

TRAVEL PARTNER RESOURCE GUIDE

This is a guide to the resources available to help travel advisors. For the most up-to-date information, please visit NCL Help on Norwegian Central.

TOPIC	DESCRIPTION	EMAIL ADDRESS OR WEBSITE LINK	PHONE NUMBER
ACCESS DESK	To meet the needs of guests with disabilities and special requirements, this group of team members is dedicated to accessible cruising.	www.ncl.com/case-submission/ad-cust-cases-us	866.584.9756
AGENCY MAINTENANCE	Setup of new agencies and maintenance of existing agencies, which includes updating agency address and contact information is handled here.	To set up a new agency visit https://norwegiancentral.ncl.com/account	
BON VOYAGE GIFTS	Amenity orders/gifts can be purchased up to day prior to sailing.	Guest on reservation can log into their NCL account to purchase directly www.ncl.com/onboard-gifts	Guest and/or travel partner can also call reservations at 866.327.7030
CHARTERS MEETINGS & INCENTIVES	Charter bookings, meetings, and incentives sales handled here.	www.ncl.com/events	866.NCL.MEET 866.625.6338
COLLATERAL	Order brochures and other collateral on Norwegian Central's Marketing Headquarters.	www.norwegiancentral.ncl.com	
COMMISSIONS	For questions on commission, including NCF commission, search "commission structure" on NCL Help.	Search "commission structure" on NCL Help.	
CONCIERGE DESK	Before sailing, this team coordinates services and amenities for Haven and Suite guests.	NorwegianConciergeDesk@ncl.com	855.625.4283
CRUISEFIRST - CRUISENEXT	Questions and transfers for CruiseNext are handled here. To purchase CruiseFirst, access the "Purchase CruiseFirst" button in the "Book" column on Norwegian Central's homepage.	CruiseNext@ncl.com and Norwegian Central	
DISPATCH	All requests to release a reservation to a travel partner are handled here. Reservations can only be transferred up until 14 days of initial deposit date. Requests to release a reservation must include a completed "Transfer Form" and sent via e-mail.	To obtain a copy of Transfer form: Visit NCLHELP on www.norwegiancentral.com and search for "Releasing a Reservation." To submit request via email: dispatch@ncl.com	
E-DOCS & ONLINE CHECK IN	All guests must check in to their cruise prior to sailing via their MYNCL account due to government requirements and Norwegian Cruise Line's health and safety protocols. To access e-docs, travel partners can access to the "E-Docs" button in the "Book" column of Norwegian Central's homepage.	For new guests who do not have a MYNCL Account: Click on "Register" on the upper righthand side of the home screen on www.ncl.com to create an online account. Guests must fill in the requested information exactly as it appears on their reservation. Once logged in, "Online Check-In" will be on the right-hand side of the page. If the guest already has a MYNCL account, they can log in on www.ncl.com and fill out the appropriate form.	Guests having issues accessing or creating their MYNCL Account should contact: 866.625.1160
E-DOCS & ONLINE CHECK IN - GROUPS	For groups of 100 guests or more: - Group leader should contact the Special Events team - TA/Group leader will be provided with the pier manager's information - TA/Group Leader is responsible for working with the pier manager for timing and location drop-off	specialevents@ncl.com	
FCC TRANSFERS	Use this link to request any FCC transfers.	https://www.ncl.com/case-submission	
FLIGHT ASSISTANCE WHILE TRAVELING EN-ROUTE (PRE AND POST CRUISE)	If a guest's flight is changed or is delayed due to weather, the airport's airline representative should be immediately advised that they are on the way to join a cruise as a guest of Norwegian Cruise Line. Usually, they can arrange alternative flights at the airline counter, so they can get to their ship or hotel package destination. If applicable, guests must contact our Flight Assistance Hotline to notify Norwegian of the delay and new flight information.		800 456 7179 (From U.S./ Canada) 305 468 2029 (Outside the U.S./ Canada)
GROUP ADMINISTRATION DEPARTMENT	Group reviews, finalization, final payment, collection, requesting cruise documents and accounting.	GroupAdministration@ncl.com	

