

# SAIL SAFE SO YOU CAN FEEL FREE.

Our vision is to be the vacation of choice for everyone around the world. That's why we've enhanced our commitment to health and safety with our new Norwegian Cruise Line's Sail Safe™ Health and Safety Program. To protect our guests, crew and communities we visit, we have developed a robust and comprehensive health and safety strategy with new and enhanced protocols to create multiple layers of protection against COVID-19. Initial voyages will operate with fully vaccinated guests and crew, combined with preventative health and safety measures which we believe will provide a uniquely safe and healthy vacation experience. Our science-backed plan for a safe and healthy return to cruising was developed in conjunction with a diverse group of globally recognized experts and will be continuously evaluated using the latest science and technology.



## FREQUENTLY ASKED QUESTIONS

### GENERAL - RETURN TO SERVICE

#### 1. What is NCL's Return to Service Plan?

We continue to evaluate the viability of sailing select itineraries aboard various vessels within our fleet. At this time, we have announced a return to service for three of our vessels: Norwegian Joy, Norwegian Jade and Norwegian Gem beginning July 2021. Visit <https://www.ncl.com/return-to-service>

The majority of sailings outside of these newly announced voyages have been cancelled through August 31, 2021. Impacted guests on voyages that will not operate will be notified accordingly. Visit <https://www.ncl.com/suspended-sailings>

### GENERAL - HEALTH & SAFETY

#### 2. Are these all of the health & safety protocols that will be implemented during my cruise?

We have developed a comprehensive and multi-layered set of health and safety protocols that span the entire cruise journey, guided by the expert advice from the Healthy Sail Panel and our Company's Sail Safe Global Health and Wellness Council. We will continuously refine and improve these protocols as science, technology and our knowledge of the virus improve and will provide guests with all relevant information and any changes to protocols prior to setting sail. Visit <https://www.ncl.com/safe> for the most up to date information.

#### 3. What happens if I don't comply with health and safety requirements?

All guests and crew are required to comply with our health and safety requirements to protect everyone on board, at the terminal and at destinations we visit. Individuals who do not comply with requirements will be denied boarding or disembarked from the cruise.

Guests who fail to comply with the Company's COVID-19 Policies and Procedures will not be entitled to a refund or compensation of any kind. Guests should refer to the Cruise Ticket Contract issued for their cruise for complete details.

#### 4. How do I know if there are any travel restrictions that could impact my cruise?

We are closely monitoring the evolving global public health environment and to the extent any itineraries are affected, we will notify impacted guests in a timely fashion and update our booking requirements. Additional travel restrictions for certain nationalities or countries may arise based on the quickly evolving public health environment. All guests are strongly advised to monitor current travel requirements and advisories for their home countries.

### PRE-CRUISE REQUIREMENTS - VACCINATION & SAFETY

#### 5. Will all guests be required to be vaccinated prior to the cruise?

*Cruises with embarkation dates through October 31, 2021:*

All guests sailing aboard cruises with embarkation dates through October 31, 2021, are required to be fully vaccinated, at least 2 weeks prior to departure, in order to board. Vaccines combined with multi-layered and robust preventative health and safety measures, including universal COVID-19 testing prior to embarkation, will help us provide a uniquely safe and healthy vacation environment that we believe exceeds all other vacation choices on land and at sea. Each guest must submit proof they have completed the full cycle of required doses for the vaccine administered at least 2 weeks prior to their sail date. Guests who are not old enough to be vaccinated or otherwise not eligible to be vaccinated will not be allowed on these sailings.

*Cruises with embarkation dates beginning November 1, 2021:*

Given the ever-evolving nature of the pandemic, the accelerating rollout of the vaccine, and the speed of scientific learnings, it is premature to make decisions on our health and safety protocols for cruises with embarkation dates beginning November 1, 2021. We will continue to evaluate our health and safety protocols and rely on science and our expert council as we make decisions and evolve our policies and procedures.

