



Booked By Barthel Travel

Just Pack Your Bags

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Frequently Asked Questions:

What's the service charge (gratuities)?

Why is there a service charge? The reason there's a fixed service charge is an important one: Our Crew (as are the crew from other lines) is encouraged to work together as a team. Staff members including restaurant staff, stateroom stewards and behind-the-scenes support staff are compensated by a combination of salary and incentive programs that your service charge supports.

How much is the charge? Onboard Service Charges are additional. A charge of \$12 per person per day will automatically be added to your onboard account.

Are service charges across the board for all guests? All guests 3 years or older.

How do I prepay my service charges? Contact your travel professional and request that it be added to your cruise reservation. If you have not made final payment this will be included in your final payment amount or if final payment has already been made we will require full payment at the time it is added.

At what point in the booking process can the prepaid charges be added? They can be added at anytime up to 24 hours prior to sailing.

Why would I prepay my service charges? The convenience of pre-paying the service charges allows you to plan your budget prior to your cruise giving you additional freedom while on board.

If I cancel my cruise are the service charges refundable? Yes! The service charges are 100% refundable.

If there is a service issue can the service charges be adjusted on board? Guest satisfaction is the highest priority at Norwegian Cruise Line. We have structured a guest satisfaction program designed to handle any concerns about service or on-board product quickly and efficiently. However, in the event a service issue should arise during your cruise please let our on-board guest services desk staff know right away, so that we can address these in a timely manner. It is our goal to reach a satisfactory solution to any issue when it happens and make sure our guests can focus on enjoying their cruise. Should your concerns not be met with satisfaction you can adjust the charges.

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®, Diners Club®, 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 for up to 30 days.

Will I have access to the internet? All our ships are equipped with 24 hour Internet Cafés. Give your friends and family back home your personalized email address (printed on your cruise ticket) and stay in touch throughout your cruise. There is an additional charge for internet access. Wireless internet (also known as WI-Fi) is also available throughout Norwegian's entire fleet.

Will I get seasick?

Our big, modern ships are more open and airy than you ever could imagine with plenty of room to roam. And the bigger the ship, the less you'll feel the ocean's motion. If you're concerned, we suggest speaking to your physician about preventative measures BEFORE you sail.

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.

Do I need a Passport?

For closed-loop sailings (cruises that depart from and return to the same U.S. port), you may sail with **either** a valid passport OR proof of citizenship and a valid government-issued photo I.D. (driver's license with a photo), OR any other WHTI compliant document. Proof of Citizenship examples include: an original or state certified copy of a U.S. birth certificate, original certificate of U.S. naturalization, original certificate of U.S. citizenship, or a U.S. Consular report of your birth abroad. **Baptismal paper and hospital certificates of birth are not acceptable.** A U.S. citizen under the age of 16 does not require a government-issued photo ID. **It is HIGHLY recommended that you travel with a PASSPORT, in case you need to fly home from Bermuda for an emergency. You would not be able to fly back to the US without a valid passport.**

What is the Fuel Supplement?

NCL reserves the right to charge a fuel supplement without prior notice should the closing price of West Texas Intermediate Fuel increase above \$65 per barrel on the NYMEX (New York Mercantile Exchange Index). In the event a fuel supplement is charged, NCL will have sole discretion to apply the supplementary charge to both existing and new bookings, regardless of whether such bookings have been paid in full. Such supplementary charges are not included in the cruise fare. The fuel supplement charge will not exceed \$10.00 per passenger per day.

What are the Cancellation Penalties?

If you cancel:

more than 76 days prior to cruising (before May 7, 2012)	there is no penalty
75 – 56 days prior to cruising (May 8 – May 28, 2012)	\$250/person penalty
55 – 30 days prior to cruising (May 29 – June 21, 2012)	50%/person penalty
29 – 15 days prior to cruising (June 22 – July 7, 2012)	75%/person penalty
14 days or less prior to cruising (July 8 – 22, 2012)	100%/person penalty

If you purchase Travel Protection Insurance and have to cancel for a covered reason, you can be reimbursed the cancellation penalties.

How do I find out about Shore Excursions?

