



Suspension of sailings

As the COVID-19 pandemic continues to impact communities around the globe, we have made the decision to further suspend all voyages through and including April 30, 2021.

The below information relates to all suspended voyages from November 1, 2020 through April 30, 2021.

REFUND INFORMATION

All guests with current and active bookings affected by this suspension will receive a **100% refund of the fare paid**, back to the original form of payment. No further action is needed by you or your client. Monetary refunds will be processed by NCL within **30 days**. Please then allow **7-10** business days from our processing date for funds to become visible back to the original form of payment. For those 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**. No further action is needed by you or your client.

ADDITIONAL COMPENSATION

All guests with current and active bookings affected by this suspension will automatically receive a **10% OFF discount on their next NCL cruise**, valid for all published sailings through and including December 31, 2022. This 10% OFF discount will be applied to guest's Latitudes profiles by no later than January 20, 2021 and must be used within one year of issue date.

For policies and procedures regarding earlier sailing suspensions please see our **Process Charts**.

Thank you as always, for your continued support and partnership. We appreciate you for all you do, today and every day.

Learn more: ncl.com/suspendedsailings

PEACE OF MIND

We understand travellers are thinking carefully about their next vacation, and we are here to reassure them that now is the right time to start planning.

- For any existing or new reservation deposited by **February 28, 2021**, guests are free to cancel anytime up to 15 days in advance of embarkation for any voyage embarking through October 31, 2021.
- Guests receive a 100% future cruise credit as coupon based on the amount paid towards the booking for use on any sailings through December 31, 2022.
- The offer applies to all new guests as well as those already booked on voyages.
- The voucher for future cruises covers all paid components of the reservation, including but not limited to shore excursions, the Free at Sea Holiday Upgrade and transfers booked through NCL. Insurance and any onboard credit granted as part of a promotion are excluded, as well as flights booked through NCL as of December 1, 2020.

The above policies are subject to change at any time.

Learn more: ncl.com/PeaceOfMind