



Questions that have been updated or added will be marked as **UPDATED** or **NEW**

Frequently Asked Questions

Our *Partners First* and *Guests First* philosophy puts you and your guests at the heart of every decision we make which is why during these extraordinary times we are doing our part to provide you with peace of mind however and whenever we can.

Q1: What is Norwegian's Peace of Mind?

A1: Simply put, for new and existing bookings for any voyage with an embarkation date through and including October 31, 2021, guests are free to cancel anytime up to 15 days in advance of embarkation. Anyone choosing to cancel will receive a full refund in the form of a future cruise credit to be used for sailings that embark through December 31, 2022.

Reservations cancelled outside of final payment will receive a full refund back to the method of payment used to book.

The original FCC will be added back to the guest's profile.

Q2: What sailings qualify under Norwegian's Peace of Mind policy?

A2: Our Peace of Mind policy applies to all sailings with embarkation dates through and including October 31, 2021.

Q3: How long will guests have to redeem their future cruise credit (FCC)?

A3: Any guest whose reservation was cancelled under Peace of Mind from January 1, 2021 forward, will have one year from issue date to redeem their future cruise credit. Peace of Mind FCCs issued prior to December 31, 2020, must be redeemed by December 31, 2021. All Peace of Mind FCCs are valid for sailings departing on or before December 31, 2022.

Q4: How long will it take for guests to receive their future cruise credit?

A4: FCCs will be credited to the guest's profile via their Latitudes number within seven business days. Communication will be sent to the travel partner and guest once the FCC is added.



Q5: Can a guest make a new booking before they receive the future cruise credit for a Peace of Mind cancelled booking?

A5: Absolutely. However, for FCCs associated with the Peace of Mind policy, the FCC must be first generated and attached to the guest profile before it can be added to a reservation. It can then be applied to any new or existing reservation or group booking.

Q6: Can Peace of Mind FCC's be converted into another currency?

A6: No. FCCs from suspended sailings or Peace of Mind cannot be converted into another currency.

Q7: How long will it take to receive the refunded portion (if any) of a cancelled booking?

A7: All refunds will be returned to the original form of payment sixty (60) days after the request for the refund has been made.

Q8: Does this policy apply retroactively to previously booked sailings?

A8: Yes. The policy applies to existing and active bookings or sailings with embarkation dates through and including October 31, 2021.

Q9: Does this policy apply retroactively to previously cancelled bookings?

A9: No. The policy does not apply to bookings cancelled prior to March 10, 2020.

UPDATED Q10: Does the new Peace of Mind policy affect the final payment for voyages?

A10: The Peace of Mind policy provides additional flexibility with a 60-day final payment schedule for voyages with embarkation dates through December 31, 2021 only.

UPDATED Q11: What is your current final payment policy and schedule?

A11: We have modified our final payment schedule for voyages that embark through and including December 31, 2021. Final Payment for active voyages embarking through and including December 31, 2021 has changed from 120 days prior to sailing to 60 days prior to sailing.

**NORWEGIAN'S
PEACE OF MIND**
SAIL SAFE | FLEXIBLE BOOKING

Below you will find our temporary modified cancellation schedule for voyages through and including December 31, 2021:

Days Prior to Departures	Cruise/Cruisetour Cancellation Fee Sailings departing on or before December 31, 2021	Air & Land Add-on Cancellation Fee
The Haven Suites, Suites, Garden Villas and Holiday Sailings		
Greater than 120 days prior to sailings	No Penalty	0%
119 - 106 days	0%	0%
105 - 91 days	0%	0%
90 - 61 days	0%	0%
60 days or less	100%	100%
1 - 6 Day Sailings (Mini Suites/Club Balcony Suites and Below)		
89 - 76 days	0%	0%
75 - 61 days	0%	0%
60 - 31 days	75%*	75%
30 days or less	100%	100%
7 Days or More Sailings (Mini Suites/Club Balcony Suites and Below)		
119 - 91 days	0%	0%
90 - 61 days	0%	0%
60 - 31 days	75%*	75%
30 days or less	100%	100%
Cancellation Fee for 3-8 Guests will also follow the schedule outlined above		
* Or deposit, whichever is higher		

**NORWEGIAN'S
PEACE OF MIND**
SAIL SAFE | FLEXIBLE BOOKING

Final Payment for all voyages embarking January 1, 2022 forward will remain at our standard policy of 120 days prior to sailing.

