



Package Travel and Linked Travel Arrangements Regulations 2018

The combination of travel services offered to you constitutes a package travel arrangement that falls within the scope of the Package Travel and Linked Travel Arrangements Regulations 2018.

Therefore, you will benefit from all the rights and laws of the European Union that apply to this type of package. NCL (Bahamas) Ltd., trading as Norwegian Cruise Line, will be fully responsible for the proper performance of your package. In addition, as required by law, NCL (Bahamas) Ltd. has protection in place to reimburse your payments and, if transportation is included in the package, to ensure your repatriation in the event that it becomes insolvent.

Key rights included in your Package Travel and Linked Travel Arrangements Regulations 2018 package

- Travellers will receive all essential information about their package travel arrangement before the contract is concluded.
- There will always be at least one organiser or trader responsible for the proper performance of all the travel services included in the contract.
- An emergency telephone number or the details of a point of contact will be provided, through which travellers can contact the organiser or travel agent.
- Travellers may transfer the package travel arrangement to another person, provided that reasonable notice is given and subject to any additional costs.
- The price of the package travel arrangement may only be increased if specific costs arise (for example, an increase in the price of fuel) and if this is expressly provided for in the contract, and in no event during the 20 days preceding the trip. If the price increase exceeds 8% of the package travel arrangement, the traveller has the right to terminate the contract. If the organiser reserves the right to increase the price, the traveller will be entitled to a price reduction if the corresponding costs decrease.

- Travellers may terminate their contract without paying any penalty and may obtain a full refund of all payments made if any of the main characteristics of the package travel services are changed. If, before the package travel arrangement begins, the organiser or responsible trader cancels the package, travellers will be entitled to a refund of all payments made and, where applicable, compensation.
- Travellers may terminate their contract without paying any penalty before the package travel arrangement begins in the event of unavoidable and extraordinary circumstances, for example, if there are serious security problems at the destination that may affect the package travel arrangement.
- In addition, travellers may terminate the contract at any time before the start of the package travel arrangement by paying an appropriate and justified termination fee.
- If, after the start of the package travel arrangement, a significant proportion of the services cannot be provided, suitable alternative arrangements must be offered at no additional cost. Travellers may terminate their package travel contract without paying any penalty where the services are not performed in accordance with the package travel contract and this substantially affects the performance of the services included in the package, and the organiser fails to remedy the problem.
- Travellers will also be entitled to a price reduction or compensation for damages where the performance of the package travel services is inadequate.

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- The organiser must provide assistance to travellers if they find themselves in difficulty.
- If the organiser becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the package has begun and, if transportation is included, the repatriation of travellers is ensured. NCL (Bahamas) Ltd. holds an Air Travel Organiser's Licence (ATOL) issued by the UK Civil Aviation Authority (ATOL No. 10527), which provides insolvency protection in respect of packages that include flights. NCL (Bahamas) Ltd. also has insolvency protection with ABTA for packages that do not include flights arranged by NCL (Bahamas) Ltd.

Travellers may contact the CAA at CAA House, 44–59 Kingsway, London WC2B 6TE, Tel. +44 (0) 330 022 1500, www.caa.co.uk, or ABTA at 30 Park Street, London SE1 9EQ, Tel. +44 (0)20 3117 0500, www.abta.com, if services are denied due to the insolvency of NCL (Bahamas) Ltd.