

## **NCL – Kid's Crew & Teen Crew**

### **Kid's Crew:**

This is the family vacation our guests have been dreaming of! A place where they can unwind, while the kids are just winding up! With Freestyle Cruising as our specialty at NCL and NCL America, we offer complimentary activities of all sorts. The fun is designed with everyone in mind, from toddlers to teens, and everyone in-between –including the whole family! A parent of guardian is required to register anyone **ages 2 through 17** in order to participate. Once registered, they are eligible to participate as often as they choose! Complimentary programs are offered for them each and every day! The activities offered are active, educational, energetic and fun! Think of it like a **summer camp at sea** -filled with arts and crafts, cool trivia, sporty challenges, theme nights, pajama parties, and lots of new friends!

### **Teen Crew:**

Our Teen Program is designed to help teens, ages 13 -17, meet other teens, while introducing them to the joys of cruising! All activities are supervised by a member of the Youth Staff and are planned with teens in mind! They have special theme parties and sports events, in addition for enjoying Freestyle Dining as a group and taking in shows together!

## **Program Policies:**

- A parent of guardian is required to **register anyone ages 2 through 17** in order to participate. Once registered, they are eligible to participate as often as they choose!
- **Registration** takes place on the ship, through a one time form available at the youth center.
- **Age Groups:** 2-5 yrs, 6-9 yrs, 10-12 yrs, 13 – 17 yrs. Children are assigned to their appropriate age group based on the age at sailing, according to the ships manifest. It is for the safety of all participants that children are not allowed to switch age groups. We regret that no exceptions can be made. If the child celebrates a birthday during the voyage, they can move into next age group, on their birthday.
- Children **10 to 12 yrs can sign themselves in or out** if parents authorize. Only a designated adult over 21 may sign a child in and out of Kids Crew. Sorry, no exceptions can be made—this helps keep the children safe.
- We're flexible- -Activities may be altered to accommodate the needs of the children that participate at any time, and are always subject to change.
- **HOURS:** 7-10:30 nightly, and sea days 9:00am to 10:30pm. Note that ships with half days at sea also have complimentary 1/2 days of programs.
- We are not able to offer one-on-one care within the youth programs.
- Leave the flip-flops and sandals in your cabin—we play hard and our programs are very active and for the safety of the children, **proper footwear** is required.
- Youth Staff are not able to assist children in the washrooms and **do not change Diapers** or Pull-Ups under any circumstance. Beepers are issued to parents / guardians with children that are not potty-trained or require bathroom assistance. Our beepers do not work ashore, therefore any parents with children requiring a beeper will not be allowed to leave the vessel if a child is in program or group sitting.
- **Family activities** are also offered throughout the cruise. These activities are for the whole family and a parent is required to attend in order for child to participate. Family Pizza making anyone? Family Olympics? Family Scavenger Hunts?
- Youth Staff is not included in onboard gratuities. Cash **gratuities** received are divided evenly amongst staff. Individual gratuities can be made through the voucher available at the onboard Reception Desk.

