



# READY FOR THE HOLIDAY OF A LIFETIME?

*Everything you need to know before you cruise with NCL*

Your vacation excitement is growing day by day, but you're not sure what still needs to be taken care of before your getaway at sea? We know you may still have questions about your cruise, so this checklist will provide you with all the information you need to get ready for your holiday with NCL!



## 1. AFTER BOOKING

### Your Booking Confirmation

- Shortly after booking, you or your travel agency will receive your booking confirmation by e-mail.
- It contains the most important information about your trip, including your booking number and, if applicable, your stateroom number, an overview of the booked guests and included services, your itinerary and much more.

### Cruise Fare & Deposit

- Your booking confirmation also serves as your invoice and contains all the information you need to pay the cruise fare.
- For longer-term bookings, you will first receive the invoice for your deposit. The final payment should be transferred so it reaches our account no later than 30 days before departure. For short-term bookings, the final invoice needs to be paid immediately.

START PLANNING YOUR DREAM HOLIDAY TODAY AT [NCL.COM/MYNCL](https://www.ncl.com/myncl).  
GET ALL THE INFORMATION YOU NEED BEFORE YOUR DEPARTURE AT [NCL.COM/BEFORE-YOU-GO](https://www.ncl.com/before-you-go).

- **For guests booked directly through NCL:** Payments can either be made by credit card through our My NCL travel portal and on the phone with our reservations department or by bank transfer to the account indicated in your booking confirmation.
- **For guests booked through a travel agency:** Please process your cruise fare payment directly with your travel agency. If you wish to pay the cruise fare by credit card, your travel agent can provide NCL with your credit card details.

## 2. HOLIDAY PLANNING WITH MY NCL

After booking, My NCL lets you book all the wonderful things that will make your holiday extra special, from shore excursions and restaurants to onboard entertainment and so much more. Simply visit [ncl.com/myncl](https://ncl.com/myncl), sign up and start planning your dream holiday today!

### Sign up & Log in

- Open **ncl.com** and log in at the top right corner of the screen using the **Log in** button.
- If you have not created an My NCL account yet, please select **Register**, enter all the required information and click **Create Account**. In this step, the information of your current reservation will already be requested. Therefore, please make sure that all the data you enter matches the data on your booking confirmation.

### Explore & Plan

- ☐ **My Holiday:** Under **Summary**, you will find all the important information and links relevant before departure, along with travel dates and your vacation countdown.
- ☐ **Explore & Plan:** With My NCL, you can switch into vacation mode before your cruise even begins. Starting no later than 120 days before departure, you can prebook your favourite restaurants, entertainment highlights, spa treatments (selected ships), shore excursions and much more.
- ☐ **Payments:** For a fast and easy payment, guests directly booked through NCL can process all payments by credit card via My NCL.
- ☐ **Online Check-in:** During the mandatory online check-in available between 21 and 3 days before departure, you transmit all essential travel information to NCL in order to make boarding at the pier as convenient as possible. Once you have completed your online check-in, you can download your travel documents (eDocs) via My NCL within 24 hours.
- ☐ **Service:** Whether it is airport transfers, speciality restaurant packages or gifts for your loved ones on board - with My NCL, you can plan your dream holiday down to the last detail.

## EVERYTHING AT YOUR FINGERTIPS

Think of the new Cruise Norwegian app as your digital travel companion, here to help you experience an unforgettable cruise holiday every step of the way, from the time you book and online check-in to important information and program highlights during your cruise.



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### 3. YOUR ONLINE CHECK-IN

Our online check-in allows you to send NCL all your important travel information before you even arrive, thus speeding up boarding at the pier. Online check-in can be done from 21 days and must be completed no later than 3 days before departure via our My NCL travel portal or the Cruise Norwegian app. Detailed instructions can be found below:

#### BEFORE YOU START

After logging in, you will be directed to the My NCL home page with your cruise summary. Click on the orange **Online Check-in** box and wait for the entry screen to open.

#### 1. PERSONAL INFORMATION

In the first step, please enter all required personal data. Once you have filled in all the fields, click on **Save and Continue**.

#### 2. CONTACT INFORMATION

In the next step, enter your home address and contact details. Please also provide name and phone number of an emergency contact person who is not travelling with you before clicking **Save and Continue**.

#### 3. PROOF OF CITIZENSHIP

Please enter the details of the travel document you will present at embarkation. Please note that a passport valid for at least six months after the end of the cruise is also required on all Europe sailings.

The only exception is for citizens of Schengen countries on cruises that do not leave Schengen territory. If the option **ID card** is not available in the selection list, but you would like to travel with it on your Europe itinerary, please select **Passport** anyway and enter your ID card number. Click on **Save and Continue**.

