



March 7, 2020

Dear Valued Guests and Travel Partners,

To provide you with peace of mind, I want to take this opportunity to personally update you on what we are doing at Norwegian Cruise Line to help ensure you have a safe, healthy and happy vacation experience with your friends and family.

As you know, the safety and well-being of our guests and team members are our number one priority. We have a Chief Medical Officer on staff as well as dozens of medical professionals throughout our fleet, and we continue to consult with The World Health Organization (WHO) and the U.S. Centers for Disease Control and Prevention (CDC) to make the best decisions possible and take appropriate action as needed. We are very proud of the protocols and preventative measures we have in place to deal with current concerns regarding COVID-19, and I firmly believe that we have some of the most robust measures in place to protect our guests and team members.

In addition to extensive cleaning and disinfection protocols on board all voyages and health screenings of passengers and crew members, we have been denying boarding to guests who have traveled from, visited or transited via high risk areas; and we have modified several sailings to avoid areas of concern. 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. For all our policies and procedures, please visit [www.ncl.com](http://www.ncl.com).

Additionally, I want to provide our guests and travel partners with reassurance, so I am very pleased to announce our new *Peace of Mind* policy. Simply put, for any voyage from March 10, 2020 through September 30, 2020, guests are free to cancel anytime up to 48 hours in advance of embarkation. Please note that this new policy applies to individual and group bookings only. Anyone choosing to cancel will receive a full refund in the form of a future cruise credit to be used for sailings that embark through December 31, 2022. This is by far the most consumer-friendly policy in the industry. We put our guests first!

On a more personal note, I want to share that I am travelling with my family and friends to Europe in late May aboard one of our fantastic ships. Cruising is a fun and safe means of travel, and I want to ensure that you know that we walk the talk. I hope you will join me in exploring the world in the safety and comfort of an amazing Norwegian Cruise Line ship with your friends and family.

Sincerely,

Harry Sommer  
President & CEO  
Norwegian Cruise Line