

IMPORTANT REMINDERS AND TERMS AND CONDITIONS

Important Reminders

As visa and documentation requirements vary by country and are subject to change, all guests are urged to contact their travel professional, local immigration office, or the embassy or consulate for each country they will visit on their cruise to verify current entry requirements. It is the guest's responsibility to obtain required visas and other documentation prior to sailing, including vaccinations for infectious diseases. Additional information for booked guests is available on www.ncl.com.

Online Check-In Guests are requested to complete their Online Check-In form at www.ncl.com at least 24 hours prior to departure date. Guests who have not completed their online Check-In form at least 24 hours prior to departure date are required to complete the Check-In process at the pier 2 hours prior to departure time noted on their cruise documents. Please refer to Section 10, "Special Instructions for Booked Guests".

TSA Requirements for Guests who are Flying

TSA requirements mandate that for all guests who have purchased air, Norwegian must provide TSA with Full Names (as it appears on your passport) that includes middle name (if applicable), Date of Birth and Gender. Without this information you can be denied boarding the aircraft. As a result of the REAL ID Act, new airline travel restrictions took effect in 2018 for U.S. citizens traveling by air domestically. The REAL ID Act establishes minimum security standards for state-issued driver's licenses and identification cards and prohibits federal agencies, like

TSA, from accepting licenses and identification cards for official purposes from states that do not meet these standards. Beginning January 22, 2018, guests with driver's licenses or state IDs issued by states that are not in compliance with the REAL ID Act and have not been granted an extension by DHS may not use these forms of identification to fly within the US. If the state is in compliance, guests may continue to use state-issued driver's license or ID for domestic air travel only if your state has been granted an extension to the compliance deadline by DHS. Guests should take this into consideration when planning travels for their cruise.

To find out if your state is in compliance, please visit Homeland Security Website. For more information, including other acceptable forms of identification, please visit TSA website.

Final Boarding Time Policy

Please be advised that on embarkation day, all guests must be onboard the ship no less than one hour from the ship's scheduled departure time. Guest agrees to board the ship at the embarkation port not less than one hour before the scheduled departure time. Guest acknowledges that it is the Guest's responsibility not to miss such final boarding time and the ship's scheduled departure from the embarkation port. Any and all costs incurred as a result of Guest not boarding the ship on time at the embarkation port shall be borne by the Guest. Guest further agrees, in all ports of call, to return to the ship not less than one hour before the scheduled departure time. Guest also acknowledges that shipboard and shore side clocks may have different times, but it is Guest's responsibility to return to the ship so as not miss the ship's departure. Any costs associated with transporting Guest to rejoin the ship including, but not limited to, government fees, visa fees, subsistence, lodging, air fare, launch fare, car hire or agency fees shall be borne by the Guest.

GROUP BLOCK DEFINITIONS, TERMS & CONDITIONS

Stateroom Deposit: Affinity Groups A specific group of passengers that are affiliated. This would include families, organizations, or other established groups of people. Groups can be booked on 3+ night sailings. Affinity groups limited to no more than one group per ship per month per agency. Note: Secondary profiles count as one agency.

Guaranteed Stateroom Assignment: Norwegian guarantees confirmation by stateroom category, not by stateroom location. All staterooms held in group blocks are guaranteed staterooms (GTY), defined as one where no stateroom number is assigned at the time of booking.

Stateroom Availability: If no stateroom is available to assign in a requested category at time of full deposit payment, Norwegian may assign a stateroom any time after final payment has been received, up to day of sailing. No changes will be permitted once a stateroom has been assigned.

Unsold Space: Defined and referred to as staterooms without stateroom deposit payment and without assigned names.

Automatic Space Reduction: All remaining unsold space is automatically released from a group block (hereinafter referred to as "RECALL"). Norwegian may reclaim unsold space and/or all group allotments at any time, without liability to tour operator and/or passenger deposits (hereinafter referred to as "EARLY RECALL"). Refer to 'Table B - Finalization Schedule'.
Special Requests

Stateroom Assignments: Norwegian will make every attempt to accommodate requested stateroom categories. Norwegian must be advised of any guests travelling under the age of 21.

Wheelchair accessible Staterooms: Accessible staterooms are offered on a first-come, first-served basis. Norwegian must be advised of any guests requiring an accessible stateroom at the time of the booking. Refer to Section 11, "Booking Procedure for Guests with Special Medical Needs".