#### 6. Are children allowed to sail on your ships if they are not vaccinated?

The safety and security of our guests, crew and communities we visit is our number one priority. In order to provide the safest cruise experience possible, all guests and crew will need to be fully vaccinated for all sailings with embarkation dates prior to October 31, 2021. Therefore, minors who have not yet been eligible to be vaccinated will not be permitted to sail on these voyages. Minors who have been fully vaccinated are welcome to sail. We look forward to the day when we can safely welcome these guests back on board our ships, when the public health environment allows us to modify our protocols accordingly. We will continue to constantly evaluate our health and safety protocols with our expert Council and will follow the latest science to determine requirements for all future sailings embarking beginning in November 2021. We commit to keeping guests apprised of any policy changes as far in advance as possible of their scheduled vacation.

#### 7. What vaccines will be accepted to cruise on initial voyages?

Vaccines that have been authorized for use by the World Health Organization (WHO), U.S. Food and Drug Administration (FDA) or the European Medicines Agency (EMA) will be accepted.

## **8. What documents will be required to show proof of vaccination and when do we provide them?**

Proof of vaccination must be submitted prior to sailing. Proof must be in the form of the original vaccination record document issued by either the country's health authority that administered the vaccination or the guest's medical provider that completed the vaccine administration. Electronic vaccination records will be accepted for residents of countries where electronic documentation is the standard issued form. Communication regarding proof of vaccination submission will be sent to all booked guests in the 30 days prior to setting sail.

## **9. What completed travel documents do I need to board the ship?**

Global travel requirements are quickly evolving and vary by country of departure. Communication will be sent to all booked guests in the 30 days prior to setting sail, to share the latest requirements for each departure port. All guests are encouraged to download our Cruise Norwegian app to update their contact information so that we know how to reach you.

Given the fluidity of the current public health environment, all guests are strongly advised to monitor travel requirements and advisories for their home countries and are responsible for monitoring and complying with applicable travel restrictions.

At this time, we expect each guest will need to provide the following:

- Any documentation required from the country where the guest is embarking the vessel. This could include but is not limited to proof of a specific negative COVID-19 test result. These requirements will vary by country and is the responsibility of the guest;
- For cruises with embarkation dates through October 31, 2021, all guests must provide proof of being fully vaccinated for COVID-19 at least 2 weeks prior to their sail date with an authorized vaccine;
- Negative COVID-19 antigen test result prior to embarkation, which will be administered and paid for by cruise line;
- Completed health questionnaire (prior to embarkation);
- Typical travel documents, including passport or any visas as required;
- Any documentation required from the country the guest is traveling to, after the cruise. This could include but not be limited to proof of a specific negative COVID-19 test result. These requirements will vary by country and is the responsibility of the guest.

## **10. How far in advance of sailing will you send guests details on travel requirements and updates on health and safety protocols?**

Communication will be sent to all booked guests in the 30 days prior to setting sail, to share the latest requirements for each departure port along with updates to health and safety protocols. All guests are encouraged to download our Cruise Norwegian app to update their contact information so that we know how to reach you.

## **11. Will I be issued a refund if I am denied entry to the country where the voyage originates (port of embarkation)?**

If guests, members of their parties and others traveling with them are denied entry due to a positive COVID-19 test within 2 weeks of their sail date, they will be entitled to either a refund or a Future Cruise Credit ("FCC") for the amount paid.

All refund requests must be made within six months of the date guests are denied entry to the country, or they will be entitled to a Future Cruise Credit. To apply for a refund, guests visit <https://www.ncl.com/case-submission>.

If a guest is denied entry due to non-compliance with travel requirements and/or health and safety protocols a refund will not be provided.

## **12. Will proof of vaccination be required for all cruises even in the future?**

In order to provide the safest cruise experience possible, all guests and crew will need to be fully vaccinated for all sailings embarking through

October 31, 2021. We will continue to constantly evaluate our health and safety protocols with our expert Council and will follow the latest science to determine requirements for all future sailings embarking beginning in November 2021. We commit to keeping guests apprised of any policy changes as far in advance as possible of their scheduled vacation.

