



Dear Valued Guest,

A service charge of \$10.00 per person per day will be added to your onboard account. For children ages 3-12 a \$5.00 per person per day charge will be added to your onboard account; there is no charge for children under the age of 3. This is a fixed service charge and is not adjustable. Of course if you have any concerns about the service you receive while on board your cruise then please bring them to the immediate attention of our reception desk staff on board so that we can address any issues in a timely manner before the cruise is over.

Unlike most other ships in the cruise industry, there is no required or recommended tipping on Norwegian Cruise Line and NCL America ships. Our staff are paid salaries. They are encouraged in our S.T.Y.L.E. service program to "go the extra mile" and so they are permitted to accept supplementary cash gratuities entirely at the discretion of our guests who wish to acknowledge particular staff members for exceptional service. Certain staff positions provide services on a discretionary basis to only some guests. We encourage those guests to acknowledge good service from these staff members with appropriate gratuities. Specifically: guests purchasing spa treatments will find a service charge of 15% added to their bill; bar tabs will have an open space for guests to add a gratuity they consider appropriate (our recommendation is 15% of the tab); concierge and butler services are available to guests in suites and mini-suites and we recommend those guests to consider offering a gratuity commensurate with services rendered.

Mahalo,

Ian Napier
Hotel Director / M/S Pride of Aloha