

# Terms and Conditions

The transportation of Guests and baggage is governed by the terms and conditions of the Guest Ticket Contract ("Contract") contained in the Guest Cruise Ticket. Your use of the Contract and/or acceptance of passage on the vessel constitute acceptance of the Contract terms and conditions. THE CONTRACT CONTAINS IMPORTANT LIMITATIONS OF LIABILITY FOR LOSS, DAMAGE, INJURY AND DEATH OF GUESTS. THE CONTRACT ALSO GOVERNS YOUR RIGHT TO BRING LEGAL ACTION, INCLUDING TIME LIMITS AND A FORUM SELECTION CLAUSE. YOU SHOULD READ THE CONTRACT CAREFULLY TO FAMILIARIZE YOURSELF WITH SUCH LIMITATIONS PRIOR TO ACCEPTING THE CONTRACT OR BOARDING THE SHIP. A COMPLETE COPY OF THE CONTRACT TERMS, CONDITIONS AND LIMITATIONS IS PRINTED ON OUR WEB SITE AT WWW.NCL.COM AND IS AVAILABLE UPON REQUEST. In the event of conflict between the Contract and the information in this brochure, any NCL advertisement or offer or the oral or written representations of any NCL representative, the Contract shall control. The rights, defenses, immunities and limitations of liability set forth herein and in the Contract shall insure to, and be for the benefit of, NCL and all concessionaires, independent contractors or other service providers; and affiliated or related companies, parents, subsidiaries, successors, assignees or fictitiously named entities; all suppliers, shipbuilders, component part manufacturers; and its or their owners, operators, managers, charterers, agents, pilots, officers, crew and employees.

## BAGGAGE LOSS OR DAMAGE

NCL will not be responsible for any loss or damage that is not reported in compliance with the Contract. Liability, if any, for loss or damage to personal baggage shall be limited to \$100 per Guest or otherwise in accordance with the Contract. Guests' baggage and property are transported, stored and handled at owners' risk at all times. NCL strongly urges you to insure all baggage and personal effects prior to leaving your residence and is not responsible for loss, theft, damage or delay to baggage or personal effects not shown to be due to NCL's negligence.

## GUARANTEE AND RATE

Once we have received your deposit or full payment, the cruise rate is secure except in the event of increases in taxes or fees imposed by governmental or quasi-governmental authorities prior to the sailing date. If you select an Air/Sea package, additional governmental taxes and customs fees may apply. All assessed government or quasi-government fees and taxes, including port charges, are subject to change without notice at any time, and we reserve the right to add a surcharge for these fees and taxes at any time. All rates and information in this brochure were in effect at time of printing and are subject to change. We reserve the right not to honor any published prices that we determine were erroneous due to printing, electronic or clerical error.

## ITINERARY CHANGES

Any occurrence or condition beyond our control, or reason whatsoever deemed prudent, shall entitle NCL to cancel, advance, postpone or substitute any scheduled sailing or itinerary without prior notice. NCL shall not be responsible for failure to adhere to published arrival and departure times for any of its ports of call. NCL may, but is not obliged to, substitute another vessel for any sailing and cannot be liable for any loss to Guests by reason of such cancellation, advancement, postponement or substitution. Reservations are subject to change or cancellation in the event of a full-ship charter, and in such event, NCL's liability is limited to a refund of passage monies received from the Guest.

## MEDICAL SERVICES

A physician and a nurse "medical personnel" are on board for each sailing and are generally available for Guest consultation during specified hours and 24 hours a day for medical emergencies while the ship is at sea. Shipboard infirmaries are equipped to provide only basic medical care and do not offer care for conditions requiring long-term care or specialized expertise or equipment. As NCL is not in the business of providing medical care, medical personnel and the services they provide are for the convenience of our Guests only, and such personnel work directly for the Guest and charge for their services. The Guest acknowledges that the ship may travel to destinations where medical care or evacuation is delayed or unavailable.

Medical personnel on board Carrier's vessels shall not be considered as employees, servants or agents of Carrier. Guest acknowledges and agrees that Carrier cannot intervene, supervise or direct the medical decisions and/or care provided by onboard medical personnel and that Carrier shall not be liable in any respect whatsoever for the medical care, treatment or diagnosis of Guest by medical personnel on board or ashore, nor for any other act or omission related to, occurring during, or arising from the medical treatment, consultation or services provided to or for Guest. Guests are responsible for all fees and costs associated with medical services provided

by onboard medical personnel or incurred for any emergency medical evacuation or deviation.