## **13. Will we require vaccines for guests who are recovered from COVID-19 and have antibodies?**

Yes, all guests and crew will be required to be fully vaccinated even if they have antibodies from prior infections.

## **14. Will any countries visited during the cruise require additional testing to enter the country?**

We will comply with all local regulations at all destinations we visit. These regulations are continuously evolving and if an additional test is required at a port of call, we will provide advanced notice to all guests.

## **15. Will you offer testing onboard to meet travel requirements for guests flying back to countries that require negative COVID-19 test results to re-enter the country post cruise?**

COVID-19 antigen tests prior to disembarkation will be administered on board to all guests and paid for by the cruise line. If a PCR test is required for any travel home, it is the guest's responsibility.

## **16. Will I have to sign a COVID-19 waiver to board a ship?**

All guests are required to accept the terms and conditions in our guest ticket contract. In addition, guests will be required to agree to abide by all of the cruise line's health and safety protocols and acknowledge the risks associated with COVID-19 during their voyage and shoreside experiences. Guests who fail to agree to these terms and conditions will not be permitted to board.

## **17. Do I need to use the Norwegian Cruise Line App for new health and safety protocols?**

We strongly encourage guests to download the Cruise Norwegian app. In addition to the variety of features and enhancements that will make the cruise journey seamless, guests will save time at the pier by completing the online check-in, which includes the Company's new Health & Safety section which is required to be completed by all guests prior to sailing.

Guests can preview and book onboard activities, dining reservations, shore excursions and entertainment both before boarding and while on the ship. They can also review important trip details, access the day's schedule, view Latitudes loyalty information, call and message guests including group chat\*.

\*Calling and messaging package has a nominal one-time fee for making unlimited onboard calls and messages during your cruise.

## **18. Are there any restrictions on pre-existing health conditions or limitations for guests due to COVID-19?**

No, we do not currently have any restrictions or limitations for guests with pre-existing health conditions. All guests should assess their individual risk level and consult with their doctor if needed prior to sailing.

## **19. If I'm denied boarding at the pier or arrive late, can I board the ship at the next port?**

No, due to enhanced health and safety measures we have put into place prior to embarkation we cannot accommodate guests joining the cruise once the sailing has commenced.

Guests will not be eligible for a refund or any type of compensation if they miss the ship's departure.

## 20. Can I buy travel insurance through Norwegian Cruise Line?

Yes, we offer guests the option to purchase travel protection plans. In addition to a broad set of [coverage benefits](#), our plans cover medical expenses for illnesses, including [COVID-19](#).

### REFUNDS

## 21. If one person in our party tests positive, will we all be denied boarding?

If one person in the party tests positive for COVID-19, immediate family members, those traveling in the same cabin as the guest who tested positive and those identified as a close contact will be denied boarding.

If guest, members of their parties and others traveling with them, are denied boarding due to a positive COVID-19 test within 2 weeks of their sail date, they will be entitled to either a refund or a Future Cruise Credit ("FCC") for the amount paid.

All refund requests must be made within six months of the date guests are denied boarding or they will be entitled to a Future Cruise Credit. To apply for a refund guests should visit <https://www.ncl.com/case-submission>.

## 22. Will I receive a refund if I test positive for COVID-19 prior to boarding? What about other members in my party that are denied boarding?

Guests, members of their parties and others traveling with them, who are denied embarkation or reboarding, or are quarantined or disembarked during the voyage, due to a positive COVID-19 test or who are suspected of having COVID-19, are entitled to refund or a Future Cruise Credit ("FCC").

Guests who are denied boarding due to a violation of protocols, for example not testing in advance, will not receive a refund.

All refund requests must be made within six months of the date guests canceled their voyage or the scheduled embarkation date, whichever is earlier, or they will be entitled to a Future Cruise Credit for the amount specified. To apply for a refund, guests should visit <https://www.ncl.com/case-submission>.

## 23. If I am denied boarding, will I receive assistance with travel arrangements?

If a guest is denied boarding due to a positive COVID-19 test at embarkation, the cruise line will coordinate and cover costs for travel arrangements, for that guest and those traveling with them if they are also denied boarding. The cruise line will not be able to assist with travel arrangements if a guest is denied boarding as a result of a violating the cruise line's health and safety protocols.

