

# WHAT YOU NEED TO KNOW

## Answers to commonly asked questions about cruising.

### WHAT DOES MY CRUISE FARE INCLUDE?

Your cruise fare entitles you to accommodations, meals and entertainment aboard ship. Certain specialty restaurants are available with either nominal cover charges or fixed price menus and à la carte pricing in addition to the standard dining program. Items of a personal nature are not included, such as service charges, alcoholic beverages and soft drinks, spa treatments, certain specialty exercise classes, laundry, photographs, casino, ship-to-shore phone, e-mail, Internet, fax and Shore Excursions (including all Dive In™ programs). Government taxes and fees are also not included.

### HOW DO I PAY FOR ONBOARD EXPENSES?

For your convenience, all shipboard expenses are charged to NCL's special Onboard Credit program. Sign up on the first day of your cruise by establishing your method of payment with Visa®, MasterCard®, American Express®, Discover®, JCB Card, travelers checks or cash. If you choose to settle your account with cash, a deposit will be required in advance. You may also use your debit card; however, please be advised that NCL obtains pre-authorization, which some banks may hold up to 30 days.

### WHAT ABOUT CURRENCY?

You may cash travelers checks at the Reception Desk. Currency exchange, at prevailing rates, is available on some cruises. Travelers checks and most major credit cards are accepted in the ports we visit. Proper ID is required when cashing travelers checks. We recommend you carry a small amount of local currency when visiting foreign ports, although credit cards are commonly accepted in shops and restaurants.

### WHAT ARE THE CUSTOMS ALLOWANCES?

United States residents must declare all articles acquired abroad and in their possession when they return to the U.S. This includes items purchased in "duty-free" shops. The duty-free exemption allowed for purchases or gifts for returning U.S. residents varies, depending on how long they have been out of the U.S. and which countries they have visited. The standard exemption for U.S. residents who have been abroad more than 48 hours is \$600-\$800, which may include one liter of alcohol or 1.5 liters total – two 750 ml bottles (if you are at least 21), 100 cigars and 200 cigarettes.<sup>1</sup> Residents returning to the U.S. from the U.S. Virgin Islands may bring \$1,200 worth of goods duty-free. The duty-free exemption for U.S. residents doesn't need to include items that are mailed back to the U.S.; those will be assessed for duty when they arrive. Non-U.S. citizens should check with their local authorities for customs allowance information. For more specific customs information. For more specific customs information, be sure to attend the briefing by the Cruise Director before your ship reaches home port. (Check the daily onboard newsletter for time and place.) You can also obtain information before you sail by contacting the nearest U.S. Customs office (look under United States Government, Department of Treasury in your local phone book). You can also visit the U.S. Customs website [www.customs.ustreas.gov](http://www.customs.ustreas.gov) or call 1.202.927.6724 and ask for the brochure "Know Before You Go."

*Note: Bottles of liquor you purchase on board or ashore will be held in a secure area and delivered to your stateroom at the conclusion of the cruise.*

### HOW MANY SUITCASES CAN I BRING?

Each person is allowed up to 200 pounds of personal luggage on board. However, if you are traveling by air, ask the airline if it has different restrictions. Airlines and NCL have limited liability for loss, so be sure all baggage and personal belongings are properly insured. Suitcases should be securely locked and tagged. You should hand-carry medication, jewelry or other valuables and important documents.

### WHAT ABOUT SMOKING, DRINKING AND GAMBLING ON THE SHIP?

Smoking is permitted in designated areas in the bars and outside on open decks. All other areas on board ship are non-smoking. Guests must be 21 to purchase or drink alcohol or to gamble on the ship. If a guest under the age of 21 wins in the casino and cannot provide proof of age, he or she will not be paid the winnings. Guests are not allowed to bring on board the vessel any alcoholic beverages of any kind.

