


BEFORE YOU BOARD

Questions? No problem!

We've provided this helpful list with some of our most common inquiries on how to prepare for your cruise, what to expect once you're on board, billing information and more!

 QUICK LINKS



PREPARE FOR YOUR CRUISE

What do I bring?

Visit [Prepare For Your Cruise](#) for details on required travel documents, online check-in and tips on what to pack. We **strongly recommend online check-in** for the smoothest boarding process.

When do I arrive at the terminal?

Guests can select their arrival time during online check-in. For guests who have **not completed online check-in**, we recommend arriving to the cruise terminal after 12 pm, and at least two hours prior to the scheduled departure time.

How can I book dining or entertainment?

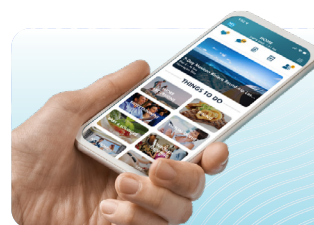
Log into your MyNCL Account at ncl.com to access your reservation and book dining and/or entertainment.

What amenities are included with my stateroom choice?

Amenities differ depending on the stateroom selected. To learn more about amenities included with your stateroom, please visit our page [here](#).

What is the Cruise Norwegian app for?

Download the Cruise Norwegian app on your smart device before embarkation and connect to the ship's Wi-Fi as soon as you board. You can utilize the app to check your onboard account, make purchases, reservations and so much more!



Stay Connected
CRUISE NORWEGIAN

Can I use cash onboard?

For your convenience, all shipboard expenses are charged to your onboard account.

Are there ATMs onboard?

Yes, there are ATMs available fleetwide.

If I need an ADA stateroom, could I request one once on board?

Although you can visit the Guest Services desk to inquire about an ADA room, there are no guarantees as rooms are subject to availability. We recommend calling NCL at 800.327.7030 as soon as possible to check availability rather than waiting until embarkation day.

What is a tender and do I need to book it?

A tender boat is a smaller vessel used to transport guests between the cruise ship and ports of call when the ship cannot dock directly at the port.

If the ship requires you to book the tender boat, you will be notified when on board.

What are internet packages?

If you booked your cruise with our Free At Sea or our Free At Sea Plus promotion, you can find the details of what's included [here](#). You can also upgrade to one of our Unlimited Wi-Fi packages—with or without streaming on the app, from your stateroom or at the Internet Café on board. For more details on Unlimited Wi-Fi Packages continue to our page [here](#).



UPON ARRIVAL

When can I expect my luggage once on board the ship?

Luggage tags can be printed from your e-docs. Before the embarkation process, ensure your luggage tags are placed appropriately on each piece of luggage with your stateroom number clearly identified. The Freestyle Daily will have the approximate time that luggage delivery will end.

Will my stateroom be available as soon as I get on board?

There is no guarantee that your stateroom will be available as soon as you board. As such, we recommend bringing a carry-on bag with essentials you may need.

What happens if my luggage is lost, delayed, or damaged by the airline?

If your luggage is lost by the airline, please contact them as soon as possible to identify how they can assist you. Additionally, please kindly notify our onboard Guest Services team.

How can I get in contact with other guests on board?

Once you are connected to the ship's Wi-Fi, you can pay a one-time fee of \$9.95 per person to add call or messaging functionality to each guest's Cruise Norwegian app. You can call or message other guests who are also using the Cruise Norwegian app on board and have opted into the call and messaging feature.

What is a muster station and where can I find mine?

A muster station, or “assembly station” is the designated checkpoint for guests in the unlikely event of an emergency. Your assembly station can be found on the bottom right-hand side of your Freestyle Card (which you receive at check-in). It can also be found on the signage behind your stateroom door. If you need assistance locating the muster station once on board the ship, please ask one of our shipboard team members for assistance.

Where can I confirm how much onboard credit I have?

You can view your onboard credit in your folio/onboard account which is accessible on the Cruise Norwegian app or on your stateroom TV.