## 24. If I already booked a cruise or have a FCC and don't want to get vaccinated, will the cruise line provide a refund for my cruise? If so, will this be a FCC or a cash refund?

Yes, if a guest has an active reservation as of 4/5/21 for a cruise with a vaccination requirement (currently all sailings through October 31, 2021), and the guest is unable to comply; the guest will be permitted to apply the full value of all amounts paid to a new future cruise credit or, at their discretion, be provided a cash refund in an amount equal to their original cash payment by visiting <https://www.ncl.com/case-submission>. Refund amount will be subject to Norwegian's cancellation fee policy communicated to our guests at time of booking and can be found on our website <https://www.ncl.com/about/cancellation-fee-schedule>

## 25. If I test positive for COVID-19 during a cruise and have to quarantine, will I receive a full refund?

Guests who test positive for COVID-19 during their cruise and are required to quarantine will receive a pro-rated cash refund or a pro-rated Future

Cruise Credit. If a guest followed all of the cruise line's health and safety protocols, the cruise line will coordinate and cover the cost of necessary COVID-19 related medical treatment, required land-based quarantine and travel arrangements to get the guest safely back to their home.

All refund requests must be made within six months of the date they canceled their voyage or the scheduled embarkation date, whichever is earlier, or they will be entitled to a Future Cruise Credit for the amount specified. To apply for a refund guests should visit <https://www.ncl.com/case-submission>.

### FACE COVERINGS

## 26. Are face coverings required?

We will continue to monitor public health guidance, including from the CDC, at the time of a guest's voyage and modify requirements accordingly. Face coverings are currently required for guests while indoors, except for when in their own accommodations and while eating and drinking in restaurants, bars and lounges or outdoors when physical distancing is not feasible.

Face coverings may be required in certain settings to comply with local requirements, for example in terminals for embarkation and disembarkation or at ports of call. It is strongly recommended that guests wear face coverings when not on board the ship.

### REDUCED CAPACITY

## 27. What is the new ship guest capacity?

Initial voyages will have controlled guest capacity to provide more space for responsible physical distancing.

## 28. How will you maintain physical distancing onboard?

We are controlling the guest capacity on board each ship to provide even more space. To further support physical distancing, we have increased spacing in dining and entertainment venues and other onboard spaces.

### ONBOARD MEDICAL RESOURCES

## 29. What happens if I get sick while onboard?

Guests who have symptoms of COVID-19 while on board should immediately contact the onboard medical center for further instruction. Complimentary consultations and treatments are provided for respiratory illnesses as well as dedicated isolation accommodations should the need arise. Medical centers will be equipped to test for SARS-CoV-2 on board and if a positive case is identified, contact tracing for that individual will begin immediately and occur at the same time as treatment.

We have also enhanced our onboard medical capabilities with additional staffing and enhanced facilities. This includes an increase in intensive care unit capacity, new and upgraded equipment, onshore medical institution partnerships, telemedicine capabilities and additional robust consultation and treatment options. Onboard medical centers are also abundantly stocked with common prescription medications, remedies, and virus-testing equipment as available.

## 30. What testing and treatment capabilities are there on board?

We have improved our onboard medical capabilities with additional staffing directly related to sailing capacity, new and upgraded equipment and enhanced facilities.

All vessels will have COVID-19 testing capabilities on board and results onsite. We have increased intensive care units (ICU) capacity onboard and

ICUs are equipped with infusion pumps, IV treatments, cardiac monitors, defibrillators, cardiac pacemakers and ventilators.

Should the need arise, we also have partnerships with onshore medical institutions in place, including Cleveland Clinic Florida, to provide clinical advice and assistance as needed.

Vessels are equipped with an onboard laboratory, which can administer Complete Blood Counts (CBC), Blood Chemistry, Coagulation tests, and Influenza tests. Onboard medical centers are also abundantly stocked with common prescription medications and remedies.