Our cancellation schedule for all voyages from January 1, 2022 forward will remain at our standard policy (<https://www.ncl.com/about/cancellation-fee-schedule>). Below you will find our standard cancellation schedule:

Days Prior to Departures	Cruise/Cruisetour Cancellation Fee Sailings departing January 1, 2022 forward	Air & Land Add-on Cancellation Fee
The Haven Suites, Suites, Garden Villas and Holiday Sailings		
Greater than 120 days prior to sailings	No Penalty	0%
119 - 106 days	25%*	0%
105 - 91 days	50%*	0%
90 - 61 days	75%*	0%
60 days or less	100%	100%
1 - 6 Day Sailings (Mini Suites/Club Balcony Suites and Below)		
89 - 76 days	25%*	0%
75 - 61 days	50%*	0%
60 - 31 days	75%*	75%
30 days or less	100%	100%
7 Days or More Sailings (Mini Suites/Club Balcony Suites and Below)		
119 - 91 days	25%*	0%
90 - 61 days	50%*	0%
60 - 31 days	75%*	75%
30 days or less	100%	100%
Cancellation Fee for 3-8 Guests will also follow the schedule outlined above		
* Or deposit, whichever is higher		



Q12: What is the process for cancelling?

Q12: Those interested in cancelling under the Peace of Mind policy must contact Norwegian via phone at 1-800-327-7030 to apply the code to their clients' reservations. Bookings cancelled **inside** final payment through BookNCL or GDS will default to the standard refund process with penalties applied. If the booking is **outside** final payment, regardless of cancellation method, refunds will work as usual. If a guest paid using an FCC, the FCC will be credited back to the guest profile.

Q13: How long will the Peace of Mind policy be in effect?

A13: Norwegian Cruise Line reserves the right to modify the policy at any time. Any changes will be communicated.

Q14: Will Travel Partner commissions be protected for guests who choose to cancel their existing reservation?

A14: Commissions are being paid per the new policy which is effective May 1, 2021 for all new and existing bookings:

- Commission will be paid when the booking is paid in full for any form of payment.
- Per standard commission policy, if a booking is cancelled by the guest outside of full (100%) penalty, commission will not be paid or will be recalled if previously paid.
- The current final payment/cancellation/penalty schedule can be viewed [here](#).
- For additional information on Commission, please reference the Commission article on NCLHelp via [Norwegian Central](#).

Q15: Are commissions being paid on bookings where a Peace of Mind future cruise credit (FCC) is applied?

A15: Absolutely. Commission is paid on all bookings when the reservation is paid in full regardless of payment type.



Q16: What happens if there is a difference in cruise fare between the future cruise credit (FCC) issued and the future booking?

A16: If the cruise fare for the new booking exceeds the FCC's value, guests will be responsible for the difference. Alternatively, if the new cruise fare is lower than the FCC's value, the remaining balance will be returned to the client's profile in the form of an FCC.

Q17: What costs are included in the future cruise credit (FCC)?

A17: The following will be applied to the FCC:

- Cruise fare and taxes (including any winning Upgrade Advantage payments)
- Hotel and CruiseTour packages purchased through Norwegian Cruise Line.
- Shore Excursions booked and pre-paid through Norwegian Cruise Line.
- Prepaid service charges
- Beverage or Dining gratuities (if part of FAS Promotion selection)
- Essentials, Booksafe Standard or Platinum Travel Protection, if purchased. FCCs resulting from insurance cancellations can only be applied towards insurance on the newreservation.
- Free at Sea package charge (UK only)

Q18: Are any of the costs refunded instead of being included in the FCC?