Upgrades: Norwegian reserves the right to offer stateroom upgrades at its discretion at a cost agreed upon by the Travel Partner and Norwegian.

Staterooms for More Than Two Guests Accommodations for 3-8 guests within the same stateroom are offered fleet-wide and are limited in supply. Stateroom capacity is classified by category. Select stateroom categories may be held in a group block; however, rates and availability for 3rd-8th guests cannot be held or guaranteed without assigning guest names and paying stateroom deposit.

Name Changes for Cruise, Air, Land and Other Add-ons*

Name revisions or substitutions are not permitted without the approval of Norwegian. All name revisions or substitutions are considered reservation cancellations and new booking and regular

cancellation fees apply. If Norwegian approves a name revision or substitution, such change will be subject to a cancellation fee in accordance with the Cancellation Policy set forth in Table C.
*Add-on charges include all other charges, beyond cruise, air and land price.

CANCELLATION POLICY

Table C - CANCELLATION SCHEDULE

<u>1 - 6 Sail Days</u>				
<u>Days to Voyage</u>	<u>Cruise Cruise Tour Fee</u>	<u>Air Cancellation Fee</u>	<u>Land Cancellation Fee</u>	<u>Add-On Cancellation Fee</u>
89-76	25%*	25%	25%	25%
75-61	50%*	50%	50%	50%
60-31	75%*	75%	75%	75%
30 days or less	100%	100%	100%	100%

<u>7 or more Sail Days</u>				
<u>Days to Voyage</u>	<u>Cruise Cruise Tour Fee</u>	<u>Air Cancellation Fee</u>	<u>Land Cancellation Fee</u>	<u>Add-On Cancellation Fee</u>
119-91	25%*	25%	25%	25%
90-61	50%*	50%	50%	50%
60-31	75%*	75%	75%	75%
30 days or less	100%	100%	100%	100%

*Applies to total payments made or deposit - whichever is higher. Fees are in US dollars.

<u>The Haven Suites, Suites, Concierge, Garden Villas and Holiday Sailings**</u>				
<u>Days to Voyage</u>	<u>Cruise Cruise Tour Fee</u>	<u>Air Cancellation Fee</u>	<u>Land Cancellation Fee</u>	<u>Add-On Cancellation Fee</u>
119-108	25%*	25%	25%	25%
105-91	50%*	50%	50%	50%
90-61	75%*	75%	75%	75%
60 days or less	100%	100%	100%	100%

*Applies to total payments made or deposit - whichever is higher. Fees are in US dollars.

**'Holiday' applies to Christmas & New Year sailings.

Cancellation Fee for 3-8 Guests
Cancellation Fee for 3-8 Guests will follow the schedules outlined above

Group Shore Excursions

Norwegian offers travel partners with groups of 40 or more guests, a volume discount on published tour pricing. These discounts range from 10% to 25% off the standard tour pricing and may be retained by the travel partner or passed through to customers. Norwegian can also customize tours for groups of 40 guests or more at competitive net rates.

Norwegian is not responsible for any losses, damages, deaths, injuries, or claims whatsoever arising from, connected with, or related to any activities engaged in by cruise guests while off Norwegian's ships in any port of call, including all shore excursions, whether sold onboard or sold by third parties. Cruise guests engage in all activities off the ship at their own risk. For more information contact Group Shore Excursions by emailing ShorexGroups@ncl.com.

Norwegian Central

Owner/manager may register as an agent to do business online with Norwegian. The account administrator (owner/manager) can provide staff with a unique username/password to access the travel partner portal, Norwegian Central. Travel partners may complete the online check-in and obtain client edocs by visiting www.NorwegianCentral.com.

General Documentation and Visa Information

Cruise guests are responsible for obtaining necessary travel documents. Guests of all nationalities should consult with a visa service agency or local embassy/consulate for specific entry requirements, including for passports, visas and other documentation, including vaccinations for infectious diseases, for the voyage. For additional information, including travel documentation resources, visit www.ncl.com/about/required-travel-documentation.

Online Check-In

Due to government requirements (Border Security Act), all guests must provide Norwegian with specific personal information, submitted online no less than 1 day prior to sailing. Failure to fulfill this requirement will result in guests being denied boarding. Pre-cruise registration is mandatory and is available when a booking is paid in full and within 60 or less days (up to 1 day prior) from sailing. Cruise guests can complete Online Check-In by visiting www.ncl.com. Following this procedure will ensure that guests receive the most accurate, up-to-date information regarding the documentation requirements for their sailing.

