGES**

For current voyage suspension sailings, all guests with active bookings at the time of suspension will receive a full refund. The refund will automatically be returned to the original form of payment provided (at the time this reservation was secured) and no further action is required on the guest’s or travel advisor’s part.

Monetary refunds are processed by NCL within 30 business days of suspension announcement. Please then allow 7-10 business days from our processing date for funds to become visible back to the original form of payment. The visibility of funds is dependent on each financial institution’s internal policies.

For affected reservations paid via a previously issued Future Cruise Credit (FCC), the full value of the FCC used will be re-applied to the guest’s Latitudes account within 7 days of the suspension. This is done automatically, and no further action is required on the guest’s or travel advisor’s part.

For additional information pertaining to refunds, please visit [www.ncl.com/suspended-sailings](http://www.ncl.com/suspended-sailings).

HOW WAS THE BOOKING PAID?	HOW WILL THE REFUND BE RECEIVED?
<b>Paid 100% in cash</b>	100% monetary refund of fare paid back to the original form of payment.
<b>Paid 100% with FCC</b>	100% FCC value back to the guest’s Latitudes account.
<b>Paid with a combination of cash and FCC</b>	Portion paid with cash will receive monetary refund back to original form of payment.  Portion paid with FCC will be applied back to the Latitudes account.

**5) ADDITIONAL COMPENSATION FOR SUSPENDED VOYAGES**

As a gesture of our appreciation for continued support and loyalty, along with the 100% monetary refund or return of the applied FCC, guests with affected reservations may receive a **10% discount** off their next future cruise with us (if they have not received one in a previous suspension). If applicable, this 10% off discount will automatically be added to the guest’s Latitudes account within 48 hours of the suspension announcement.



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Special notes regarding applicability of the 10% discount:

- If a previously issued 10% discount coupon currently exists on the Latitudes account as active and unused, a second discount coupon will not be issued.
- If a previously issued 10% discount coupon was applied to this now suspended sailing, the discount coupon will be re-applied back to the Latitudes account (a second discount coupon will not be issued).

This valuable 10% Discount coupon is:

- Combinable with all current promotions at time of booking
- Valid one year from issue date and can be applied to published sailings through and including December 31, 2022
- Calculated based on the **new** sailing it is being applied to, rather than the suspended sailing cruise fare.
  - The discount is calculated once ship, sail date, category, and cabin selection are made on the new booking.
  - There are no restrictions on ship or category chosen.
  - The discount FCC is not transferable.

### 6) 10% DISCOUNT BOOKING AND APPLICATION FOR SUSPENDED VOYAGES

The 10% Discount FCC coupon must be manually selected at the time of a new booking, from the guest's Latitudes profile. The coupon may be applied by calling our Reservations Department at 1-800-327-7030 or through our travel advisor booking portal on Norwegian Central.

To apply the discount to your clients' future cruise, please follow the steps listed [here](#).

To view a list of your customers who have existing FCCs or 10% discount coupons. Visit [Norwegian Central](#) and under the "Book" column, click on the FCC Report button. Enter your email address to receive a full report of your guests with available FCCs and Future Cruise Deposits within minutes.

### 7) EXTENSION OF PREVIOUSLY ISSUED FUTURE CRUISE CREDITS

As a result of your direct feedback and a way to continue to help our guests and partners, we have extended the "book by" date for previously issued FCCs. Any current and active Future Cruise Credits, CruiseNext certificates and CruiseFirst certificates originally set to expire in 2021 have been extended. The "book by" date for these credits and certificates is now December 31, 2021. Note all certificates will retain their Sail By dates, which is for sailings departing on or before December 31, 2022.

**For example:** FCCs issued in July 2020 had a book by date of July 2021. The new book by date is December 31, 2021.



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Active coupon classes that have been extended include:

- Peace of Mind FCCs
- Suspension Payment FCCs
- Discount FCCs from previous suspensions
- CruiseNext
- CruiseFirst
- All FCCs created as a result of ship incidents and goodwill gestures
- Displacements
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### 8) **MULTIPLE TRANSFERS OF FUTURE CRUISE CREDITS**

Peace of Mind and suspended sailing FCCs are transferable. For instructions on how to transfer an FCC, please visit [NCLHelp](#).

### 9) **NEW: FUTURE CRUISE CREDIT REFUND REQUESTS**

To offer our guests even more flexibility for future vacation planning, many who hold outstanding Future Cruise Credits (FCC) may now submit a request to convert their FCC to a monetary refund. Guests who elect to request their FCC to a monetary refund will receive the original cruise fare paid, back to their original form of payment and forfeit any bonus FCCs attached to their Latitudes profile.