## What to Expect

1. The NCL Kids Crew program admits children ages 2-17 years old. There are four age ranges we separate them into:
  - 2-5, 6-9, 10-12, 13-17.
  - For the little ones, we issue a beeper to the parents. I.e: diaper change, sick, hurt.
2. The Kid's Crew program has two sectors. The 2-12 year olds have a more structured program while the teens have their own program that is a bit more laid back as they are able to come and go as they please as long as they are registered and come and go with their parents. Teens are also scheduled to come in a bit later than 9am b/c they just generally aren't awake yet, especially on vacation!
3. Hours of Operation for the complimentary Kids program are:
  - 9:00am – 12:30pm(\*These are the complimentary hours while at sea/sailing)
4. Group Sitting is also offered in port, **essentially from arrival to departure, and nightly from 10:30pm-1:30am. Parents sign up in advance for this and it is scheduled on an as needed basis. Each staff generally works 1-2 port session per cruise, and 1-2 late nights per cruise.** The cost is \$6/hr per child and \$4/hr for any siblings. The proceeds of this period are pooled together and dispersed at the end of the month. Half goes to NCL and the other half is divided amongst the counselors.
5. Work Duration: 7 days a week between 8-10 hours per day. You won't get a day off, but you will have time off. If you are not scheduled to work and you would like to visit the port you can do so. Please understand that you will not always have this opportunity as at some point it will be your turn to work the Group Sitting time. However, you will be on the same ship for the duration of your contract, so you will be revisiting all of the same ports!
6. The cruises are 7-10 days long so you are meeting new children every week. The program is not required so you may see children only once or they may register for the duration of the cruise. Basically, the group is **ever-changing** and you will need to be able to adapt and be flexible every day.
7. Generally, this is a new environment for the kids. They don't have any friends that they are traveling with and don't know the counselors, so there are **3 Objectives** we try to accomplish with the kids:
  - They fall in love with an activity.
  - Make a friend
  - Take a liking to a counselor
8. The activities are based on the dynamic of the whole group and you will need to be able to read the group and decipher whether they are having difficulty with an activity or maybe they don't appear to be enjoying themselves; you will have to be able to change activities on a moments notice. Say you had a scavenger hunt planned outside on the deck somewhere and now it's raining, you'll have to be able to get everyone inside and deal with your limited resources while making sure the kids are having fun! What would you do?
9. If you have been offered a seasonal position then you have two choices:
  - Either you can remain as a seasonal employee as long as your performance indicates you are welcome back to the program, OR
  - You might be interested in becoming a Full-time Youth Counselor. If so, you must communicate this to management onboard the ship. Your supervisors onboard would be

the ones to make the assessment as to whether or not your performance indicates that you can be promoted.

- **Once your performance is deserving of full-time position, an opening is available, and you are offered it, we ask for a 1 year commitment of full-time rotations of 15-16 weeks on, followed by 4-5 week vacation.**

**10. The Youth Staff is under the Entertainment family** which is under the supervision of the Cruise Director. As a member of the entertainment family you will have access to some of the guest areas that most of the other crew does not.

- You are responsible for your attire for the evening's duties. You'll need 1 or 2 Cocktail Dresses or pant suits, just make sure that it's something dark in color, more formal, and appropriate for work.

## **Life Onboard**

**1. While onboard, NCL will provide you with:**

- Accommodations – Cabin
- 4 Meals per day – Breakfast, Lunch, Dinner, and a Midnight Snack
- Transportation to and from the ship, as long as you complete your contract. E-tickets will be sent to you by a Ship Administrator when you are officially offered employment.
- Laundry Service for your uniform and linens.
- Medical – NCL has a medical center onboard. If you get sick or hurt during your contract, our Doctors and Nurses will provide you care until you are healed. Please note that we do not offer any medical insurance.
- A competitive salary!

**2. NCL will provide you with a cabin along 2-3 instant best friends, your roommates!** They will most likely be other Youth Counselors and they will definitely be of the same sex as you. We recommend that you pack for only a week or two and in a collapsible suitcase for easy storage as space is very limited as you can imagine. Your cabin will include bunk beds, a small desk, small TV, bathroom/shower to share with your roommates and a small closet. Notice the key word being "small". The cabins are mainly designed for sleeping as most of your time will be spent working or in the other crew amenity areas.

**3. Crew Amenities:**

- Crew Internet Café – To keep in touch with family or friends. There is a small connection fee of 10 cents/minute and you can purchase an internet card in the Crew Shop. If you choose, you can bring a laptop onboard; however, there will still be a connection fee. It is not recommended as usually laptops are of high value, but it is not prohibited either.
- Crew Gym – Open 24 hours so that if after your 10 hours of working you still have the energy to work-out you can do so!
- Crew Bar/Lounge/Disco – A place to socialize and get to know the other crew members onboard. As long as you are of legal age you may have 1 or 2 drinks, but no more than that. You are not to get intoxicated at any time. See Drug/Alcohol Policy further down.
- Crew Laundry Facilities – Your uniform will be laundered for you, but it's up to you to wash your personal laundry. The facilities and detergent are free of charge and available 24 hours.

