



10-Day New Orleans Treat and Western Caribbean Cruise April 8 – April 17, 2011 Frequently Asked Questions

What is included in the program price? All ocean transportation, hotel accommodations plus taxes, meals listed in itinerary, airport transfers on the day of debarkation, all onboard meals, port charges, government fees and taxes, entertainment and onboard wine seminars and winemaker dinner.

What is not included in the cruise price? Airfare, transfers upon arrival, travel cancellation insurance, on-board medical services, spa packages, laundry and dry-cleaning.

What determines the different prices? Each price listed corresponds to a different cabin category. On this sailing, we are offering Inside, Ocean-view and Balcony cabins. To view the ship's deck plan, visit our website www.teamodyssey.com and select the Sterling Vineyards sailing. Some staterooms can accommodate three / four guests. These cabins must be requested.

Do I need trip insurance? Odyssey Travel strongly recommends you purchase Travelex travel insurance, or comparable travel insurance covering supplier default, full medical expenses, medical evacuation, travel delay, cancellation and loss. It is our policy to send every traveler a travel-insurance application, so please contact us immediately if this is not received within 7 days of your sending us this registration form. Be advised that preexisting claims require purchase of insurance within 14-days of deposit. Note that by not purchasing insurance, you then assume all risk of loss. Insurance can only be refunded within 10days of its purchase if done in writing. Refer to the insurance application form and brochure for details regarding coverage conditions.

Do I need to check my passport now? Please take a moment to check your passport to make sure it is valid during the cruise and does not expire within six months beyond the return date of the trip. Should you need to renew your passport, we strongly suggest you begin this process immediately. <http://www.us-passport-service-guide.com/us-passport-office.html>

What documents do I need to travel on this cruise? Remember you are leaving the United State. All persons traveling abroad will require a government issued passport. The issued travel documents (air and cruise) must reflect your EXACT proof of citizenship name-in other words-the name on your U.S. Passport must match the name listed on all your travel documents. Please check the confirmation invoice enclosed for accuracy and notify our office immediately with any changes or corrections.

Is a Visa required for this sailing? There are no Visas required on this sailing.

Are inoculations necessary for this sailing? There are no inoculations required for this sailing; However, we suggest that you consult with your physician, the local health department or the Center for Disease Control and Prevention at (877) 394-8747.

IMPORTANT – Guest Information Form (GIF):

Please be advised that your final payment will not be processed and your cruise documents will not be delivered until a GIF is completed and submitted to Norwegian Cruise Line. Due to Homeland Security requirements, all cruise lines now need to receive completed GIF's from their travelers. Items on this form include your passport information, your name, address and phone number and emergency contact information. The GIF can be found in the "My NCL" section of the cruise line's website at www.ncl.com. You will also need your cruise booking number and a valid passport number. Odyssey Travel can provide you with the booking number. Please visit the cruise lines website at your earliest convenience to complete this form.

All travel documents (air and cruise tickets, passport, medical card, inoculation verification) are the guest's responsibility. Without the required documents, a guest may be denied boarding and accommodation by Norwegian Cruise Line, or the guest may be disembarked during the voyage and Norwegian Cruise Line will not make a refund or be otherwise liable to any guest for such denial of boarding or disembarkation. Norwegian Cruise Line as a courtesy provides information or advice as to necessary travel documents, and medical inoculations, guests are still obligated to verify such information with the appropriate government authorities and Norwegian Cruise Line does not warrant or guarantee the accuracy of such information.

What is a guarantee reservation? A "Reservations Guarantee" is simply a measure that enables guests to reserve a specific category of accommodation or fare when no specific stateroom assignments are available at the time the reservation is made. As existing options expire and accommodations become available, reservations on Guarantee status are automatically converted to stateroom assignments. If at the time of sailing there is no stateroom available in the category Guaranteed, the Guest will be berthed in the next highest category stateroom available — at no additional charge.