#### 4. PRE AND POST CRUISE TRANSFERS

If you are flying to your embarkation port, please enter your flight details in the next step. Once you have filled in all the data and clicked on **Search**, you can book a transfer from the airport to the pier for a fee. If required, tick the appropriate box and continue with the return flights.

If you prefer to arrange your travel to the port individually, simply enter **No** in the first box. If you have booked your flights via NCL, this step will be hidden and does not need to be completed.

#### 5. VACATION ADD-ONS

In this step, you can further upgrade your cruise with various packages to take it to the next level. If you do not wish any further upgrades, please click **No, thank you** here.

#### 6. ONBOARD PAYMENT PREFERENCES

In step 6, please select your onboard payment method and enter the required data for onboard payments. Payments on board can only be done via your onboard account, not with cash or credit/debit cards. To open an onboard account, either a credit/debit card or a cash deposit is required. We recommend to use a credit card.

You also have the option of storing the payment method for other guests in the same stateroom. If you do not wish to provide credit/debit card details, please choose **cash**. For a 7-day cruise, an advance payment of US\$ 300 per person is required at embarkation. You are able to provide your credit card details at the port should you change your mind.

Please insert the e-mail address you would like to receive the statement of your onboard account at the end of your cruise and do not forget to tick the check box that allows NCL to charge your credit card. Click on **Save and Continue**.

#### 7. HEALTH & SAFETY

In the next step, upload an existing photo of yourself or take a new photo with your webcam by clicking **Add**. Please also enter an e-mail address and telephone number we can use to contact you with important information about your cruise.

Choose a scheduled arrival time at the cruise terminal and accept the vaccination and testing requirements on board.

Last but not least, please watch the safety video and confirm with a tick that you have watched the video and understood all the information. Please note that you can only tick the corresponding box once you have watched the video in its entirety. Click on **Save and Continue**.

#### 8. TERMS AND CONDITIONS

In the final step, please read the Guest Ticket Contract and Privacy Policy and accept all terms and conditions stated therein. Then, please click **Finish Check-in** or continue with the rest of the guests on your reservation.

Still got questions about your online check-in? Find detailed instructions in the explanatory video.

Simply scan the QR code with the camera of your smartphone!



[bit.ly/NCLOnlineCheck-in](https://bit.ly/NCLOnlineCheck-in)

## 4. YOUR TRAVEL DOCUMENTS

- ☐ Once you have completed online check-in, you will be able to download your eDocs within 24 hours via My NCL. Among other things, the eDocs serve as your cruise ticket and need to be presented upon embarkation at the pier. They also contain other important information such as the address of the port and your chosen embarkation time.
- ☐ In the eDocs you will also find your luggage tags imprinted with the name of the ship, the departure date and your stateroom number. Please print out the luggage tags and attach them to your luggage before arriving at the pier. Once at the port, our crew will take care of your luggage and bring it to your stateroom.

## 5. BEFORE YOU GO

### Required Travel Documents & Security Regulations

Please make sure on time that you are in possession of all necessary documents and visas for the entire cruise.

- ☐ EU citizens need a passport valid for at least six months after the end of their cruise. An ID card is only sufficient for citizens of Schengen countries on cruises that do not leave Schengen territory. For all information on passport and visa requirements throughout your cruise, please visit [ncl.com/before-you-go](https://ncl.com/before-you-go).
- ☐ Please visit [ncl.com/sail-safe](https://ncl.com/sail-safe) regularly before departure and always keep track of entry requirements for countries visited during your cruise.

## 6. THE ARRIVAL DAY

### Arrival and Embarkation Time

- ☐ Please allow ample time to travel to your departure airport.
- ☐ Please ensure sufficient time between landing at the destination airport and departure of the ship for a relaxed start to your holiday.
- ☐ If you have booked a port transfer through NCL, a team member will be waiting at the airport exit to direct you to the bus that will take you to the ship.
- ☐ Make sure you arrive at the terminal at the embarkation time selected during online check-in. All guests must be on board at least 2 hours before departure time. Failure may result in denial of boarding.

### At the Pier

These are the things you should carry with you for a smooth start to your vacation:

- ☐ Passport or ID card (if applicable)
- ☐ Your eDocs (one copy per cabin)
- ☐ Luggage tagged with your address and luggage tags
- ☐ Credit card for your expenses on board
- ☐ Small bag with essentials for the first day until your luggage is delivered to your stateroom

### Once on Board

Listen to PA announcements for mandatory drills or upcoming safety procedures. Before departure, all guests must have proceeded to their muster station, the place to gather in the event of an emergency.

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