



Ship Familiarization Program Team Member Frequently Asked Questions & Information

What is the goal of Norwegian Cruise Line's Team Member Ship Familiarization Program?

This wonderful program invites shoreside team members on board our Miami-based NCL ships for a day-visit, which will help increase ship familiarity and overall brand and product knowledge. Plus, team members will enjoy a beautiful afternoon in the company of our incredible officers and crew!

Please be advised that team members and guests participating in the program will held to conduct expectations aligned with our [CORP-0901 Conduct While Vacationing Aboard Vessels Policy](#).

Can I bring a guest?

If the ship visit takes place on a Saturday or Sunday, as an NCLH shoreside team member, you may bring one guest to accompany you, but your guest must always remain with you while onboard. Weekday familiarization are for team members only.

What is the minimum age for my guest?

Your guest must be at least 18 years old to attend this event.

Can someone else attend in my place?

Saturday & Sunday Program - Please note that this opportunity is for NCLH shoreside team members and one designated guest only. You may bring your guest to accompany you, but your guest must always remain with you while onboard. Guests attending without a team member is not permitted. In addition, you may not transfer your attendance reservation to another team member.

Weekday Program – Monday through Friday familiarization is for NCLH shoreside team members only.

Do I need to ask my supervisor for approval to attend?

If the ship visit is takes place during your scheduled workday, you must ask your supervisor for approval to attend to ensure that your visit does not impact your department's business needs.

If the ship visit is on your regularly scheduled workday, you are expected to complete your scheduled workday before and after the ship visit.

Will I be paid for regular hours worked for my ship visit?

- Non-exempt (hourly) team members will be paid for the ship visit time. If the team member is working before and after, time traveling to and from the ship is compensable. If a team member is not working their regular schedule on that day, personal or vacation time is to be used for time outside of the ship visit. Exempt (salaried) team members do not need to report time off for the visit.
- For Saturday and Sunday visits with team members and guests, the time is not paid.

Where do I embark the ship?

The ship will be docked at the Port of Miami. The exact terminal is mentioned in the event title. Please be sure to use the Day Visitor Entrance at the terminal upon your arrival.

What time should I arrive?

The self-guided ship visit begins at 11:00 AM sharp. Please be sure to arrive on time and be ready to pass through Port Security by 11:00am. Earlier embarkation will not be permitted.

Once onboard, you are welcome to tour the ship on your own, however, please note that guest cabins and any restricted areas will not be accessible.

You will be able to view the Haven public spaces through the main access doors, but Haven staterooms will not be available for viewing.

What should I bring?

Please make sure to bring the government issued picture ID that was used on your registration. A valid passport, driver's license or government ID will suffice, but it must be the same form of ID used to register. Please note that guests who do not present the same ID used to register will not be permitted to embark the ship during this event.

Are parking and transportation included?

You and your guests are responsible for your own (non-reimbursable) transportation and parking costs. Rideshare is encouraged.

Where will I have lunch?

For weekday visits, you will enjoy a hosted lunch in the Main Dining Room by a shoreside officer when feasible, if more than 10 guests are in attendance.

For weekend visits, you and your guest may dine on your own at the Buffet located near the pool deck.

What beverages will be available?

You and your guest will be able to enjoy juices, tea, coffee, and water during their visit. Alcoholic beverages are not available for ship visits.

May I make purchases while onboard?

All transactions onboard are processed through an individual stateroom key card. As a day visitor without a stateroom keycard, you will not be able to make additional purchases at any open outlets. Cash purchases are also not accepted.

What time should I disembark the ship?

Self-disembarkation must be completed by 3:00 PM sharp. No exceptions will be made.

Cancellations and Additional Questions

How do I complete my registration?

To confirm your registration, please complete the following steps:

- Enter your details in the registration form and verify that all the information is complete.
- Click the register button at the bottom of the page. You will receive a prompt asking you to enter a pin that was sent to your email address.
- Check your inbox for a message from Social27 (our registration page host) with your unique pin and enter that number into the prompt on the registration page.
- Once you select "Confirm" you will be taken to a confirmation page.

Didn't receive a pin? Please check your SPAM folder and search for Social27. If further assistance is needed, please email us NCLHEvents@nclcorp.com for assistance.

How many registrations may I complete?

You may register for up to two visits, if available, in one calendar year.

What if I need to cancel my registration?

We understand that unexpected things happen. If you need to cancel, please let us know immediately by emailing NCLHEvents@nclcorp.com

Who can I contact if I have additional questions?

If you have additional questions, please contact us by email at NCLHEvents@nclcorp.com