**2.5**

**NCL Travel Partner Frequently Asked questions**

Q: Can a reservation be transferred to a different agency?

A: Yes, reservations can be transferred up to 60 days from creation.

Q: If the reservation is paid in full can it still be transferred?

A: No, if the reservation has been paid in full for over 24 hours we are not able to accommodate a transfer.

Q: If the payment was applied with an Agency Credit Card or an Agency Check, can the reservation be transferred?

A: No, when payment is made using an Agency Credit Card or an Agency Check, the reservation is locked to the agency id and cannot be transferred.

Reservation may have to be cancelled and rebooked so that refund can be processed. If cancelation occurs within penalties, they will be applied.

Q: Can the reservation be transferred if within Final Payment Period, but reservation is not paid in Full?

A: No, transfer requests cannot be accommodated once the reservation is within the Final Payment Period.

Q: Which agency can make the request?

A: The transfer request must come from the original agency.

Q: Can the Currency be changed if payment has been applied to the reservation?

A: No, once a payment is made on a reservation we are unable to change the currency.

Q: Where should the completed transfer request form be sent?

A: You can email or fax the completed request to the Dispatch Department at: email: [dispatch@ncl.com](mailto:dispatch@ncl.com) Fax #: 305‐436‐4148

Q: How long does it take for transfer request to be completed?

A: Please allow 48 to 72 business hours for requests to be processed.

Q: How many times can I request to transfer my reservation?

A: Reservations can only be transferred once.

Q: Does the Dispatch Department match rates from agencies?

A: No, Norwegian Cruise Like does not match prices that an agency is advertising.