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GUEST EXPERIENCE	Guest complaints, comments for past voyages, and future cruise credit extension requests are handled by Guest Experience.	https://www.ncl.com/case-submission	
LATITUDES	Assists with merging latitude accounts, missing cruises, and latitude points inquiries.		800.327.7030
LIVE CHAT	Supports questions for existing reservations.	www.ncl.com	
NCLU	For educational resources, including the How to Book series with info on reduced rates.	www.ncluniversity.com/	
ONLINE RESOURCES	Norwegian Central is our online resource platform to assist with marketing assets, training modules, access to our booking engine, and more. Resources available: <ul style="list-style-type: none"> - BOOKNCL: Travel Agent Booking Engine. - NCLHelp: Questions related to Norwegian product and promotions can be found here. - Marketing Headquarters: Central location to find all marketing assets, banner ads, promotional toolkits, social media assets, and more. - SalesPal: Tool used to sort through lead in price by sail date, find group space availability, single supplement rates for ships where studio cabins are not available. Not to be used for quoting clients. 	www.norwegiancentral.ncl.com	
PARTNERS FIRST AMENITIES	Emailed requests must include booking number, ship, sail date, and agency name.	Sales@ncl.com	
PAYMODE- X	For electronic and paper disbursements to travel partners, including refund or commission payment process.	www.paymodex.com	
PREMIUM AIR	Flight deviation requests, new flight add-ons outside of the ticketed reservation, and problems with air/sea bookings regarding flight assignments are handled by Premium Air.		866.625.1163
PUBLIC RELATIONS	All media and cruise donation requests for Norwegian Cruise Line are handled here.	PublicRelations@ncl.com www.ncl.com/newsroom	305.436.4713
RESERVATIONS/RESERVATIONS ASSISTANCE - FIT	Cruise Specialists assist travel partners in making reservations and booking inquiries. To create a new reservation please visit Norwegian Central and click on BOOK A NEW RESERVATION. For assistance on an existing booking please contact our reservations department.	www.bookncl.com www.norwegiancentral.ncl.com	800.327.7030 1) First press #1 for Travel Agency Partner 2) Next press #1 for Individual Reservations 3) Then press #1 for Existing Reservations or #2 for New Reservations
RESERVATIONS/RESERVATIONS ASSISTANCE - GROUPS	Group Specialists assist travel partners in making reservations and booking inquiries. To create a new reservation please visit Norwegian Central. For assistance on an existing booking please contact our reservations department.	www.bookncl.com www.norwegiancentral.ncl.com	800.327.7030 1) First press #1 for Travel Agency Partner 2) Next press #2 for Group Reservations 3) Then press #1 for New Reservations or #2 for Existing Reservations
SAIL SAFE	With Norwegian, our leading Health & Safety Program allows you and your loved ones to cruise with the ultimate safety. Let's get back to living life to the fullest, together. Sail Safe. Feel Free. As government regulations evolve, our health and safety protocols will evolve as needed to ensure compliance.	www.ncl.com/safe	
SALES SUPPORT	Support for sales development opportunities such as marketing, new groups, trainings of your staff. Please note that any inquiries or issues (past, current, or future) should not be sent to this e-mail address. Please contact Reservations for assistance.	TASalesSupport@ncl.com	
SHORE EXCURSIONS	Assist in making new shore excursion reservations or general shore excursions inquiries.	Guests can book their shore excursions via their online account in www.ncl.com	866.625.1167
SHORE EXCURSIONS - GROUPS	Shore excursions for Travel Agent Groups with 40+ guests handled here.	shorexgroups@ncl.com	

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SPECIAL EVENTS DEPARTMENT	A dedicated Special Events Coordinator is assigned to each ship and provides assistance with all Group programming needs for parties 12 or more (such as: meeting space, cocktail parties, dietary needs, group dining requests, equipment deliveries, etc.). Requests may be sent by email.	General Inbox: SpecialEvents@ncl.com Norwegian Bliss: specialeventsbliss@ncl.com Norwegian Breakaway: specialeventsbreakaway@ncl.com Norwegian Dawn: specialeventsdawn@ncl.com Norwegian Encore: specialeventsencore@ncl.com Norwegian Epic: specialeventsepic@ncl.com Norwegian Escape: specialeventsescape@ncl.com Norwegian Gem: specialeventsgem@ncl.com Norwegian Getaway: specialeventsgetaway@ncl.com Norwegian Jade: specialeventsjade@ncl.com Norwegian Jewel: specialeventsjewel@ncl.com Norwegian Joy: specialeventsjoy@ncl.com Norwegian Pearl: specialeventspearl@ncl.com Norwegian PRIMA: specialeventsprima@ncl.com Norwegian Sky - 3 & 4 Day: specialeventssky@ncl.com Norwegian Spirit: specialeventsspirit@ncl.com Norwegian Star: specialeventsstar@ncl.com Norwegian Sun: specialeventssun@ncl.com Pride of America: specialeventsameric@ncl.com	800.327.7030
SUPPORT SERVICES	Technical support and password retrieval of Norwegian booking websites.		866.625.1160
TRAVEL PARTNER REDUCED RATE CRUISES	Reduced rates are available to Travel Partners that are NCLU students starting at the Associate Degree level or higher. This is a tiered discount based on NCLU degree level were Travel Partners can receive up to 30% off their cruise. Further information on how to book your reduced rate cruise can be found on NCLU under the LEARN column.	reducedratedesk@ncl.com	
TRAVEL PROTECTION	Travel Protection plans are available for guests to purchase in order to protect themselves against unforeseen expenses that they can encounter while traveling such as trip interruptions, loss of baggage or unexpected medical expenses. Travel Protection Plans available are: BookSafe Platinum, BookSafe Standard, and Essentials.	www.aontravelclaim.com	800.722.5672 800.453.4027
TRAVEL REQUIREMENTS BY COUNTRY	Norwegian Cruise Line is working closely with local government and health authorities to gather travel requirements to the destinations we visit. While this information is provided as a courtesy to our guests, destinations we travel to may have very specific entry requirements due to health and safety protocols. These may include potentially higher booster requirements, additional testing, and mask requirements. It is the responsibility of the guest to ensure they meet the entry requirements for each destination.	https://www.ncl.com/travel-requirements-by-country	
WEDDINGS	Royal Ocean Events handles weddings and vow renewals.	NCL@royalwed.com	Toll Free: 888.475.5511 Direct: 604.940.1181