My NCL

Booked guests, 18 years of age or older, may register for an account on ncl.com to obtain important pre-cruise information, complete online check-in, print edocs, pre-book onboard activities, dining, entertainment or spa services (if applicable) or reserve shore excursions.

Cruise Boarding Documents

After completing the online check-in, the guest or travel partner can print an electronic boarding pass (edocs) to be presented at embarkation. Edocs contain a detailed voyage summary including the cruise ticket, itinerary, and luggage tag(s). When applicable, 'edocs' include air ticket, transfer voucher and/or hotel voucher. Note: It takes 24 - 48 hours after payment is applied for booking to be validated. Once it has been validated, an email notification is sent out. The tour operator account administrator can set 'edoc' preferences, electing to send notification to either to the guest's email address or the travel partner's email address.

Booking Procedure for Guests with Special Medical Needs

Norwegian has a dedicated group of team members who are specifically trained to meet the needs of guests with special requirements. The travel partner must advise Norwegian of any guests requiring wheelchair accessible staterooms at time of booking, and must advise the access desk via email prior to sailing of guests travelling with any of the following: hearing or vision impaired, require dialysis, pregnancy, allergies, other dietary requirements, medical equipment or needs/requirements as deemed necessary by sailing guest(s). NOTE: Wheelchair accessible staterooms are limited and offered on a first-come, first-served basis. Pregnant guests may sail provided they have not entered the 24th week of pregnancy at time of voyage start date and a doctor's note may be required. Access Coordinators & Access Desk will follow up with tour operator upon request. Call (866) 584-3756 or Email accessdesk@ncl.com.

Norwegian Cruise Line: Age Requirements

Infants: Norwegian requires infants be at least 6 months of age at time of sailing. For voyages with 3 or more consecutive days at sea, the infant must be at least 12 months old at time of sailing.

Minors: Defined as an individual less than 18 years of age at time of embarkation.

Young Adults: Defined as an individual between the ages of 18 and 20 time of embarkation.

Company policy dictates that a passenger under 21 years of age must be accompanied in the same or connecting stateroom by a passenger 21 years of age or older at the time of embarkation. For passengers under the age of 18 traveling with an accompanying adult, who is not the minor's parent or legal guardian, a Parent/Guardian Consent Release Form that authorizes the minor's travel and further authorizes medical treatment in case of an emergency must be delivered to a Norwegian representative at the pier during check-in. Failure to produce this letter at embarkation may result in boarding being denied, with no refund of cruise fare. NOTE: Two people under the age of 21 may travel together in the same stateroom if they are a married couple and provide proof of marriage to a Norwegian representative at the pier before embarkation.

Smoking Policy

Guests may smoke only in designated areas* as follows:

Staterooms Guests are not permitted to smoke cigarettes, cigars or pipes in staterooms or on stateroom balconies. Guests who smoke in staterooms or on the stateroom balconies will be assessed a cleaning fee of \$250 per stateroom.

Public Spaces Cigarette smoking in the casino is limited to players and is permitted where ashtrays and appropriate signage are displayed. Cigarette, cigar and pipe smoking are permitted in enclosed cigar bars, available on select Norwegian ships. On Norwegian Getaway and Norwegian Breakaway, smoking cigarettes on The Waterfront is permitted on the starboard side where ashtrays and appropriate signage are displayed.

***Electronic cigarettes are not permitted in public areas where there is a no smoking policy enforced.**

Travel Protection Plan

Norwegian's BookSafe Travel Protection Plan is available to all U.S. and Canadian residents who are part of the group. Payment must be made prior to commencement of the cancellation fee period.

Fuel Supplement

Norwegian reserves the right to re-instate a fuel supplement for all guests should the price of light sweet crude oil according to the NYMEX (New York Mercantile Exchange Index) increase above \$65 per barrel.

Service Charges

Our crew is encouraged to work together as a service team and 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 the standard of service for which Norwegian 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. There is no charge for children under the age of three.

Air/Sea Program

Norwegian Cruise Line does not provide air at a group level. Individual air can be added at the booking level.

Ground Transportation

Ground transportation is available for purchase on all air/sea and cruise-only reservations. Transportation requests for cruise-only guests will require guest's independent air information to be provided to Norwegian and be within the recommended flight arrival and departure times for the cruise. Ground transportation is subject to the group's cancellation policy. Refer to Section 8, 'Table C - Cancellation Schedule'.