### **31. Will you have additional medical staff on board?**

Yes, we have increased the number of medical and supporting security staff on board directly in relation to the sailing capacity. We also have partnerships with onshore medical institutions in place, including Cleveland Clinic Florida, to provide clinical advice and assistance as needed.

### **32. If a guest tests positive for SARS-CoV-2 while on board, what costs are covered?**

Complimentary consultations and treatments are provided for respiratory illnesses as well as dedicated isolation accommodations should the need arise.

If a guest follows health and safety protocols and tests positive during their cruise, the cruise line will coordinate and cover the costs related to necessary COVID-19 related medical treatment, required land-based quarantine and travel arrangements to get the guest safely back home. We will also cover the same costs for identified close contacts if they are required to quarantine onboard or are removed or denied re-boarding due to being in close contact to a guest who tests positive.

## **ONBOARD DINING AND ACTIVITIES**

### **33. Will buffets still be offered onboard?**

Yes, buffets will be offered but all dining and beverage options will be full service with staff serving guests.

### **34. Are there any onboard activities that will not be available?**

Nearly all onboard venues and activities, including entertainment, spas and casinos, will still be available with some temporary modifications or changes to activities due to the current public health environment. While on board, guests will be guided through any additional health and safety protocols.

## **CLEANING AND DISINFECTION**

### **35. What are your cleaning and sanitation standards on ships?**

We have always had stringent cleaning and sanitization protocols across our fleet and continue to enhance these rigorous protocols in response to COVID-19.

All ships are thoroughly cleaned and disinfected prior to every voyage in accordance with company protocols, which were developed in partnership with CDC's Vessel Sanitation Program. Embarkation terminals will be sanitized continuously, and, where possible, fogged before and after each embarkation and debarkation.

Staterooms and Public Areas are continuously cleaned and disinfected throughout the voyage, with special attention to high-traffic touch points around

the vessel. We use Hypochlorous acid (HOCl), a non-toxic, powerful oxidant that effectively kills bacteria, spores, and viruses. It is natural and safe to use since it is comprised of natural elements such as water and salt, and electric charge.

All Buffets and beverage stations will be full service and sufficiently staffed to safeguard our guests. In addition, all guests will be strongly encouraged to engage in frequent hand washing, particularly when entering food and beverage venues, and hand sanitizer will be prominently placed and easily accessible throughout the ship.

We maintain compliance with various government and public health agencies and external public health inspections on board our ships are carried out by agencies including, but not limited to the CDC Vessel Sanitation Program, Public Health Agency of Canada, Brazil's National Health Surveillance Agency, ANVISA and the European Commission Directorate General for Health and Food Safety SHIPSAN.

## **ITINERARY DEPLOYMENT**

### **36. How do you determine which ports are safe to visit?**

We constantly monitor the health environment across the globe and cancel or modify itineraries to affected areas as needed. We plan to offer a wide variety of desirable destinations which will all be evaluated by our Port, Medical and Security teams. We will also work closely with the destination ports, governments and public health authorities to comply with local requirements and extend proper health and safety standards.

## **SHOREX**

### **37. How have you extended your health and safety protocols to land?**

We're partnering with our local destinations and tour operators to provide a safe and healthy environment for our guests. Company sponsored shore excursions will have additional rigorous health and safety protocols in place.

### **38. Will I be required to purchase a company-sponsored shore excursion while at ports of call?**

During our first full month of operations, July and August 2021, guests will be required to purchase a Norwegian Cruise Line shore excursion. This policy will be continually evaluated with our Sail Safe expert council and we will modify requirements accordingly.

## **CONTACT TRACING**

### **39. What is Contact Tracing and can I opt-out?**

Guests cannot opt out as contact tracing is necessary for all guests and crew to facilitate an effective mobilization response to keep everyone safe if there is a confirmed or suspected case of COVID-19 onboard. Medical information for all guests and crew will be securely maintained and protected in the Health Insurance Portability & Accountability Act (HIPAA) and General Data Protection Regulation (GDPR) compliant medical software.