

TRAVEL PARTNER REFERENCE GUIDE

DEPARTMENT NAME	DESCRIPTION	EMAIL ADDRESS OR WEBSITE LINK	PHONE NUMBER
ACCESS DESK	A specialized group of team members dedicated to accessible cruising, specifically trained to meet the needs of guests with disabilities and special requirements.	www.ncl.com/case-submission/ad-cust-cases-us	866.584.9756
AGENCY MAINTENANCE	Handles setup of new agencies and maintenance of existing agencies, including update of agency address and contact information.	To submit documents via e-mail or assistance: NewAgency@ncl.com	To submit documentation via fax: 305.468.2018
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
COLLATERAL	Order brochures and other collateral via Norwegian Central under Marketing Headquarters.	www.norwegiancentral.ncl.com	
CHARTERS MEETINGS & INCENTIVES	Handles charter bookings, meetings and incentives sales.	www.ncl.com/events	866.NCL.MEET 866.625.6338
CRUISENEXT	Handles service questions and transfer requests.	CruiseNext@ncl.com	866.234.7352
DISPATCH	Handles all requests to release a reservation to a travel partner. Reservations can only be transferred up until 30 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	
GROUPS	Group Partner Services Representatives handle all group inquiries.		800.327.7030 Press #2
GROUP ADMINISTRATION DEPARTMENT	Group reviews, finalization, final payment, collection, requesting cruise documents and accounting.	GroupAdministration@ncl.com	
GROUP SHORE EXCURSIONS	Available for Groups of 40 or more guests.	ShoreExGroups@ncl.com	
LATITUDES	Requests for merging of duplicate Latitudes numbers.		800.327.7030
NORWEGIAN CENTRAL LIVE CHAT	Ask general questions and troubleshoot technical issues with Live Chat team members.	Located on the bottom right side of your screen once you login to www.norwegiancentral.ncl.com	
NORWEGIAN CENTRAL TECHNICAL SUPPORT	Technical support and password retrieval of Norwegian booking websites.	NclAdmin@ncl.com	866.625.1160
ONLINE RESOURCES	We offer a number of online resources via Norwegian Central to assist with marketing assets, training modules, access to booking engine, and more. Resources available: <ul style="list-style-type: none"> - BOOKNCL: Travel Agent Booking Engine. - NCLHelp: Questions about anything 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 were studio cabins are not available. Not to be used for quoting clients. 	www.norwegiancentral.ncl.com	
PARTNERS FIRST AMENITIES	Travel agents sailing with us are eligible for onboard amenities (limit 1x per year). Requests can be emailed including booking number, ship, sail date and agency name.	Sales@ncl.com	
PAYMENT SERVICES	Handles refund discrepancies, commission payments, and insurance inquiries.		866.625.9177

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PAYMODE- X	Handles all electronic and paper disbursements to our Travel Partners, including refund or commission payment process.	www.paymode-x.com	
PREMIUM AIR	Handles flight deviation requests as well as new adds within 2 weeks of sailing and problems with air/sea bookings regarding flight assignments. For information regarding flight assistance when guests flights are delayed please visit NCLHELP	PremiumAir@ncl.com	866.625.1163
PUBLIC RELATIONS	Handles all media for Norwegian Cruise Line and cruise donation requests.	PublicRelations@ncl.com	305.436.4713
RESERVATIONS/RESERVATIONS ASSISTANCE	Cruise Specialists assist travel partners in making reservations and booking inquiries. Booking inquiries such as dining requests, changes, payments, concerns with bookings, etc. 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. Reservation call center hours are: Monday-Friday: 8:00am-12:00am EST Saturday-Sunday: 9:00am-9:00pm EST	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
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	Handles general shore excursion inquires.	Guests can book their shore excursions via their online account in www.ncl.com	866.625.1167
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 Escape: SpecialEventsEscape@ncl.com Norwegian Epic: SpecialEventsEpic@ncl.com Norwegian Getaway: SpecialEventsGetaway@ncl.com Norwegian Gem: SpecialEventsGem@ncl.com Norwegian Jade: SpecialEventsJade@ncl.com Norwegian Jewel: SpecialEventsJewel@ncl.com Norwegian Joy: SpecialEventsJoy@ncl.com Norwegian Pearl: SpecialEventsPearl@ncl.com Norwegian Sky: SpecialEventsSky@ncl.com Norwegian Spirit: SpecialEventsSpirit@ncl.com Norwegian Sun: SpecialEventsSun@ncl.com Norwegian Star: SpecialEventsStar@ncl.com Pride of America: SpecialEventsAmerica@ncl.com	800.327.7030
TRAVEL AGENT 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.	www.ncluniversity.com	
TRAVEL PROTECTION	AON Affinity provides travel protection (Book Safe).	www.aontravelclaim.com	800.722.5672 800.453.4027
WEDDINGS	Royal Ocean Events handles weddings and vow renewals.	NCL@royalwed.com	Toll Free: 888.475.5511 Direct: 604.940.1181