What are my air transportation options? There are three options:

- (1) Norwegian Cruise Line Air Program*** – On this voyage, Specially Priced Promotional Air Packages are available to guests opting to book the Norwegian Cruise Line Air Programme in conjunction with their voyage. Promotional Air Packages are capacity controlled; limited to select gateways, air carriers, and routings of Norwegian Cruise Line's choosing; subject to availability; and must be booked on or before December 31, 2010.

FLIGHT CONFIRMATION: Guests opting to take advantage of Norwegian Cruise Line's Specially Priced Promotional Air Packages will receive confirmation of their air schedule approximately 95 days prior to cruise departure. For bookings made within 95 days of departure, flight itineraries will be released approximately 72 business hours upon receipt of the cruise deposit or final payment, whichever is first. The air schedule will be available 48 business hours after receipt of nonrefundable payment.

Guests may request air deviations with Norwegian Cruise Line for a non-refundable fee of \$100 per person. Your request will be submitted to the Norwegian Cruise Line air department and once a response, with scheduling is received, it will be forwarded to you

for approval. Norwegian Cruise Line may also charge a supplement for requests for flights to cities other than that of the embarkation and debarkation city.

(2) ***Independent Air Arrangements*** -As a full service travel agency, Odyssey Travel will be happy to research air for you to determine the best routing and lowest fare.

(3) ***You may book your own air transportation.***

How do I get my airline seat assignments? We are happy to take your preferred seating request but seat assignments cannot not be guaranteed and may be cancelled or changed at the airlines discretion. Airlines hold back better seats for higher-fare passengers and these seats are frequently released closer to the departure date. We encourage you to call the airline directly to try to improve your seating and/or to check-in early to request a better seat on the day of your flight.

How do I get to the ship from the airport and from the ship back to the airport? Odyssey Travel has included transfers from the Hotel to the ship and from the ship to the airport. You will be responsible to make your way to the hotel upon arrival.

If you have purchased your own air and wish to purchase airport transfers from Norwegian Cruise Line, please contact our Travel Consultant for rates.

If you decide to extend your stay either before or after the cruise, you will need to make alternate arrangements for transportation to and from the pier. Your Travel Consultant can help you select the best option for airport transfers.

How early can I board the ship? Guests may begin boarding the ship at 1:00 PM.

How do I board the ship? The bus will depart the Hotel at 12:30PM and taking us to the pier, Norwegian Cruise Line cruise staff will collect your passport at the check-in facility and give you an embarkation card. This card serves as your stateroom key, onboard charge card and the ID required to embark and disembark the ship. After check-in, you may proceed directly to the ship's gangway where you are required to show the Security Officer your embarkation card along with a photo ID. Once you are onboard, ship's staff will be available to escort you to your stateroom. Luggage is delivered directly to your stateroom at least one hour prior to departure. If your luggage has not been delivered to your stateroom one hour prior to sailing, please notify the Reception Desk.

A Mandatory Lifeboat Drill takes place within 24 hours of departure. The purpose of the drill is to familiarize guests with routine safety procedures such as life jacket use, muster stations and lifeboat locations. The Muster Station specific to each stateroom is posted on the back of each stateroom door. The time of the Guest Lifeboat Drill is listed in the daily newsletter placed in each stateroom.

What are the onboard dining options? Norwegian Cruise Line features a variety of dining options on board with an open seating environment. There are no assigned dining times, no assigned tables. You are free to dine when, where and with whom you choose. Dining venues onboard include Raffles Court & Terrace, Shogun Asian Restaurant, Le Bistro French Restaurant, Teppanyaki, Cagney's Steakhouse, Sushi and Sashimi Bar, Blue Lagoon Cafe, La Trattoria, The Garden Room Main Dining Room, Windows Main Dining Room, Bier Garten Grill, Room Service. In addition Norwegian Cruise Line offers 24-hour in-room dining.

Are reservations for dining required? Reservations are encouraged for all the restaurants. A date may be requested once you board the ship.

Are there low-calorie menu options available? Yes. Norwegian Cruise Line offers a light cuisine. There is low-calorie, low carb, vegetarian and vegan selections offered each day in the dining room and various onboard restaurants. For people who have special dietary needs, please supply details of the restrictions to your Vacation Specialist, who will forward to the ship.

