



**Accessibility Assistance:**

Guests requiring special accommodations must fill out the Guest Special Needs Request Form as soon as possible. The information provided on the form helps us understand your disability and/or special needs requirements to adapt and personalize your cruise. Please complete and submit the Guest Special Needs Request Form here <https://ncl.secure.force.com/AccessDeskForm/>. To learn more about accessible cruising with Norwegian Cruise Line, please visit [www.ncl.com/about/accessible-cruising](http://www.ncl.com/about/accessible-cruising).

**Booksafe Travel Protection:**

Please refer to [www.ncl.com/about/cancellation-fee-schedule](http://www.ncl.com/about/cancellation-fee-schedule) for our Payment and Cancellation policy. Norwegian Cruise Line highly recommends that every guest purchase some form of travel protection. For your convenience, we offer an optional BookSafe Travel Protection, however similar plans are available through other sources. To review the state-specific (based on your state of residence) terms, conditions, and exclusions with BookSafe visit [www.ncl.com/freestyle-cruise/booksafe](http://www.ncl.com/freestyle-cruise/booksafe). For questions regarding your BookSafe Travel Protection, please call 1-800-722-5672.

**Dietary Requirements:**

Guest with food allergies and/or specific dietary needs requiring special accommodations must fill out the Guest Special Needs Request Form as possible, but no later than 45 days prior to your sailing to accommodate. Please note that requests submitted within 45 days of sailing cannot be guaranteed and some restrictions may apply. Please complete and submit the Guest Special Needs Request Form here: <https://ncl.secure.force.com/AccessDeskForm/>. To learn more about accessible cruising with Norwegian Cruise Line, please visit [www.ncl.com/about/accessible-cruising](http://www.ncl.com/about/accessible-cruising).

**Documentation:**

All guests must provide Norwegian Cruise Line with their full legal names, EXACTLY as they appear on their travel documents by the final payment date, to avoid denial of boarding. All guests require proof of citizenship. A valid passport is recommended for all cruises and is a requirement for most sailings. In addition to your passport, a visa may be required. Visa requirements vary by country and are subject to change. For the appropriate requirements based on your itinerary and nationality, please contact your travel professional, local immigration office or visit [www.ncl.com/freestyle-cruise/cruise-travel-documents](http://www.ncl.com/freestyle-cruise/cruise-travel-documents). It is the guest's responsibility to obtain required visas and other documentation prior to sailing, including vaccinations for infectious diseases. Failure to arrive with proper documentation could result in denied boarding, and no further compensation will be offered.

**Final Boarding Time Policy:**

Please be advised that on embarkation day, all guests must be onboard the ship no later than two (2) hours prior to the departure time noted on their cruise documents or they will not be permitted to sail. Additional information for booked guests is available on [www.ncl.com](http://www.ncl.com).

**Cruisetours:**

Guests who have booked a pre or post cruise Cruisetour, and who are traveling with another reservation, must verify that all applicable reservations are booked on the same cruise and Cruisetour where necessary. Cruisetour hotel reservations are not guaranteed to be assigned at the same property for multiple reservations traveling together and are subject to change. To advise us you are travelling with multiple reservations, please contact Norwegian Cruise Line or your travel professional directly.

**Ground Transportation:**

Ground Transportation is available for purchase on all Air/Sea and Cruise-only reservations; transportation request for cruise-only guest will require guest's independent air information to be given to Norwegian Cruise Line and be within the recommended flight arrival and departure times for your cruise. Ground Transportation is subject to standard cancellation policy. To make arrangements, please contact Norwegian Cruise Line at 800-327-7030.

**Infant Policy:**

An infant is a child who is UNDER the age of two at the time of sailing. Infants sailing onboard a Norwegian vessel must be at least:

- Infants must be at least 6 months of age on the day of boarding.
- Infants must be at least 12 months of age on the day of boarding if the cruise has 3 or more consecutive **full** days at sea where the ship is not calling in a port of call.

**Online Check-In:**

Guests are requested to complete their Online Check-In form at [www.ncl.com](http://www.ncl.com) at least 21 days and up to 3 days prior to your vacation start date. Guests who have not completed their online Check-In forms at 3 days prior to their vacation start date are required to complete the Check-In process at the pier at least 2 hours prior to the departure time noted on their cruise documents.

