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## What is the onboard service charge?

### Why is there a service charge?

The reason there's a fixed service charge is an important one: Our Crew (as are the crew from other lines) is encouraged to work together as a team. Staff members including complimentary restaurant staff, stateroom stewards and behind-the-scenes support staff are compensated by a combination of salary and incentive programs that your service charge supports. How much is the charge? Onboard Service Charges are additional.

### How much are the service charges?

#### For bookings made on or after April 1, 2020, that prepay their service charges before their sail date:

\$18.50 USD per person per day for The Haven, Concierge and Suites;  
\$15.50 USD per person per day for all other stateroom types

#### For bookings made prior to April 1st, 2019, that prepay their service charges before their sail date:

\$17.50 USD per person per day for The Haven, Concierge and Suites;  
\$14.50 USD per person per day for all other stateroom types

#### For bookings made on or after April 1, 2019 or for sailings April 1, 2019 and beyond whose service charges have not been prepaid:

\$18 USD per person per day for The Haven, Concierge and Suites  
\$15 USD per person per day for all other stateroom types

Guests sailing to Hawaii will be charged an additional 4.275% Pre Paid Service Charge GET Tax

### Are service charges across the board for all guests?

All guests 3 years or older.

### How do I prepay my service charges?

Contact your travel professional and request that it be added to your cruise reservation. If you have not made final payment this will be included in your final payment amount or if final payment has already been made we will require full payment at the time it is added.

### At what point in the booking process can the prepaid charges be added?

They can be added at anytime up to 24 hours prior to sailing.

### Why would I prepay my service charges?

The convenience of pre-paying the service charges allows you to plan your budget prior to your cruise giving you additional freedom while on board.

### If I cancel my cruise are the service charges refundable?

Yes! The service charges are 100% refundable.

### If there is a service issue can the service charges be adjusted on board?

Guest satisfaction is the highest priority at Norwegian Cruise Line. We have structured a guest satisfaction program designed to handle any concerns about service or on-board product quickly and efficiently. However, in the event a service issue should arise during your cruise please let our on-board guest services desk staff know right away, so that we can address these in a timely manner. It is our goal to reach a satisfactory solution to any issue when it happens and make sure our guests can focus on enjoying their cruise. Should your concerns not be met with satisfaction you can adjust the charges.

Chat with an Agent

[What does my cruise fare include?](#)