**4. UNIFORMS:**

- Daytime duties (with the kids): We provide daytime uniform. (Bermuda shorts and polo)
- Evening (blue pants, green polo and black shoes).
- Safety Shoes: You must purchase the non-skid safety shoes once onboard for \$35-40. However, they may not have your size right away so I advise you to bring on a pair of

white tennis shoes (day) and a pair of slightly dressy black shoes(night), closed toe and heel and black runners.

5. Shipboard employment is very different from any other kind of employment in that you are working and living with the same people. You must have a mature attitude about yourself and have open communication with your suitemates. Talk about issues as they come up, or discuss with your Personnel Manager if there is a situation in which a compromise cannot be made.

## **Crew Policies**

1. **Safety Duties:** As a crew member onboard you are always responsible for safety duties. When you arrive onboard, you will be required to attend a few days of Safety Training where you will be assigned a specific safety duty that you will be responsible for in the event of an emergency. There will be a basic test at the end of the training that you must pass. Twice a cruise there will be a safety drill, once for staff and once for passengers.
2. **Drug and Alcohol Policy** – NCL has Zero Tolerance for Drugs and very limited for alcohol consumption. There should be no drinking while you are on duty, but you are permitted to have one or two drinks in your off-time as long as you are of legal age. You may have one or two drinks in the Crew Bar area in your off-time, but never are you to get intoxicated as each crew member will be assigned a specific safety duty and is expected to be able to perform that duty at any time. We have a legal limit of 0.08% for alcohol and there are random breathalyzers tests and drug tests administered to the crew to ensure that everyone is complying with this policy. Testing positive for either of these tests is immediate grounds for dismissal and you will be required to purchase your flight back home.
3. **Tattoos and Piercings** – NCL has a very clear uniform and grooming policy which prohibits any visible tattoos or body piercings. If you have either, please make sure that it can be covered by your uniform or removed. If you have any questions or concerns refer to the Grooming/Uniform policy or speak with your Recruiter.
4. Finally, if for any reason you feel the need to go home before you contract/assignment is complete please discuss this with your Personnel Manager. Maybe you do not take well to shipboard life, or something happens at home. Whatever the case may be, you must provide your own flight home and depending on the circumstance you may be asked to resign from your position. Please discuss any issues with your Personnel Manager onboard as in the event of a family emergency you may be allotted a two week time period to tend to the emergency.

## **What Next?**

1. You will be sent an email entitled, Welcome to the Final Steps! This is a contingent offer of employment. At this point you have been approved to the next steps based on your skills and the web-cam interview we have had. Your Official Offer of Employment is still contingent of the successful completion and clearance of the pre-employment steps. This includes:
  - a. Medical Exam and Lab Tests
  - b. Background Check or Police Clearance
  - c. Copy of Fingerprints
  - d. Red Cross or American Heart Association CPR and First Aid certifications specifically covering Child and Infant
  - e. Current Passport
2. Once you have completed and cleared all of these steps by our Medical and Administration team, then an assignment will be created for you based on the current openings of the

department and you will be sent an Official Offer Letter. This letter will include your Ship Assignment and sign-on date. If you are an International candidate, you will also be sent a Letter of Employment which you will need to take to your visa appointment at the US Embassy in order to obtain your C1/D Visa. (Not needed for US or Canadian applicants)

3. Assignment – If hired, you are hired for the Fleet of NCL, not a specific ship. This means that depending on the needs of the program, the needs of the ships, and your location in the world, an assignment will be created for you by our Scheduling team. Recruitment does not have any idea where you will be going...sorry! If you are interested in joining a specific ship let us know, we would be happy to put in a request for you; however, we cannot guarantee that this request will be granted as the needs of the program must come first.