OTHER TERMS & CONDITIONS

a. Norwegian shall have the absolute right at any time to withdraw, lease, charter, sell or otherwise dispose of its ships. If prior to voyage Norwegian removes the ship from service, Norwegian shall in its discretion and in full settlement of its obligation hereunder, either cancel this agreement and make a full refund of all monies deposited hereunder, or furnish another ship with the same or similar itinerary and accommodations. Norwegian shall not be liable if the ship does not sail on or about the scheduled or advertised date; or should the itinerary change for any reason.

b. All cruise guests are required to carry a passport valid for 6 months after disembarking the ship and necessary visas. Expired passports are not acceptable. Cruise guests are responsible to check with travel agent, local immigration office and /or respective embassy or consulate to determine all requirements for passports, visas and other documentation, including vaccinations for infectious diseases. Non-U.S. citizens must have a valid passport and any necessary visas,

and other required documentation. In addition, non-U.S. citizens who have been admitted to the U.S. for permanent residence must carry their Permanent Resident Card (Form i-551), commonly known as a Green Card. Cancellations due to lack of appropriate travel documentation (I.e. visas, passports, etc.) will incur cancellation fees pursuant to paragraph 8 hereof.

c. The parties acknowledge that tour operator is not an employee, partner, joint venturers or agent of or with Norwegian or any of its vessels, nor is travel partner intended to be any of the foregoing, and nothing herein shall be construed as placing the parties in a relationship of employer -employee, partners, joint venturers, or principal/agents.

d. Norwegian shall have no liability for any consequential, special, contingent or incidental damage or loss whatsoever, including, without limitation, loss of profit, revenue or bargain, arising out of or in connection with the Group Agreement and Group Terms and Conditions. Travel Partner hereby waives (to the fullest extent permitted by law) any claim, lien, encumbrance or charge it may have over Norwegian cruise ships, and all rights to arrest any Norwegian vessel, in connection with any claim arising hereunder against Norwegian (without prejudice to any other rights it may have to pursue any other remedies against Norwegian). In the event that the group's cruise is canceled in its entirety and Norwegian does not otherwise offer alternative cruise arrangements, Norwegian sole obligation to travel partner is to refund monies that were paid to Norwegian.

e. Norwegian and Norwegian vessels shall have the right at all times to avail themselves and have the benefit of any limitation of liability or exoneration of liability rule, regulation or statute in the applicable forum, including, but not limited to 46 U.S. Code, Paragraphs 181-186, the International Convention Relating to Limitation of the Liability of Seagoing Ships 1957 (the Brussels Convention), and the Athens Convention Relating to the Carriage of Passengers and Their Luggage by Sea 1974 (the Athens Convention). Furthermore, Norwegian disclaims all liability to travel partner and his/her group clients for damages for emotional distress, mental suffering or psychological injury of any kind except to the extent such disclaimer is prohibited by 46 U.S.C. § 183c(B).

f. In making any arrangements for the care or transportation of any passenger or his or her baggage by any connection or other carrier, railway, vessel, craft, transportation company, tramway, carriage, automobile, aircraft, or otherwise than by the applicable vessel, or by such tenders as are supplied to embark or disembark passengers in or from the same, or in making any arrangements for shore accommodations, victualing, amusement or entertainment for any passenger, or for any other service or facility whatsoever for any passenger otherwise than aboard the vessels, or such tenders as aforesaid, it is understood and agreed that Norwegian is acting solely in the capacity of agent for the party or parties actually providing such care, transportation, accommodation, victualing, amusement, entertainment, service or facility as aforesaid, and that the same are provided subject to the terms appearing in the tickets, vouchers, or notices for the time being in force of such party or parties, or otherwise imposed by such party or parties. It is further understood and agreed that Norwegian is not to be, or to be held liable for the acts, neglect, default, or omission of any party whomsoever in respect of any events, matters, or things, whatsoever, or wheresoever, elsewhere than aboard the vessel, or such tenders as are

supplied at the sole expense of Norwegian for the purpose of embarking or disembarking passengers in or from such vessel.

g. Norwegian reserves the right to change, modify, add, or remove portions of these terms and conditions at any time at Norwegian's discretion.

h. These terms are effective until terminated by Norwegian, for any reason, or without notice. Upon termination, you must destroy all materials obtained from Norwegian and all copies of hereof, whether made under these terms and conditions or otherwise.