A18: Any ancillary items sold by Norwegian Cruise Line will be refunded to the cardholder who made the original purchase and will not be included in the FCC.

- Ancillary items include: Bon Voyage gifts and celebration packages, pre-purchased dining or beverage packages (those not part of FAS promotion), water packages, purchased on board credits, pre-purchased internet or photo packages.

Q19: What is not included in the future cruise credit (FCC) or refund?

A19: The following will not be applied to the FCC or refunded:

- Special Promotional Onboard Credits (OBC)
- Any portion of the cruise fare paid for with a previously issued FCC.



Q20: What can the FCC be used for?

A20: The original, full value FCC can be applied and used for the following:

- Voyage Fare
- NCFs
- Government Fees and Taxes
- Pre-paid service charges
- Beverage or dining gratuities (if part of the Free At Sea promotion selection)
- Air purchased through Norwegian Cruise Line
- Hotel purchased through Norwegian Cruise Line
- Cruise tours purchased through Norwegian Cruise Line
- Pre-booked and pre-paid shore excursions
- Transfers
- Essentials, Booksafe Standard or Platinum Travel Protection insurance.

Q21: Is there anything the FCC cannot be used for?

A21: The FCC cannot be applied or used for the following:

- Amenities
- Dining/beverage packages that are not part of the Free At Sea program
- Internet packages that are not part of the Free At Sea program
- Shore excursions booked while onboard
- Onboard credit
- Water/soda packages
- Bottles of wine
- Bon voyage gifts and celebration packages
- Photo packages



Q22: Are Peace of Mind FCCs transferable?

A22: Yes. FCCs from either our Peace of Mind policy, or a suspended sailing are transferable. In order to transfer an FCC, and in an effort for us to best assist you quickly, please follow the instructions below:

- Email Request To: fcctransfer@ncl.com
- Include Subject Line: FCC TRANSFER REQ - Coupon ID #XXXXXXXX
- Email to Include:
 1. Attachment (i.e. email or written approval) from original FCC owner requesting transfer.
 - *Note failure to include will result in the transfer request being denied.
 2. Completed FCC transfer request chart. Please fill out one request chart for each new owner. See below example (used per FCC transfer request):

ONE TIME FCC TRANSFER REQUEST	
Booking Advisor Name:	John Smith
Peace of Mind or Suspended Sailing Reservation #:	12345678
Client ID of Original FCC Owner:	111111111
Client ID of Guest Receiving FCC:	222222222
FCC Coupon #(s):	98765432 and 45612378
PLEASE INCLUDE BELOW FOR PARTIAL TRANSFER REQUESTS	
<i>*Reservations are required to facilitate partial transfers*</i>	
<i>*Partial transfers are only applicable to Peace of Mind and 100% Suspended Voyage FCCs*</i>	
Reservation # Original FCC is Applied to:	33334444
Reservation # Transferred FCC will be Applied to*	55556666
<i>*Must be for same ship and sail date that the original FCC is applied to</i>	



Special notes:

- Please allow 3 to 7 business days for the transfer request to be completed.
- Peace of Mind and suspended sailing FCCs worth 100% of the fare paid are eligible for transfer.
 - Partial transfer of Peace of Mind and suspended sailing FCCs worth 100% of the fare paid are only permitted when the receiving guest is traveling on the same ship and sail date as the original owner.
 - Note failure to include qualified reservation information for partial transfers will result in request being denied.
 - The full remaining balance of a partial FCC will be transferred. We regret to advise we are unable to transfer only a portion of the balance.
- Only the **entire and full original value** of the bonus 25% and 50% credit FCCs issued for suspended sailings may be transferred.
- An email from the original FCC owner requesting the transfer to be made must be included when submitting the transfer request to fcctransfer@ncl.com.
- Once the transfer (full or partial) takes place, the receiving guest is now the owner and the previous owner cannot request a transfer back.
- Insurance FCCs are **NOT** eligible for transfer.
- Once the transfer is completed, a confirmation email will be sent, via a reply to the original email. At that time, the receiving guest will be able to apply the coupon to the desired reservation.