Applicability to convert an existing FCC to a monetary refund request may be submitted for one of the following reasons:

- Guest has been affected by two or more suspensions.
- Guest elected to cancel via our Peace of Mind (POM) policy AND then was affected by at least one additional suspension.
- As of April 5, 2021, a guest has an active and existing reservation for a voyage embarking on or before October 31, 2021; and will not be vaccinated.
- An active and existing FCC is attached to a profile of a guest who has passed away.

Any guest affected by one of the above, wishing to request a monetary refund (of their original cruise fare paid and in lieu of their active FCC, including bonus amounts) must submit a refund request via the Guest Relations Case Submission page at: <https://www.ncl.com/case-submission>.

#### Special Notes

1. All guests who complete an online submission request (requesting to convert active FCCs to a monetary refund) agree that they are authorized to do so on behalf of all persons on the reservation as we are unable to issue partial refunds. In addition, they agree they are authorized to remove the value of any bonus future cruise credits offered by Norwegian Cruise Line for all guests.
2. Upon submission of the online request, an email will be sent to the email address entered on



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the form with a response and case number.

3. As we anticipate high volumes of inquiries, we kindly ask for your patience and allow up to 30 days for the review process to be completed. Each submission request will be individually handled and responded to.
4. Exclusions may apply, but are not limited to, one of the following:
  - An FCC has been transferred.
  - The current FCC holder is not the original FCC recipient.
  - A credit card dispute was filed for the charges.
  - The FCC is applied to an active and existing reservation.
  - The FCC has been partially applied.
5. If a refund is approved, all FCCs (including Bonus FCCs) will be deactivated, and a refund will be issued back to the original form of payment, within 90 days from the request submission date.
6. Any existing 10% Future Cruise Discounts will remain active and available for use on future bookings.

**10) NEW: TRAVEL PARTNER COMMISSION CHANGES!!!**

In continuing with our Partners First philosophy to help our travel partners succeed, we are pleased to announce we are evolving our existing commission payment policy.

Effective May 1, 2021 for all new and existing bookings the following will be implemented:

- **COMMISSION WILL BE PAID WHEN THE BOOKING IS PAID IN FULL!**
- **THIS NEW POLICY APPLIES TO ANY FORM OF PAYMENT!** This includes 100% Cash, 100% FCC, partial cash/partial FCC (including CruiseNext)

This updated policy will be effective for sailing suspensions announced April 6, 2021 forward, including the following terms:

- **NEW:** If an active booking is paid in full, travel partner commissions have been paid and then the voyage is suspended by Norwegian, travel partner commissions will not be recalled.
- **NEW:** If a voyage is suspended by Norwegian and an active booking is paid in full (at the time of suspension announcement), but the travel partner commissions have not yet been paid, travel partner commissions will be protected and will be paid.
- **NEW:** If a paid in full booking has an active credit card dispute or is cancelled by the guest (not by Norwegian) outside of full penalty, commission will not be paid or protected and/or will be recalled (unless inside full 100% penalty). The current final payment/cancellation schedule can be viewed [here](#).

**IMPORTANT TO KNOW:**

- This updated commission policy will also apply for existing active reservations, paid in full prior to May 1, 2021. Please allow us up to 60 days for commission to be paid on all existing paid in full reservations.
- Once final payment is made, please allow 60 days for commission to be processed and received.



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HOW WAS THE BOOKING PAID FOR?	COMMISSIONS
Paid in full with 100% cash*	Commission will be paid when the reservation is paid in full.
Paid in full with FCC OR combination of FCC and cash*	Commission will be paid when the reservation is paid in full.

\*CruiseNext deposits included

For additional information on Commission, please reference the Commission article on NCLHelp via [Norwegian Central](#).

**11) NEW: MORE INFORMATION & ADDITIONAL RESOURCES**

We understand that there are going to be a lot of questions as everyone adjusts to new processes, reacquaints themselves with our ships, becomes familiar with new itineraries and transitions back into a world where cruise ships are sailing again. We assure you that we are here for you every step of the way.

- Stay up to date on the latest health and safety and sailing protocols: [www.ncl.com/safe](http://www.ncl.com/safe)
- Travelers seeking the latest details about Norwegian’s redeployment can register [here](#).
- We encourage you to read about our collaboration with leading experts and the initiatives created as a result: <https://www.ncl.com/why-cruise-norwegian/book-with-confidence>.

For information and FAQs related to previous suspended sailings or our Peace of Mind and payment schedule changes, please visit the following links:

- For sailings from March 13 through October 31, 2020, please [click here](#).
- For *Peace of Mind* and Payment Schedule changes, please [click here](#).

For additional questions and information, please contact our Guest Services team by calling 1-800-327-7030, or utilizing partner Chat Support or NCLHelp via [Norwegian Central](#).

Our *Guests First and Partners First* philosophies put you at the heart of every decision we make. Therefore, during these extraordinary times, we are doing our part to provide you with peace of mind however and whenever we can, and we look forward to welcoming you and your guests onboard this summer!