An updated listing of Shore Excursions is available approximately 6 months prior to sailing on www.NCL.com. All tours are available to pre-request online, or you can call (866) 625 1167 (US & Canada). Once onboard, Shore Excursions can also be purchased at the ship's Shore Excursion Desk.

Do I have to book Shore Excursions or can I just get off the ship at port?

Once the ship has cleared customs at the port, you can get on and off the ship at your convenience with your shipboard key card. You do NOT have to purchase any Shore Excursions.

How many suitcases can I bring?

Each person is allowed up to two pieces of personal luggage on board, with each piece weighing a maximum of 50 pounds.

What Should I Pack?

When it comes to what to wear, you can go resort casual or get decked-out and look your best - it's your call. That's the freedom of Freestyle Cruising. We even have special "Dress-Up or Not Night." It's the perfect opportunity to get your portrait taken with your family, that special someone or even with the ship's Captain.

Dress cruise casual anytime during the day, in the buffet and in most specialty restaurants. For women, it includes summer and casual dresses, skirts, regular or capri pants, shorts, jeans and tops. Khakis, jeans, shorts and casual shirts are fine for men. Swimwear is acceptable at the buffet and outdoor restaurant, but a shirt or a cover-up and footwear are required. Wear smart casual if you are eating dinner in the aft main dining room (our more formal dining room) and in Le Bistro on cruises over longer than five days. For women, it includes slacks or jeans, dresses, skirts and tops. For men, it's jeans or slacks with a collared shirt and closed-toed shoes. Traditional Bermuda shorts along with long socks, loafers and a blazer are all acceptable on a Bermuda cruise.

We want you to be comfortable, but tank tops for men, flip flops, baseball caps, visors and jeans that are overly faded, with holes or tears and worn below the hips are not permitted in main dining rooms or specialty restaurants. Kids 12 and under are welcome to wear nice shorts in all our restaurants. You may want to pack a sweater too—air conditioning can be chilly. Since your suitcases are collected the night before we return home, don't forget an overnight bag for prescriptions and need-to-have items.

What does my cruise fare include?

- Accommodations
- Transportation to some of the most beautiful places on earth via cruise ship
- Dedicated Kids & Teen (ages 2-17) programming & spaces during at sea days until 10:30 pm and from departure until 10:30 pm during port days
- Meals in the complimentary dining venues, i.e.:
 - Two Main Dining rooms on every ship
 - Buffet
 - 24-hour Dining venue (on select ships)
 - Room service from 5 am to midnight (small service fee applies between midnight and 5 am)
 - Outdoor Buffet (on select ships)
 - Pool Bar and Grill (on select ships)
 - Coffee Bar (regular coffee and pastries included, specialty coffees at nominal extra charge)
- Iced Tea, some juices in the buffet (for breakfast), regular coffee, tea and ice water
- All entertainment onboard unless it's part of a dining entertainment production (with the exception of Legends Unplugged on Norwegian Epic)
- Government taxes & fees
- Art Auctions
- Poolside activities
- Access to fitness facilities
- Select onboard presentations
- Sports Court activities
- Use of outdoor pools and hot tubs
- In-stateroom TV programming (except for on-demand movies)
- Phone calls onboard the ship (stateroom to stateroom)
- Use of private Studio Lounge if staying in Studio accommodations on Norwegian Epic
- Suite Guests receive additional amenities, based on the category of accommodation.

The following items are not included in the cruise fare:

- Service Charges/Gratuities
- Meals in Specialty Restaurants
- Alcoholic Beverages
- Sodas and some other non-alcoholic beverages
- Spa and Salon Services
- Exercise classes
- Casino
- Dining Entertainment
- Transfers (unless pre-purchased with air/sea packages)
- Hotel Stays pre-/post-cruise (unless pre-purchased)
- Shore Excursions
- Photography
- Internet Access
- Baby Sitting Services
- Specialty Onboard Seminars
- Art purchases
- Gift shop purchases
- Video Arcade
- Phone calls off the ship
- Satellite connection for cellular phones
- Laundry Services
- Use of the Medical Center
- Pizza Delivery

PLEASE GO TO WWW.NCL.COM FOR ANSWERS TO ALL OF YOUR QUESTIONS REGARDING THIS CRUISE