When is wine included? Your winery host will serve wine during the winemaker's dinner and during the group's private wine functions. Please review the itinerary for details.

Is there a dress code? Shipboard attire ranges from casual to formal. Casual resort wear is appropriate for daytime aboard ship or ashore and consists of standard sports outfits as worn at resorts. Shoes should be flat or low-heeled for deck activities. Evening attire falls into three categories: casual, informal and formal. On casual evenings, open neck shirts, slacks and sports outfits are appropriate. On informal evenings, ladies usually wear dresses or trouser suits; men wear jackets (tie optional). Appropriate formal eveningwear for women is an evening gown or cocktail dress; men wear tuxedos, dinner jackets or dark suits. Details will be provided in the Port and Shore Excursion booklet in your final cruise documents.

What type of electrical outlets will be on the ship? You will find 110-220-volt electric currents on each ship. A hair dryer is provided at the dressing table in stateroom.

How do I pay for purchases onboard the ship? All charges for services provided and products purchased on board the ship must be paid in U.S. dollar by cash, check or charge (VISA, MasterCard, American Express or Diners Club) before your final disembarkation from the ship.

How are money matters handled onboard? Norwegian Cruise Line does not limit the amount of money you may carry during your voyage. For safety reasons, Norwegian Cruise Line recommends that guests take precautions and not carry excessive amounts of cash. Many purchases can be conveniently made using credit cards or traveler's checks and do not require cash transactions. Norwegian Cruise Line is not responsible for any loss of money.

If you bring more than \$10,000 into or out of the United States (e.g. in the form of U.S. or foreign currency/coinage, traveler's checks in any form, money orders, etc.), you must report it to the U.S. Customs Service. For additional information and forms, see the U.S. Customs' website at: <http://www.cbp.gov/xp/cgov/travel>. If you are not a U.S. citizen, please contact your local customs office.

Upon embarkation, guests will be asked to register their VISA®, Master Card®, American Express®, Discover®, Diners Club® credit card number and expiration date, which must be valid through the final day of their voyage. All charges for services provided and products purchased onboard must be settled in cash, by traveler's check, or above listed credit card at the end of each voyage segment and before final disembarkation from the ship. Traveler's checks may be cashed at the Reception Desk 24 hours a day. Also, your traveler's checks may be used to pay your shipboard account.

Is Internet service available onboard? Your personal e-mail and Internet may be accessed at the Internet Café onboard, offering state-of-the-art computers with enhanced 17-inch flat screen monitors. Charges apply, with package rates available, and are subject to change without notice.

You may also use your own laptop to access the Internet and e-mail using wireless internet (Wi-Fi).

Are hair styling services available onboard the ship? Beauty salon and hair styling services are available, including manicures and pedicures. Appointments for these chargeable services may be made on board the ship, or in advance via the My NCL section at www.ncl.com.

Does the ship have a fitness center and spa? Each ship features a swimming pool, two whirlpools, a fitness centre with state-of-the-art equipment, men's and women's saunas and steam rooms. Aerobics, yoga, Pilates and circuit training are available through the onboard fitness trainer. Special classes, private fitness instruction and personalized fitness sessions to fit your needs are also available.

Are there medical services available onboard? The Norwegian Spirit is equipped with a Medical Centre that is customarily staffed by a doctor and nurse on 24-hour call when at sea. When docked, supplementary emergency care may also be obtained through local medical facilities. Guests may be charged for medical services and for medications used for their medical treatment. The Medical Centre is not intended or designed to provide ongoing treatment of pre-existing conditions or for extended critical care, and Norwegian Cruise Line Cruises Ltd. is not responsible for the diagnosis, treatment or services furnished by shipboard medical personnel. Guests requiring oxygen for medical reasons are welcome to bring an oxygen concentrator on board. Guests wishing to bring their own portable oxygen tanks must obtain prior written authorization from Norwegian Cruise Line, as restrictions may apply.

What is Norwegian Cruise Line's Baggage Policy? You may bring aboard the ship a reasonable amount of clothing and personal effects without charge. All luggage must be securely packed, and properly and clearly labeled. Liquid, fragile, perishable and other articles not suitably packed are transported at your own risk.