**Pregnancy Policy:**

Norwegian Cruise Line will not accept any Guests who will have entered their 24th week of pregnancy at the time their travel concludes with Norwegian Cruise Line. We do not represent that travel is safe during any point in the pregnancy of a Guest. Advice should be sought from your medical practitioner prior to embarkation. The period specified above represents our minimum requirement. Some countries place limitations on the entry of non-national pregnant women. Check with the relevant embassy or consulate before you travel to confirm any further limitation. Norwegian Cruise Line will not be responsible or liable for any complications of pregnancy which arise or occur during the cruise. To learn more about accessible cruising with Norwegian Cruise Line, please visit [www.ncl.com/about/accessible-cruising](http://www.ncl.com/about/accessible-cruising).

**Service Charges:**

Norwegian Cruise Line requires payment of a fixed service charge for all guests in all categories booked. The charge is per person, per day and can either be pre-paid with the reservation, or charged to the guests onboard account once onboard. There is no charge for children under the age of three. Our crew is encouraged to work together as a service team and compensated by a combination of salary and incentive programs that the service charge supports. It is our earnest wish that you enjoy your Freestyle Cruise experience and that our entire crew in all areas of the ship will provide you with the standard of service for which Norwegian is known. Therefore, if you have any concerns about the service you receive during your cruise; please bring them to the immediate attention of our reception desk staff on board so that we can address any issues in a timely manner before the cruise is over.

Norwegian has a structured guest satisfaction program on board designed to handle any concerns raised by our guests relating to the service or on board product quickly and efficiently. In almost all cases we are able to come up with a satisfactory solution to any issues which are raised and make sure our guests can focus on enjoying their cruise vacation. In the unlikely event we cannot satisfactorily resolve the issues through our guest satisfaction program; guest will be able to adjust the service charge according to the level of inconvenience they feel they have experienced. Our clear priority is to have the opportunity of resolving the issue, when it happens, to everyone's complete satisfaction.

**Shore Excursions:**

Guests are encouraged to book their Shore Excursions through Norwegian Cruise Line for the widest selection of tours along with some important added benefits – safe and reliable tour operators, easy pick-up and drop-off at the pier. For complete tour descriptions and to pre-purchase, please visit [www.ncl.com/excursions](http://www.ncl.com/excursions) or call 866.625.1167, Monday - Friday 9 am - 9 pm or Saturday and Sunday 10 am - 6:30 pm EST.

**Terms & Conditions:**

Please refer to the applicable Norwegian Cruise Line brochure or [www.ncl.com/about/terms-and-conditions](http://www.ncl.com/about/terms-and-conditions) for additional terms and conditions that apply to your booking **including the legally binding Guest Ticket Contract**.

**TSA Requirements:**

**TSA requirements mandate that for all guests who have purchased air, Norwegian Cruise Line must provide TSA with Full Name (as it appears on your passport) that includes middle name if applicable, Date of Birth and Gender. Without this information you can be denied boarding the aircraft.**

**Domestic Airline Travel ID Requirements for U.S. Citizens:**

**Beginning May 7, 2025**, every air traveler 18 years of age and older will need a REAL ID-compliant driver's license, state-issued enhanced driver's license, or another acceptable form of ID to fly within the United States. REAL IDs are marked by a star on the top of the card. Between now and the effective date of the new regulations, we encourage all travelers to check their IDs and obtain a REAL ID if they don't already have one. To obtain a REAL ID requires documentation beyond what is required for most standard drivers' licenses. Prepare to collect and present several documents to DMV officials that prove residency and identification.

Guests should take this into consideration when planning travels for their cruise.

To find out if your state is in compliance, please [click here](#).

To learn more about REAL ID, please [click here](#).

For more information, including other acceptable forms of identification, please [click here](#).

**ITINERARY**

Day	Date	Arrive Time	Day	Date	Depart Time	Dock/Tender	Port	Guest(s)
Sun	25-Feb				4:00 pm		SHIP DEPARTS LOS ANGELES	1;2
Mon	26-Feb						AT SEA	1;2
Tue	27-Feb						AT SEA	1;2
Wed	28-Feb	7:00 am	Wed	28-Feb	7:00 pm	Dock	PUERTO VALLARTA, MEXICO	1;2
Thu	29-Feb	7:00 am	Thu	29-Feb	5:00 pm	Dock	MAZATLAN, MEXICO	1;2
Fri	01-Mar	6:45 am	Fri	01-Mar	2:00 pm	Tender	CABO SAN LUCAS, MEXICO	1;2
Sat	02-Mar						AT SEA	1;2
Sun	03-Mar	7:00 am					SHIP ARRIVES AT LOS ANGELES	1;2

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SHORE EXCURSIONS

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