

A Letter from Norwegian Cruise Line President and CEO Harry Sommer -

At Norwegian Cruise Line, we put our guests first, and today is no different. Given the current health environment, I'd like to share an important update about Norwegian Cruise Line's response to COVID-19. With the virus impacting communities around the globe, we have decided after collaboration with federal officials to voluntarily suspend cruise voyages across our fleet, effective immediately. This action is in effect for voyages with embarkation dates from March 13 to April 11, 2020. We will plan to recommence and operate with embarkations beginning April 12, 2020.

As I have said many times before, the health, safety and well-being of our guests and crew is our highest priority. While we have not had any confirmed cases across our 17-ship fleet and are taking this measure in an abundance of caution, we felt it necessary to do our part. Working closely and in partnership with local, state, federal and global agencies, we are committed to taking all appropriate steps and actions to combat the spread of COVID-19.

Voyages that are underway will conclude and guests will be disembarked as soon as possible and assisted with travel arrangements. Other impacted guests and travel partners will be contacted with specific details shortly. However, in the meantime, please note that we will provide guests with future cruise credit and refund options.

Please note:

- Guests who are booked on voyages with embarkation dates from March 13 to March 17, 2020 are asked to contact their travel professional or contact us for more information.

- Guests will receive a 150% refund of the fare paid in the form of a future cruise credit, which can be applied toward any cruise through December 31, 2022.

- Guests who are booked on voyages with embarkation dates from March 18 to April 11, 2020 are asked to contact their travel professional or contact us for more information.

- Guests will receive a 125% refund of the fare paid in the form of a future cruise credit, which can be applied toward any future cruise through December 31, 2022.

- Guests who do not want to avail themselves of the future cruise credit will receive a 100% refund of the fare paid reimbursed to the original form of payment within 90 days of completing the request form on this page which will be made available starting March 23, 2020. We ask guests to wait to contact us regarding any refund until after March 23, 2020 as our reservation system will allow us to handle their requests at that time.

We are incredibly appreciative of your loyalty and trust in allowing us to welcome you aboard our amazing ships. We remain dedicated to providing our guests with the best travel experiences across the globe, and we look forward to welcoming you aboard very soon.

The safety, security and well-being of our guests and crew is our number one priority. We have implemented several preventative measures – the strictest out there – due to growing concerns regarding COVID-19 infections. We will continue to consult with The World Health Organization (WHO) and the U.S. Centers for Disease Control and Prevention (CDC) and take additional preventative actions as deemed necessary.

We apologize for the inconvenience to any guests affected by these new measures which have been put in place to ensure the safety, health and well-being of all our guests and crew members.

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Preventative Measures TO ENSURE YOUR SAFETY

Policies currently in place, which are subject to change, include the following:

All embarking guests will be asked to complete and submit a Pre-Embarkation Public Health Questionnaire certifying their current health status and recent travel history. In addition, all embarking guests and crew will be administered a non-touch fever temperature check.

Denial of boarding will occur in the following cases:

Guests who have traveled from, visited or transited via airports in China, Hong Kong, Macau, South Korea, Iran, or Italy within 30 days of their voyage embarkation, regardless of nationality. Travel companions of these guests who share the same stateroom will also be denied boarding.

Guests who in the last 30 days have come into known direct contact with anyone who has traveled from, visited or transited via airports in China, Hong Kong, Macau, South Korea, Iran, or Italy. Travel companions of these guests who share the same stateroom will also be denied boarding.

Any guest with a temperature detected at or above 100.4F / 38C.

All persons who, within 30 days prior to embarkation, have had contact with, or helped care for, anyone suspected or diagnosed as having COVID-19, or who are currently subject to health monitoring for possible exposure to COVID-19

All persons who have reported on the Pre-Embarkation Public Health Questionnaire or who appear symptomatic, are feeling unwell, are exhibiting flu-like symptoms or exhibit difficulty breathing.

Guests who are denied boarding will be issued a refund for monies paid for their cruise- only expenditures in the form of a 100% future cruise credit.

Travel Restrictions for CERTAIN PASSPORT HOLDERS

Certain countries have put into place additional restrictions for port entry and passenger disembarkation. These often include denying entry to certain passport holders or requiring additional medical documentation or screenings. Guests with certain passports and who are on voyages impacted by port restrictions will be notified prior to sailing.

What to Expect DURING YOUR CRUISE

Additional Precautionary Measures: While on board, any persons who exhibit symptoms of any respiratory illness, flu-like symptoms, cough or a fever above 100.4F/38C will be subject to additional screening at our onboard Medical Center and may be subject to potential quarantine and disembarkation.

Along with the above policies we have implemented additional cleaning/disinfection protocols on board all of our ships. These protocols will be strictly enforced in addition to our already rigorous sanitization standards.

The above measures will remain in effect until further notice and are subject to change at any time as we evaluate the situation and continue to consult with local health authorities as well as the WHO and the CDC.

In addition to the aforementioned protocols, we have cancelled or redeployed a number of sailings previously operating in areas of high risk. We maintain the flexibility to alter itineraries as needed to avoid these areas and will continue to closely monitor the areas in which we operate and take appropriate action as necessary.

Norwegian's PEACE OF MIND

Have peace of mind when booking with Norwegian Cruise Line. For all new and existing bookings, guests may cancel up to 48 hours before their sail date and receive a 100% Future Cruise Credit that is valid through December 31, 2022.