## FITNESS TO TRAVEL: SPECIAL NEEDS

Guest warrants that the Guest and those for whom the Guest is responsible are fit to travel. Any condition of the Guest that may require special attention, accommodation or treatment of any kind must be reported to NCL when a reservation is requested. A medical certificate certifying fitness for travel may be required of any Guest at NCL's request. The Guest agrees not to present herself for boarding under any circumstances if, by the time the Guest will conclude her travel with the NCL, she will have entered the 24th week of pregnancy. The Guest further understands and agrees that no infants under the age of six (6) months are permitted aboard the vessel. Guests with special needs are advised that 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 junior/adult standard size wheelchair (22 1/2 inches wide), as any wheelchairs available on the vessel are for emergency use only. NCL reserves the right to refuse or revoke passage to anyone who fails to notify NCL of any condition which may require special assistance or accommodation, or who is, in the sole judgment of the NCL or the ship's medical personnel, as a result of such condition, unfit for travel, or who may require care, treatment or attention beyond that which NCL can provide. In such circumstances NCL shall have no liability to the Guest whatsoever. Guests may not be able to participate in certain activities or programs either aboard the vessel or onshore at ports of call if to do so would create a risk of harm to any Guest.

## MINORS

A Guest under age 21 must be accompanied in the same or connecting stateroom by a Guest age 21 or older who expressly agrees to be responsible for the under-21 Guest throughout the cruise. This includes, but is not limited to, preventing the purchase or consumption of alcohol contrary to the NCL alcohol policy, and preventing the violation of any ship rules. If the accompanying adult is not the minor's parent or legal guardian, an original notarized parental/guardian consent letter 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. If the adult Guest is the spouse of a minor, the adult Guest must present a certified copy of a valid marriage certificate to an NCL representative at the pier. Failure to produce such documentation at embarkation may result in boarding being denied with no refund provided. Note: Two people under age 21 may travel together in the same stateroom without someone over age 21 in the same stateroom if they purchased the cruise under the family plan and have at least one person who is age 21 or older in the adjoining stateroom. The age limitation will be waived for married couples under age 21 provided proper proof of marriage (an original or certified copy of the marriage certificate) is presented to an NCL representative at the pier.

When accompanying a minor or minors on the vessel, the adult Guest agrees to be the agent of such minor(s) for all purposes, to accept full responsibility for supervising such minor(s) and for the actions of such minor(s). The adult Guest also agrees that under no circumstances will a minor be left aboard the vessel, other than in the care of the ship's Kids' Crew or Teen's Crew programs, while the adult Guest responsible for the minor leaves the vessel for any reason, and in such circumstance to indemnify and hold NCL harmless for any and all loss, injury, or death of the minor or any other person involving the minor whatsoever.

## PAYMENT AND CANCELLATION POLICY

All Guests, including third through eighth berth Guests, must pay the deposit set forth in Chart A on this page for the applicable cruise at the time of booking and must pay the final payment within the time prescribed in the chart for the applicable cruise. Group Guest policies may differ. An additional deposit may be required for holiday sailings. There is a \$25 service fee per ticket for copies of airline tickets after Guests have sailed. Any of the foregoing requests should be directed to the NCL Documentation Department with a check made payable to Norwegian Cruise Line for the appropriate amount (allow two weeks for processing). If you request the documents be sent overnight, there is a fee. We cannot accept travel agent account numbers. Payment and cancellation charges may differ by promotion.

## CANCELLATION FEES ON CRUISE FARES, AIR ADD-ONS, LAND PACKAGES AND OTHER ADD-ON CHARGES

Cancellation fees for cruise, air, land and other charges will follow the schedule below and apply to all Guests on

the reservation. Cancellations must be telephoned to our Reservations Department. Depending on when the cruise is cancelled, cancellation charges will be assessed as indicated on Chart B on this page.