Can I make dining/entertainment reservations on board?

Although we strongly recommend making your reservations in advance, onboard reservations can be made through your stateroom TV and phone or by asking the host/hostess at the specific restaurant where you'd like to dine. Please note that reservations are subject to availability.

Guests on the ships listed below can also book dining and entertainment reservations **on embarkation day** at the dedicated Reservation Hub. Please ask a shipboard team member for the exact location.

Norwegian Bliss®	Norwegian Getaway®
Norwegian Breakaway®	Norwegian Joy®
Norwegian Encore®	Norwegian Prima®
Norwegian Escape®	Norwegian Viva®



What are my Latitudes Rewards® benefits?

Latitudes Rewards benefits differ depending on your Latitudes Rewards tier. To learn more about Latitudes Rewards visit our page [here](#).

When does the Latitudes Rewards tier update on my account?

If applicable, Latitudes Rewards points and tiers will reflect on your account after the sailing has been completed.



FREE AT SEA

I chose Free At Sea promotions when originally booking my cruise. Why are the promotions not reflecting on my reservation?

If you make a change to your reservation such as upgrading your stateroom or changing categories, it is important to review your reservation to ensure that all the promotions you chose previously are still present.

Can I change the Free At Sea promotions I selected once on board?

Free At Sea can only be altered up until 48-hours prior to sail.

Why would there be a \$50 charge for Shore Excursions on my onboard account?

If you book a shore excursion and chose the \$50 shore excursion nonrefundable credit as part of the Free At Sea promotion, you will notice a \$50 credit in your onboard account.

In the rare event your shore excursion is canceled, your onboard account will reflect a \$50 charge, which will zero out the \$50 credit per port.



BILLING/ACCOUNT INFORMATION

What is a service charge and why was I charged once on board?

Staff members including complimentary restaurant staff, stateroom stewards and behind-the-scenes support staff are compensated with a combination of salary and incentive programs that your service charge supports.

How do I change the method of payment of my onboard account?

To change the method of payment, please visit Guest Services or the Onboard Credit desk.

Can I prepay service charges prior to sailing?

Yes! You can prepay service charges by adding them to your reservation up to 24-hours prior to embarkation in your MyNCL Account, by contacting your travel professional or during the online check-in process. If you do not prepay, you will be charged on board.

For more information, visit our page [here](#).

What is the update on my Upgrade Advantage Program bid?

If your Upgrade Advantage offer is accepted, your reservation will be automatically upgraded and the credit card you submitted at the time of bidding will be charged. If your Upgrade Advantage offer is not accepted, you will receive an email notifying you; you will not be charged any additional amount, and you will stay in the stateroom that you originally booked.

Can I use the same credit card for on board charges for more than one guest?

You can choose to apply the same form of payment to everyone in your cabin during the online check-in process, which occurs between 21-3 days prior to sailing.

To use the same form of payment for traveling companions in different staterooms, please do so during the check-in process on the day of embarkation at the port or on board at the Guest Services desk.

Why is my account closed?

There are a few reasons why onboard accounts may be closed, please visit Guest Services for assistance.

Should you need assistance, please visit Guest Services once on board.

Why is there a hold on my credit card after the first payment was charged on board?

At check-in, the credit/debit card is swiped, and an initial approval amount is obtained with your authorization signature. The maximum initial credit/debit card pre-authorization amount (hold) is \$300.00 USD for all cruises.

During embarkation, when your credit card is swiped, an initial approval amount is charged. Throughout the cruise, incremental holds will be placed as needed based on your daily spending.

The credit card is not charged until the end of the cruise. Holds will reduce the amount of available credit on the credit card or restrict the availability of cash in the checking/debit account. The timing of authorization hold releases to your account is entirely up to the issuing bank and beyond Norwegian Cruise Line's control. The total amount of the onboard account will be charged (settled) only at the end of the cruise. Generally, this will show as one payment on your credit card statement unless there were multiple payments made throughout the cruise, such as for last minute purchases on disembarkation morning or late mini-bar charges.



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