### WHAT TIME IS DINNER?

What time would you like it to be? NCL's exclusive *Freestyle Cruising* lets you choose. We offer open seating dining in a variety of restaurants and cafés with individual menus, so it's your choice. You can have lunch or dinner with friends in one of the elegantly appointed restaurants. Reserve a table for two in an intimate bistro. Order an omelet prepared just the way you like it from the breakfast-buffet chef. Indulge yourself with delectable selections from the Chocoholic Buffet.™ There are special menus for youngsters and special entrées from Cooking Light®. There's even a menu created by Henry Haller, former White House Executive Chef under five U.S. presidents. Special meals are available including low-calorie, vegetarian, no MSG, low/no sodium, as well as sugar-free and fat-free desserts. All our restaurants are non-smoking. Most specialty restaurants require a per person cover charge or offer à la carte pricing. Reservations are recommended and can be made on board.

### WILL I NEED AN ELECTRICAL CONVERTER?

The current on board is 110 volts AC. However, some high-voltage hair dryers, electric rollers and electric razors may require a converter.

### DO CHILDREN CRUISE FOR FREE?

Children under two cruise at substantially reduced prices when staying in a stateroom with two or more paying guests. However, government fees still apply.

### ARE THERE CHILDREN'S PROGRAMS?

Kid's Crew™ is our onboard children's program and it's one of the most comprehensive at sea. Please see document #7300 for details.



**NCL Faxback Service**  
**1-800-FAX-NCL1/(1-800-329-6251)**  
**[www.ncl.com](http://www.ncl.com)**

Document #1200 Revised 1/11/05  
Page 1 of 4

# WHAT YOU NEED TO KNOW

## ARE BABYSITTERS AVAILABLE?

In addition to the Kid's Crew™ program, group sitting programs are available at a nominal cost from 10 pm to 1 am each evening and while in port from 9am to 5 pm for children ages 2-12. During the group sitting program hours, youth counselors will supervise and entertain children with a variety of activities. Hours of operation are subject to change. Parents with participating children who are not potty-trained will be issued a beeper and be alerted when the child needs to be changed. Beeper range is limited to on board the ship. Programs and age groupings are subject to change. According to United States Public Health (U.S.P.H.) regulations, no diapers of any kind are permitted in the swimming pools and hot tubs, including those marketed as "swimmers."

## WHAT OTHER SERVICES ARE AVAILABLE?

- Beauty parlor and spa services include hairstyling, manicures, pedicures, facials and massages
- Gift shops feature duty-free shopping, with fine jewelry, perfumes, clothing, cosmetics and limited drugstore items
- Laundry & dry-cleaning services
- Tuxedo rental prior to sailing
- Internet Café
- Art auctions
- Photographs taken throughout the cruise

## WHAT ABOUT PEOPLE WITH SPECIAL NEEDS?

NCL welcomes guests with special needs. Of course, we may require advance notice in order to accommodate them, so they must advise NCL's Passenger Courtesy Department of their needs at least three weeks prior to their cruise. All of our ships have designated staterooms with wider doorways and bathrooms that will accommodate wheelchairs and staterooms with lights and under-pillow vibrating alarms for guests with hearing impairments. Guide dogs are permitted on all NCL ships. Many staterooms have refrigerators that can be used to store medications that must be kept cold. Guests who need oxygen or require oxygen therapy are welcome on all NCL ships; however, they must supply their own oxygen. Guests who use wheelchairs must provide their own. All passengers that require medical equipment to be brought on board must advise NCL's Passenger Courtesy Department prior to sailing. Failure to do so may result in equipment not being cleared before departure. Please see Terms & Conditions (document #1400) for more details, and visit our website [www.ncl.com](http://www.ncl.com) for information about accommodations on specific ships.

## IS THERE A DOCTOR ON BOARD?

A physician and nurse are on each ship to provide medical care and services at customary charges. Commonly used medications are kept on board and may be prescribed by the ship's doctor.

## WHAT IF I'M PREGNANT?

NCL will make every effort to accommodate you, providing you have not entered the 24th week of pregnancy when the cruise ends. However, you must provide Passenger Courtesy with a medical certificate establishing your due date prior to your cruise. (See Terms & Conditions, document #1400.)

