

SAIL SAFE SO YOU CAN FEEL FREE.

Norwegian Cruise Line's 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 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 - HEALTH & SAFETY

1. Are these all the health and 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 adjust these protocols as science, technology and our knowledge of the virus improves and will provide guests with all relevant information and any changes to protocols prior to setting sail. Visit www.ncl.com/sail-safe for the most up-to-date information.

2. What happens if I don't comply with the Company's 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.

3. 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

4. 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 acknowledge vaccination status prior to their sailing and bring proof of vaccination to the terminal for their cruise. 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.

5. 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 November 1, 2021. We commit to keeping guests updated of any policy changes as far in advance as possible of their scheduled vacation.

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

For ships embarking or disembarking at US ports, U.S. Food and Drug Administration (FDA) and/or World Health Organization (WHO) authorized single brand vaccination protocol will be accepted. Including, J&J Janssen, Pfizer-BioNTech, Moderna, AstraZeneca/Oxford. Mixed vaccination protocol will not be accepted (i.e. Pfizer + Moderna or AstraZeneca + Pfizer, etc).

All Other Vessels departing from a non US port will accept any U.S. Food and Drug Administration (FDA), European Medicines Agency (EMA), or World Health Organization (WHO) authorized single brand vaccination protocol. Or a mixed vaccination protocol of only AstraZeneca-SK Bio, Pfizer-BioNTech or Moderna combinations. Visit www.ncl.com/safe

Vaccines received via clinical trials will not be accepted as they do not specify vaccine received.

*Limited exceptions may be made pursuant to valid medical or religious exemptions.

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

Guest must acknowledge vaccination status prior to their sailing and bring proof of vaccination to the terminal for their cruise. 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.

8. 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 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;
- For cruises with embarkation dates through October 31, 2021, all guests must provide proof of being fully vaccinated for COVID-19 with an authorized vaccine at least 2 weeks prior to their sail date;
- Negative COVID-19 antigen test result prior to embarkation, which will be administered and paid for by the Cruise Line;
- Completed health questionnaire (prior to embarkation);
- Standard 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 will be facilitated by Norwegian Cruise Line during the sailing at the guest's request.

9. 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.

10. 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 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.

11. 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 November 1, 2021. We commit to keeping guests apprised of any policy changes as far in advance as possible of their scheduled vacation.

12. Will guests who are recovered from COVID-19 and have antibodies still be required to be vaccinated?

Yes, all guests and crew will be required to be fully vaccinated even if they have antibodies from prior infections, regardless of the guest's citizenship and their local government's regulations. For details about what is considered to be fully vaccinated, refer to "What vaccines will be accepted?" question.

13. 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.

14. Will NCL 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?

Yes, COVID-19 antigen or PCR tests prior to disembarkation will be administered on board and paid for by the Cruise Line for those guests who require a test to return home. If a PCR test is required for any travel home, the Cruise Line will administer and pay for a PCR test, only for those guests whose home country specifically requires a PCR test. It is the responsibility of the guest to determine which test is required for their return home and to confirm if the PCR test the cruise line is offering will be accepted by their home country.

15. 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.

16. 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.

17. 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.

18. Are any guests required to test for COVID-19 prior to travel to the ship?

Currently, guests who are residents of the United Kingdom are required to provide proof of a negative COVID-19 antigen or PCR test performed by a third party and taken no more than 72-hours prior to embarkation upon boarding. Additionally, these guests will receive an antigen test at the terminal as part of the standard protocols. Those that cannot present a negative test at the terminal during check in will be denied boarding without refund.

19. If I'm denied boarding at the terminal 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 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 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 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 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 www.ncl.com/case-submission.

FACE COVERINGS

26. Are face coverings required?

Our cruises will operate with 100% vaccination of guests and crew through 10/31/21, therefore face coverings are not required for cruises prior to 10/31/21.

On Europe sailings only, local government regulations requires all guests to wear masks onboard while indoors except for when actively eating or drinking or when in their stateroom. Guests will be required to wear masks outdoors when social distancing is not possible.

Face masks that have two or more layers that completely cover your nose and mouth and fit snugly on your face are permitted. Face masks should block light when held up to bright light source. Masks with exhalation valves or vents; single layer or masks made of thin fabric that don't block light (i.e. neck gaiters) are not permitted.

REDUCED CAPACITY

27. What is the new ship guest capacity?

We will initially control the guest capacity onboard each ship to provide even more space per guest.

ONBOARD MEDICAL RESOURCES

28. 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 COVID-19 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.

29. 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 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.

30. 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 to provide clinical advice and assistance as needed.

31. If a guest tests positive for COVID-19 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

32. Will buffets still be offered onboard?

Yes, buffets will be offered and will operate as they have in the past. We will continue to adhere to strict sanitation protocols to protect the health and well-being of all guests.

33. 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

34. 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 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

35. 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.

ASHORE

36. 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, according to protocols in each specific port.

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. We will continue to monitor public health guidance, including from the CDC, at the time of your voyage and modify requirements accordingly.

37. Can I explore on my own while in port?

As delivering the best experience for our guests is always a top priority, after working closely with our destination partners, guests are free to explore ports of call on their own, according to protocols in each specific port, and can purchase shore excursions as they wish.

CONTACT TRACING AND MOBILIZATION PLANS

38. 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.

39. What happens if I test positive for COVID-19 upon disembarkation?

If a guest tests positive for COVID-19 upon disembarkation the Cruise Line will coordinate and cover the cost of necessary COVID-19 related medical treatment while quarantined, required land-based quarantine and travel arrangements to get the guest safely back to their home.