



### **ENJOY FREEDOM AND FLEXIBILITY THROUGH 2022**

Have peace of mind when booking with Norwegian Cruise Line. Beginning March 10, 2020, guests who book a voyage through September 30, 2020 may cancel up to 48 hours from embarkation and receive a 100% future cruise credit to be used for all sailings that embark through December 31, 2022. This offer applies to all individual and group guests in non-chartered sailings who are currently booked through this timescale.

Freedom and flexibility are core to our brand, and we expect this philosophy to provide you with Peace of Mind for your upcoming cruise holiday. We look forward to welcoming you on board soon!

*\*Full refund will be provided in the form of a future cruise credit.*

### **Peace of Mind Frequently Asked Questions**

#### **[What is Norwegian's Peace of Mind?](#)**

Peace of Mind is the company's new temporary policy that allows new and existing individual and group bookings in non-chartered sailings embarking from March 10, 2020 through and including September 30, 2020 to cancel their booking up until 48 hours from the start of their holiday date and receive a 100% future cruise credit (FCC). The FCC may be used for sailings that embark on or before December 31, 2022. The new booking must be made within one year of the cancellation date.

#### **[What sailings qualify under Norwegian's Peace of Mind policy?](#)**

Effective March 10, 2020, the Peace of Mind policy applies to all non-chartered sailings from March 10, 2020 through September 30, 2020.

#### **[How long will guests have to redeem their future cruise credit \(FCC\)?](#)**

All future cruise credits must be redeemed within one year from issue date and can be used for sailings departing on or before December 31, 2022. FCCs can be used for any purchase other than an onboard credit (OBC).

#### **[How long will it take to receive my future cruise credit?](#)**

FCCs will be credited to the guests via their Latitudes number within seven working days.

#### **[Does this policy apply retroactively to previously booked sailings?](#)**

Yes. The policy applies to existing and active bookings for sailings from March 10, 2020 through September 30, 2020.

#### **[Does this policy apply retroactively to previously cancelled bookings?](#)**

No. The policy does not apply to bookings cancelled prior to March 10, 2020.

### **Does the new Peace of Mind policy affect the final payment for voyages?**

No. Final payment is based on our current standard policy.

### **What is the process for cancelling?**

Contact Triton Cape Sea Travel on 021 4439030 or email [info@tritonseaco.za](mailto:info@tritonseaco.za)

### **How long will the Peace of Mind policy be in effect?**

Norwegian Cruise Line reserves the right to modify the policy at any time. Any changes will be communicated.

### **What happens if there is a difference in cruise fare between the future cruise credit (FCC) issued and the future booking?**

If the cruise fare for the new booking exceeds the FCC's value, guests will be responsible for the difference. Alternatively, if the new cruise fare is lower than the FCC's value, a new FCC will be issued for the remaining balance.

### **What costs are included in the future cruise credit (FCC)?**

The following will be applied to the FCC:

- Cruise fare
- Flight arrangements booked through Norwegian Cruise Line
- Any ancillary items sold by Norwegian Cruise Line except Onboard Credits (OBC)
- Ancillary items such as flowers, dining or beverage packages, amongst others.
- Prepaid service charges

### **What is not included in the future cruise credit (FCC)?**

The following will not be applied to the FCC:

- Travel Protection
- Special Promotional Onboard Credits (OBC)

### **To what reservations does the Peace of Mind policy apply?**

The new policy applies to both individual and group bookings. Charters are excluded.

### **Will a guest's air change fees be protected?**

Guests who secured air accommodations through Norwegian Cruise Line's airfare programme and now wish to alter their plans, can do so with peace of mind as accommodations and fees are protected. Guests who purchased flights independently, should contact their air travel provider for guidance.

### **Do standard Final Payment timelines still apply?**

Yes, standard payment policies apply.

**Upon cancellation, will guests be credited for any pre-cruise purchases such as beverage packages, shore excursions, etc.?**

Yes, all pre-cruise purchases will be included in the FCC issued.

**Can guests choose to carry promotional amenities or value adds from their cancelled reservation to their future booking?**

At time of cancellation, all promotional offers, amenities and value adds will be removed from the booking and will not carry-over to future reservations. Future reservations are subject to prevailing fares and offers in market at the time of booking.

**What protocols have been implemented to prevent the spread of coronavirus (COVID-19)?**

The safety and well-being of guests and team members are Norwegian Cruise Line's number one priority. The company has a Chief Medical Officer on staff as well as dozens of medical professionals throughout its fleet, and it continues to consult with The World Health Organisation (WHO) and the U.S. Centres for Disease Control and Prevention (CDC) to make the best decisions possible and take appropriate action as needed.

Norwegian Cruise Line is very proud of the protocols and preventative measures it has in place to address concerns regarding COVID-19. In addition to extensive cleaning and disinfection protocols on board all voyages and health screenings of passengers and crew members, the Company has been denying boarding to guests who have travelled from, visited or transited via high-risk areas; and it has modified several sailings to avoid areas of concern. To learn more about the preventative measures we are taking to ensure your health and safety.

**Are there any itinerary modification to your European cruises in April and beyond?**

At the current time, our plans are to avoid any area that is denoted as a 'Level 4 - do not travel' area by the State Department at the time of voyage. We will modify any itinerary visiting those areas approximately 30 days prior to arrival date to avoid last-minute changes. As always, we will continue to monitor all State Department advisories and take appropriate action as necessary.