## WHAT ABOUT SHORE EXCURSIONS?

A Shore Excursion brochure and pre-request form are sent to each guest with the cruise documents. Shore Excursions can be pre-requested by visiting [www.ncl.com](http://www.ncl.com), or by faxing the completed pre-request form found on our web site to 1-305-436-4110. Once onboard, Shore Excursions can be purchased at the ship's Shore Excursion Desk.

## HOW CAN WE CELEBRATE A SPECIAL OCCASION?

You may purchase wine, fruit baskets, champagne, birthday cakes, canapés, flowers or other gifts for your stateroom. Please let us know at least three weeks before sailing.

## WHAT IF I NEED TO STAY IN TOUCH WHILE AWAY?

All of our ships have computer terminals you can rent by the hour at the Internet Café. NCL guests are also provided with their own onboard e-mail address printed on their cruise ticket. You can also telephone, telex, radiogram or fax to anywhere in the world and be billed at applicable ship-to-shore rates. At a more expensive rate, you may be contacted directly via the High Seas Operator at 1.800.SEA.CALL.

## SERVICE CHARGE

A fixed service charge of \$10 per person, per day will be added to your on board account. For children ages 3-12, a \$5 per person, per day charge will be added to your on board account; there is no charge for children under the age of three. Our crew is encouraged to work together as a service team and is compensated by a combination of salary and incentive programs that the service charge supports. It is our earnest wish that you enjoy your Freestyle Cruise experience and that our entire crew in all areas of the ship will provide you with a standard of service for which NCL is known. Therefore, if you have any concerns about the service you receive during your cruise, please bring them to the immediate attention of our reception desk staff on board so that we can address any issues in a timely manner before the cruise is over.

Both NCL and NCL America have a structured guest satisfaction program on board designed to handle any concerns raised by our guests relating to the service or on board product quickly and efficiently. In almost all cases we were able to come up with a satisfactory solution to any issues which are raised and make sure our guests can focus on enjoying their cruise vacation. In the unlikely event we cannot satisfactorily resolve the issue through our guest satisfaction program, guests will be able to adjust their service charge according to the level of inconvenience they feel they have experienced. Our clear priority is to have the opportunity of resolving the issue, when it happens, to everyone's complete satisfaction.



**NCL Faxback Service**  
**1-800-FAX-NCL1/(1-800-329-6251)**  
**[www.ncl.com](http://www.ncl.com)**

Document #1200 Revised 1/11/05  
Page 2 of 4

# WHAT YOU NEED TO KNOW

## GRATUITIES

Unlike most other ships in the cruise industry, there is no required or recommended tipping on NCL America and Norwegian Cruise Line ships. Guests should not feel obliged to offer a gratuity for service that is generally rendered to all guests.

However, all of our staff are encouraged to "go the extra mile", and so they are permitted to accept cash gratuities entirely at the discretion of our guests who wish to acknowledge particular staff members for exceptional or outstanding service. In other words, there is genuinely no need to tip but you should feel free to do so if you have a desire to acknowledge particular individuals.

Also, certain staff positions provide service on an individual basis to only some guests. We encourage those guests to acknowledge good service from these staff members with appropriate gratuities. For example, for guests purchasing bar drinks the recommended gratuity is 15 percent. Similarly, for guests using concierge and butler services, we recommend they consider offering a gratuity commensurate with services rendered.

## DOCUMENTATION, VISAS AND PASSPORTS

The United States Government recently enacted the Border Security Act, under which, effective January 1, 2003, all guests must provide key personal information in advance of sailing. Guests should visit the NCL website, [www.ncl.com/advancedregistration](http://www.ncl.com/advancedregistration) and fill out the appropriate form, or they can obtain a form through their travel agent and return via fax or mail to NCL.

All United States and Canadian citizens must carry proof of citizenship, such as valid passport or birth certificate, along with a government-issued photo ID (16 years or older). It is your responsibility to check with your travel professional, local immigration office and/or respective embassy or consulate to determine requirements for passports, visas and other documentation, including vaccinations for infectious diseases. Guests denied boarding for lack of proper documents are not entitled to a cruise refund. Here are some guidelines, but please note that this list is not exhaustive.