Norwegian Cruise Line is not responsible for loss or damage to luggage or any other personal item during air travel, Hotel Programs, Land Adventures or Shore Excursions. Luggage and personal belongings will be taken off the ship upon guest disembarkation. Under no circumstances will luggage be stored onboard without the owner of such luggage being on the vessel. Norwegian Cruise Line is not responsible for luggage stored in shore side facilities.

Under no circumstances may dangerous items (including but not limited to: explosives, firearms, combustible or illegal substances) be taken aboard the ship. We recommend that you hand carry travel documents (passport, visa, cruise tickets), medications and valuables. These items are the full responsibility of the guest at all times. Norwegian Cruise Line shall not be responsible for the loss of or damage to, such personal

How are gratuities handled? All gratuities aboard ship are charged to your cruise onboard account.

Is laundry service available? Complete valet services, including laundry, pressing and dry cleaning, are available at any additional charge and may be arranged through your stateroom stewardess. Self-service laundry facilities are also available.

Does the ship have a library and movie center? Each ship features an onboard library with an extensive selection of books and movies that can be viewed on your in-room T.V

Is smoking permitted on the ship? For the comfort of all our guests, The Restaurant, indoors at the Café, Observation Lounge, the Show Lounge, Card/Conference Room, Library, Spa/Fitness Centre, Internet Café and Gift Shops/Boutiques are smoke-free. Cigarette smoking is permitted in designated areas of The Bar, outside at the Pool area. Cigar and pipe smoking is permitted in designated areas outside The Humidor.

Is there a place to store my valuables? Your stateroom is equipped with a personal safe. Norwegian Cruise Line is not responsible for any articles such as money, jewelry, cameras, binoculars, documents or any other items that you retain in your personal control or in your stateroom.

What type of entertainment does Norwegian Cruise Line offer? Aboard each ship, guests will find a wide selection of entertainment ranging from energetic production shows to classical music concerts in The Show Lounge; and local performers that truly complement the destinations and cultures experienced on your voyage. Evening dancing to a range of live musical styles for every taste, from ballroom and dinner dancing to rock and roll favorites and club mixes.

Can I purchase shore excursions in advance of the sailing? Shore excursions at most ports- of-call may be reserved 60 days in advance of voyage departure by visiting the My NCL section at www.ncl.com as well as offered for purchase onboard, subject to availability.

How do we get off the ship on the last day? One or two days prior to the end of your cruise, an informational briefing will be hosted by the Cruise Director and will cover disembarkation procedures and timing for debarking, preparation of luggage, airport transfer options that are available for purchase or that are included in your cruise package. The time and place of the briefing will be listed in the ships newspaper. Prior to the end of the voyage you will receive a preliminary statement of your onboard account. Please review the statement carefully and contact the Reception Desk if there are any questions. A final statement will be delivered to your stateroom on the morning of disembarkation. Your credit card will automatically be billed for all onboard charges or you may settle your account in cash prior to disembarkation. Accounts must be settled by 7:30 am on the morning of disembarkation.

Will I get seasick on a cruise ship? If you are prone to motion sickness, here are a number of Preventive tips:

- Select a cabin on one of the lower decks, the higher you are on a ship, the more motion.
- Several things may trigger seasickness – looking through binoculars for anything longer than a glance; reading a book, looking at a compass, doing detailed work or staring at one point. Try to keep your peripheral vision out on the horizon.
- There are several drug remedies that may reduce the effects of seasickness. We do not endorse any of these products and you should read the product instructions carefully before use. The most common drugs are Dramamine, Dramamine II, and Bonine that are all essentially antihistamines. They are available over-the-net or over-the-counter at most pharmacies. Dramamine II and Bonine are non-drowsy formulas but they still put some people to sleep for a few hours.

Lastly, and most importantly, all cruise ships are equipped with stabilizers. Stabilizers are in essence like big ‘wings’ that stick out of the left and right side of the ship, below the waterline. They help keep the ship from swaying to the left or right.