

NCL cancellation request letter

Telephone NCL's Reservations Department first, then send this letter to put the cancellation in writing and request your refund. Fill in every field, sign it, and keep a copy with your proof of postage.

Date of this letter mm / dd / yyyy Sent by email, post, certified mail

Send to: Norwegian Cruise Line, Attn: Reservations Department

NCL mailing address or email address shown on your booking confirmation

1. YOUR DETAILS

Full name Phone

Email Guest 2 name

Postal address

City State ZIP or postcode Country

2. BOOKING DETAILS

NCL reservation number Cancellation confirmation number

Ship name Sailing date mm / dd / yyyy

Cabin number Number of guests on the booking

Cabin category

☐ Inside ☐ Oceanview ☐ Balcony ☐ Club Balcony Suite ☐ Suite or The Haven ☐ Garden Villa

3. STATEMENT OF CANCELLATION

To NCL Reservations: I am canceling the reservation shown above. I telephoned your Reservations Department on (mm / dd / yyyy), and I am confirming that cancellation in writing here. The cancellation takes effect on (mm / dd / yyyy).
Please process the refund due on this reservation, less any cancellation fee that applies to my cabin category under your published schedule. Please confirm the refund amount in writing. The travel documents listed in section 5 are enclosed.

Reason for cancellation (optional)

4. AMOUNT PAID AND REFUND EXPECTED

Deposit paid

Final payment paid

Air, land, transfers, and other add-ons paid

Total paid to date

Cancellation fee I expect (% of fare, and amount)

Refund I expect

Refund to be returned to (card or account used)

5. TRAVEL DOCUMENTS ENCLOSED

NCL asks for your travel documents back before it issues a refund. Tick everything you are returning with this letter.

☐ Cruise tickets ☐ Air tickets ☐ Transfer coupons ☐ Vacation package vouchers ☐ Shore excursion tickets

Other documents enclosed

Returned by post, courier, email Tracking or reference number Date sent mm / dd / yyyy

6. SIGNATURE

Signature Print name Date mm / dd / yyyy

Travel agent name and agency (if booked through an agent) Agent phone

Notes: who you spoke to at NCL, what you were quoted, and anything you were promised on the call

Cancellation reference

The dates, fees, and refund rules behind the letter, taken from NCL's published payment and cancellation terms for US bookings.

BEFORE YOU SEND THIS LETTER

1. **Call NCL Reservations first.** The date of that call fixes your position on the fee schedule. An email on its own does not start the clock.
2. **Ask for a cancellation confirmation number.** Write it into section 2. Refund tracking runs off that number.
3. **Send this letter.** NCL requires refund requests in writing, so this is the record.
4. **Return your travel documents.** Cruise tickets, air tickets, transfer coupons, and vacation package vouchers go back before a refund can be issued.
5. **Keep a copy.** Save this letter, the postage receipt, and the confirmation number together.

CANCELLATION FEE SCHEDULE

DAYS BEFORE DEPARTURE	CRUISE, CRUISETOUR, AND AIR FEE	LAND ADD-ON FEE
ALL SAILINGS (CLUB BALCONY SUITES AND BELOW)		
119—91 days	25% of cruise fare	0%
90—61 days	50% of cruise fare	0%
60—31 days	75% of cruise fare	75%
30 days or less	100% of cruise fare	100%
THE HAVEN, SUITES, AND GARDEN VILLAS		
119—106 days	25% of cruise fare	0%
105—91 days	50% of cruise fare	0%
90—61 days	75% of cruise fare	0%
60 days or less	100% of cruise fare	100%

Read the schedule from the cabin you actually booked. Bookings made on NCL's UK or EU site run to a different schedule, so check the terms on the site you booked through.

DEPOSITS AND FINAL PAYMENT

BOOKING TYPE	DEPOSIT PER PERSON	FINAL PAYMENT DUE
Sailings of 1—6 days	\$100	120 days before sailing
Sailings of 7 days or more	\$250	120 days before sailing
The Haven and Garden Villa, any length	10% of the voyage fare	120 days before sailing
Interactive Air add-on	\$250, non-refundable	120 days before sailing

Cancel 120 or more days before sailing and no cancellation fee applies, so the cruise deposit comes back. The Interactive Air deposit is forfeited either way.

WHAT HAPPENS NEXT

- **Refunds take about three to four weeks** to process, counted from the point your written request and your returned documents reach NCL.
- **No-shows are not refunded**, and nothing is refunded once the cruise has begun.
- **Air tickets issued by NCL's Air/Sea department** are refundable back to NCL, not to you.
- **Group bookings can run on separate terms**, so check the group contract rather than this schedule.
- **Chase it after four weeks** by calling Reservations with your cancellation confirmation number.

Taking bookings of your own?

Pabau sets your cancellation window, collects the deposit at booking, and applies late-cancellation fees for you, so nobody has to chase the money by hand.

pabau.com/book-demo/