**2.4**

**Releasing a Reservation to a Different Party**

**The procedure is as follows:**

* Guests who book with Norwegian directly can release their reservation to a travel agency
* Reservations booked by a travel agency can be released to a different agency or to the guest
* **Reservations can be released to a different party up to 60 days AFTER the reservation was booked.  *After the 60 day deadline, we can no longer release the reservation.***
* **Once a reservation is within the Final Payment period and/or paid in full, the reservation can no longer be released.**
* If the reservation was originally booked by a travel agent, the request to release the reservation to a new agency MUST come from the original travel agent.
* Once money has been applied to the reservation, authorization to release the reservation MUST be submitted using the new Reservation Transfer Form.
  + The form should be emailed or faxed to the Dispatch Department at:  [dispatch@ncl.com](mailto:dispatch@ncl.com) or 305-436-4148
* If the payment was applied with an Agency Credit Card or an Agency Check the booking cannot be transferred.  The reservation may have to be cancelled and rebooked so that refund can be processed.  If cancelation occurs within the cancellation fee period, fees will be assessed.

**When there is no money on the reservation, we will continue to accept verbal authorization as follows:**

* The original booking party must contact Norwegian advising of the release and provide the name of the agency, the full name of the travel agent, and the agency phone number.
* The original booking party must be advised that once a reservation has been released, they will no longer have any access to the reservation, or information regarding the reservation.
* The new agency must call in to take over the reservation.

Please see the travel agent FAQ’s along with the Reservation Transfer Form.  You can download it from the NCL Travel Partners section of [www.bookncl.com](http://www.bookncl.com).   The transfer process takes 48-72 hours.