Q23: Is Booksafe Standard and Platinum Travel Protection insurance included in the FCC (or refund)?

A23: Yes. All guests who elect to cancel utilizing the Peace of Mind policy, who purchased Booksafe Standard or Platinum Travel Protection, will be receiving an additional insurance FCC, worth the value of the travel protection plan paid. This insurance FCC will be valid for one year from date of issuance and applicable towards insurance (only) for all published sailings through December 31, 2022. If an insurance FCC is applied to a new booking without travel protection on it, the Insurance FCC will be removed and added back to the guest profile.



Q24: Which guests on the bookings receive the FCC?

A24: The FCC goes to each individual guest on the reservation based on the breakdown of charges per guest.

Q25: What happens if a guest cancels their reservation under Peace of Mind and their booking had a CruiseNext certificate applied?

A25: CruiseNext certificates used will be returned to the guest account on file.

Q26: What happens a guest cancels their reservation under Peace of Mind and the cancelled booking had an FCC applied?

A26: The original FCC will be added back to the guests' profile and then they will also receive a new FCC for the outstanding amount.

Q27: What happens when one or more guests cancel with Peace of Mind, but other guests on the same booking choose to sail?

A27: Unfortunately, we are not able to accommodate an individual guest electing to cancel on a reservation. To take advantage of the Peace of Mind policy, the entire reservation must accept the FCC.

Q28: To what reservations does the Peace of Mind policy apply?

A28: Our temporary Peace of Mind policy applies to current and active individual and group bookings (full-ship charters are excluded) embarking through and including October 31, 2021. For new and existing reservations guests may cancel anytime up to 15 days in advance of embarkation. Anyone choosing to cancel will receive a full refund in the form of a future cruise credit to be used for sailings that embark through December 31, 2022. Reservations cancelled outside of final payment will receive a full refund back to the method of payment used to book.

Q29: Will a guest's air change fees be protected?

A29: Air change fees are not protected and will not be covered.

Q30: Do all rate codes qualify?

A30: Yes.



Q31: Can guests choose to carry promotional amenities or value adds from their cancelled reservation to their future booking?

A31: At time of cancellation, all promotional offers, amenities and value adds will be removed from the booking and will not carry-over to future reservations. Future reservations are subject to prevailing fares and offers in market at the time of booking.

Q32: If a guest cancels under Peace of Mind, can they use their future cruise credit (FCC) as payment to rebook the same cruise at a later time?

A32: No. Peace of Mind allows you and your clients to defer decisions to a later date and therefore the cancelled cruise may not be re-booked using the FCC.

Q33: What happens if a new reservation using the FCC is cancelled at a later point in time?

A33: The full value of FCC will be credited back to the guest's Latitudes profile if cancellation is outside of standard penalties. Cancellation penalties will be withdrawn from the FCC amount if applicable and remaining balance will be attached to guest's profile.

Q34: My client won a bid on the Norwegian Upgrade Advantage. Are they guaranteed the same category on the new booking?

A34: No, guests will receive the full value of their winning bid within the FCC and can apply that towards the sailing and category of their choice. Guests can then participate in a new bid once invited to the program for the newly selected sailing.

Q35: Should my clients take out Travel Protection on the new bookings?

A35: Travel protection is always highly recommended, and the Peace of Mind policy does not replace protection provided by travel insurance.

Q36: I have a client booked on a Sixthman full-ship chartered cruise, which sails on Norwegian. Does Norwegian's Peace of Mind apply to them?

A36: Policies for Sixthman full-ship charters may differ. Please contact Sixthman directly.



Q37: What happens to guests who are booked on a full-ship charter cruise during this time period?

A37: Guests booked on a full-ship charter to sail aboard a Norwegian Cruise Line ship are not eligible for this offer. Any full-ship charter guests during this period should contact their charter company or program operator directly with any questions.

UPDATED Q38: What protocols have been implemented to prevent the spread of COVID-19?

A38: 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 Sail Safe™ 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 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/sail-safe.

Q39: Who do I contact for questions?

A39: 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](#).