- Reservations that are not paid in full by the final payment due date are subject to cancellation, and in the event a reservation is cancelled, a cancellation fee will apply.
- No refunds will be given on any cruise for no-shows.
- No refunds will be given in the event of interruption or cancellation by any Guest after the cruise begins.
- No refunds will be given for any missed days of a Land Package.
- Cancellation fees for air, land and other add-on charges will apply even if the reservation is not cancelled in full.
- Gateway changes, flight date changes and name substitutions are considered cancellations, and air cancellation fees will apply. Additionally, spelling corrections may be considered cancellations.
- Name substitutions and departure date changes for cruise, land and other add-ons are considered cancellations and are subject to cancellation fees.
- Trip Cancellation insurance is available through an independent insurer. If you cancel your cruise or cruise tour for a covered reason, you are protected by insurance according to the terms and conditions of the insurance policy. If you cancel for any other non-insured reason, NCL will give you 75% (90% with Travel Care Free Platinum) of the normally non-refundable cancellation charge in future cruise credits. **Important note:** Cruise credits cannot be applied to government taxes and fees, air add-ons, land packages, travel insurance, shore excursions, gratuities, incidentals or any purchases of a personal nature. They are non-transferable and may not be combined with other cruise credit certificates or fare reduction coupons.

Requests for refunds must be in writing to NCL. Cruise and air tickets, transfer coupons and/or vacation package vouchers must be returned before a refund can be made. Refund processing time is about three to four weeks. Air tickets issued by our Air/Sea Department for Guests on our Air/Sea Programs are refundable only to NCL. Group Guest policies may differ.

A: DEPOSIT INFORMATION			
Deposit (per person)	Air Deposit (per person)	Final Payment (Prior to sailing)	Final Payment Holiday Sailings (Prior to sailing)
<b>CRUISE DAYS: 1-3 DAYS</b>			
\$50	\$0	75 days	90 days
<b>CRUISE DAYS: 7-DAY OR LESS</b>			
\$250	\$0	75 days	90 days
<b>CRUISE DAYS: 8-DAY OR MORE (Excluding Hawai'i)</b>			
\$400	\$0	75 days	90 days
<b>GARDEN VILLA CATEGORY A1</b>			
\$2,500	\$0	90 days	90 days
<b>HAWAII CRUISES</b>			
\$250	\$50	75 days	90 days
<b>HAWAII CRUISES: 8-DAY OR MORE</b>			
\$400	\$50	75 days	90 days

B: CANCELLATION POLICY			
Days Prior to Departure Date	Cruise Cancellation Fee	Air Cancellation Fee	Land Cancellation Fee
<b>CRUISE DAYS: 1-3 DAYS</b>			
90-76 (Holiday Only)	Deposit	\$200	\$50
75-30	Deposit	\$100 (\$200 Holiday)	\$0 (\$50 Holiday)
29-8	50%	\$200	100%
7 days or less	100%	100%	100%
<b>CRUISE DAYS: 4-7 DAYS (Excluding Hawai'i)</b>			
90-76 (Holiday Only)	Deposit	\$200	\$50
75-30	Deposit	\$100 (\$200 Holiday)	\$0 (\$50 Holiday)
29-8	50%	\$200	100%
7 days or less	100%	100%	100%
<b>CRUISE DAYS: 8-DAY OR MORE (Excluding Hawai'i)</b>			
90-76 (Holiday Only)	Deposit	\$200	\$50
75-46	Deposit	\$100 (\$200 Holiday)	\$0 (\$50 Holiday)
45-30	50%	\$200	\$0 (\$50 Holiday)
29-8	50%	\$200	100%
7 days or less	100%	100%	100%
<b>GARDEN VILLA CATEGORY A1: ALL CRUISES</b>			
90-76	Deposit	\$200	\$50
75-46	Deposit	\$100 (\$200 Holiday)	\$0 (\$50 Holiday)
45-30	50%	\$100 (\$200 Holiday)	\$0 (\$50 Holiday)
29 days or less	100%	100%	100%
<b>HAWAII CRUISES</b>			
180-91 (Holiday Only)	\$0	\$50	\$0
180-76	\$0	\$50	\$0
90-76 (Holiday Only)	Deposit	\$50	\$50
75-46	Deposit	100%	\$0 (\$50 Holiday)
45-8	50%	100%	100%
7 days or less	100%	100%	100%

