



February 19, 2020

Dear Valued Guests and Travel Partners,

As you know, we have proactively implemented preventative measures due to growing concerns regarding Coronavirus infections in China. Please find below our most current policies. We will continue to consult with The World Health Organization (WHO) and the U.S. Center for Disease Control and Prevention (CDC) and take appropriate additional action as needed.

Policies in place beginning February 20, 2020:

1. Given the more stringent immigration, customs and health screening protocols and regulations now put in place by countries around the world, the company has announced the relaxation of its previous policy prohibiting guests that hold a Chinese, Hong Kong or Macau passport to board its ships, effective February 20, 2020.
2. Guests who have traveled from, visited or transited via airports in China, including Hong Kong and Macau, within 30 days of their voyage embarkation, regardless of nationality, will not be allowed to board any of our vessels. The standard incubation period recognized by the WHO and US CDC for this virus is 14 days.
 - a. Guests who are denied boarding will be issued a refund when they provide proof of travel.
3. Any crew members who have traveled from, visited or transited via airports in China, including Hong Kong and Macau, within 30 days will not be allowed to board our ships.
4. Prior to the port closure in Hong Kong, we implemented non-touch temperature screenings for all passengers embarking from this destination and any guest who registered a body temperature of 100.4 degrees Fahrenheit or 38 degrees Celsius or higher, were not allowed to board. Guests on these voyages were also subject to temperature screenings when returning from shore excursions at ports of call.
 - a. Guests who were unable to sail due to a high temperature were advised to open a travel insurance claim with their insurance provider.
5. For all guests, we will continue standard pre-boarding health reporting and evaluation. Any guests who appear symptomatic are subject to pre-boarding medical evaluations including but not limited to temperature checks as deemed necessary.
6. Any guest who exhibits symptoms of any respiratory illness while on board will be subject to additional screening at our onboard Medical Center and may be subject to potential quarantine and disembarkation.
7. We have implemented additional cleaning and disinfection protocols on board all voyages. These protocols will be enforced in addition to our already rigorous sanitization standards in place.
8. Singapore and the Philippines are not currently allowing Chinese nationals to disembark at their ports. Guests with a Chinese passport who are traveling on voyages that disembark in one of these regions will not be allowed on board our ships. If additional port restrictions are put into place we may have to modify this policy as needed.
 - a. Guests who are denied boarding due to this will be issued a refund.

To begin the refund process, please submit proof of travel in the form of airline tickets or similar, along with your cruise reservation number to www.ncl.com/case-submission. Guests who opt to cancel their reservation, and are not within the parameters listed above, will not receive a refund and will need to contact their travel insurance provider.

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 US CDC.



At this time, we have made a number of itinerary changes and none of our vessels are currently calling to ports in China. We also have the flexibility to alter our itineraries as needed to avoid areas of concern. All itineraries that call in China for the next six months are currently under review and we will communicate any itinerary revisions as soon as possible. As always, we will closely monitor the situation and take appropriate action as necessary.

We apologize for the inconvenience to any guests affected by these measures put in place to ensure the safety and well-being of all our guests and crew.

For frequently asked questions and information regarding the Coronavirus, please visit the following websites:

- [World Health Organization \(WHO\)](#)
- [WHO Travel Advice](#)
- [United States Centers for Disease Control and Prevention \(U.S. CDC\)](#)
- [European Centre for Disease Prevention and Control \(ECDC\)](#)
- [CLIA Public Health and Medical Policy](#)
- [CLIA Coronavirus FAQs](#)

As always, we appreciate you choosing Norwegian Cruise Line for your upcoming vacation at sea. We remain at your service and will communicate further updates as they become available.

Sincerely,

Katty Byrd
Vice President, Guest Services