### • For travel from the United States

To destinations in Canada, Bermuda, Mexico, the Bahamas and the Caribbean, guests who are not United States or Canadian citizens must carry a valid passport and multiple entry visa for entry into the United States (B-2 Visitor's Visa), or a visa waiver. As visa requirements vary by country and are subject to change, guests who are not United States or Canadian citizens are urged to contact your travel professional, local immigration office and/or respective embassy or consulate to determine the entry requirements for your cruise destinations.

### • For travel from Hawai'i

At the time of printing, U.S. Immigration regulations required all guests on Hawai'ian cruises that call at Fanning Island in the Republic of Kirbati to carry a valid passport.

### • For travel abroad

As visa requirements vary by country and are subject to change, all guests traveling abroad are urged to contact your travel professional, local immigration office and/or respective embassy or consulate to determine the entry requirements for your cruise destinations.

## WHERE CAN I KEEP MY VALUABLES?

Security envelopes and/or safe deposit boxes are available from the ship's purser at no charge. Most staterooms and suites have mini-safes. Please note, however, that NCL is not responsible for valuables left in staterooms or elsewhere on board.

## ARE VISITORS ALLOWED ON BOARD?

Due to security reasons, unfortunately, no.

## WHAT IS THE LATITUDES PROGRAM™?

NCL's Latitudes Program rewards repeat guests with benefits and privileges. See document #7400 for details, or call Latitudes Customer Service at 1.800.343.0098.

## WHAT IF I STILL HAVE SOME QUESTIONS?

Contact us at the following numbers: toll-free 1.800.327.7030, Miami 1.305.436.4000, or visit our website at [www.ncl.com](http://www.ncl.com).



**NCL Faxback Service**  
**1-800-FAX-NCL1/(1-800-329-6251)**  
**[www.ncl.com](http://www.ncl.com)**

Document #1200 Revised 1/11/05  
Page 3 of 4

# WHAT YOU NEED TO KNOW

## What to Pack

*Freestyle Cruising* gives you the freedom to dress as you please. So come as you are. No need to check for a suggested dress code in the ship's *Freestyle Daily* as you would on traditional cruises. Resort casual attire is always appropriate morning, noon and night. If you like, you can slip into a pair of khakis and a polo shirt, a skirt and blouse or a sundress for dinner. We do not allow jeans, T-shirts, shorts, cut-offs, tank tops, bare feet, etc. in any of the restaurants for dinner.

For those who do love to dress to the nines and get that annual formal portrait

photography done, there is one optional formal evening in at least one of the main restaurants on every cruise; at least two formal evenings on longer cruises. This means black tie or dark suit for gentlemen and evening gown or cocktail dress for ladies. But remember, on formal evenings you can always choose to dine in one of the other restaurants instead and enjoy some of the other lounges and leave your dressier clothes at home.

In warm climates, shorts, slacks, sundresses, jeans and tops - and of course a swimsuit and cover up - are all appropriate

daytime attire. Air conditioning can feel chilly, so pack a sweater. Be sure to bring a pair of comfortable walking shoes, too. Other essentials: sunglasses, a sun hat or visor and sunscreen. Don't forget to bring prescription medicines in original containers, and an extra pair of glasses or contact lenses. Carry valuables and medication in a handbag you keep with you at all times.

*Important Note: All suitcases are collected the night before we return to our home port, so be sure to bring an overnight bag.*



NORWEGIAN CRUISE LINE®

FREESTYLE CRUISING™



**NCL Faxback Service**

**1-800-FAX-NCL1/(1-800-329-6251)**

**www.ncl.com**

Document #1200 Revised 1/11/05

Page 4 of 4

SHIPS' REGISTRY: BAHAMAS AND UNITED STATES OF AMERICA. © 2005 NCL CORPORATION LTD. ALL RIGHTS RESERVED.