**If you have any further questions, please contact your Recruiter and they will be glad to help! This is a lot of information and questions are welcomed! 😊**

**Best of luck to you!**

**Regards,**

## **SUGGESTED PACKING ITEMS**

Safety is the first concern; for both what you wear and what you bring. The second is space, which is very limited. Here are a few recommendations about your uniforms, luggage, what to bring, and what not to bring.

### **Luggage**

When packing, always keep in mind that space onboard is limited and there are many new airline regulations. With limited space and airline baggage weight considerations, we recommend that you bring collapsible luggage like a duffel bag or a gym bag. A collapsible luggage will give you valuable space and it won't be in your way constantly.

When it comes to clothing, we recommend that you pack for a 2 week trip. Team members joining a ship will be reimbursed for the first two (2) bags charged by the airline if a receipt is presented, provided they are in compliance with the airline's weight restrictions. We highly recommend for you to contact the airline you will be traveling with to obtain more information that will help you prepare in advance for any additional fees or restrictions.

### **General Packing Guideline**

Everyone is recommended to bring the following items. Remember that space is limited and you will be sharing cabin with your other team mates.

- Underwear for 1 week
- Black shoes (comfortable)
- Black socks
- Black belt 1.25'' wide
- Comfortable shirts/ t-shirts for off duty
- Flip Flops
- Sneakers
- Short for off duty
- Long dress pants and/or Jeans
- Jacket or Sweater

In addition, Female crew members should also bring:

- Nylon stocking nude color (1 week)
- Supplies for putting hair in a bun
- Make up/lipsticks/lip gloss

### **General Toiletries**

- One month's worth of personal hygiene products (Toothbrush/Paste Soap/ Shaving supplies/ Deodorant Shampoo/Conditioner)
- Vitamins for at least 2 weeks
- Brush/Comb
- Nail care equipment
- Sunscreen/ Sunglasses
- Books for off duty time
- Small radio/CD player
- Battery powered alarm clock
- Pocket flashlight
- 3 padlocks (for older ships such as Sun/Sky) to lock wardrobe & drawers.
- Extension cord/multi plug adapter (must have a fuse/breaker)
- Swimsuit (board shorts, shirt or one piece bathing swimwear) Optional
- Contacts or eye glasses (replacements, solution, etc.)

**What NOT to Bring**

- Anything of emotional or financial value
- Refrain from Hard-sided Luggage
- Alcohol
- Iron (Irons are available in the Laundry room for your use)
- Bicycles
- Cooking Utensils
- Anything that turns energy into heat like rice cookers, warmers, hotplates, coffee makers, etc. (A hair dryer or curling iron is ok)

**Non-Skid Shoe Program**

Your safety is very important to us here at NCL. We've developed many ways to minimize work-related injuries onboard. One of these developments is our Non-Skid Shoe Program. Since there are various types of surfaces throughout our ships, we want to be sure that everyone has the appropriate footwear that is designed to reduce the chances of slip-and-fall accidents. You can purchase the required non-skid shoes on your own before you join the vessel. You can request the pricing and order information from your Ship Administrator if you choose this option; however, you can also purchase them once onboard the ship directly from NCL. The price range of the shoes if purchased onboard is approximately \$24-41 US Dollars. There may be times when the ship is out of stock and will need to order you a pair. It can take two to three weeks for the next order to arrive, so we ask you to please bring the following items with you, just in case:

**Men**

- All white or mostly white trainers (running shoes)
- Black loafer or plain shoe
- Black dress shoes (for suits and/or tuxedo)

**Women**

- All white or mostly white trainers (running shoes)
- Black loafer or pumps (low or stacked heel; nothing chunky or heavy)
- Formal shoes (heels or pumps; no open toes or strappy sandals)

**Uniforms**

Uniforms will be provided to you upon arriving to the vessel according to your position. The uniforms are turned in the last day you are onboard, prior to disembarking the vessel. Complementary laundry service is provided for uniforms. You will be advised of drop off and pick up arrangements onboard.

**NORWEGIAN CRUISE LINE COMPANY POLICY**  
Youth Programs

YTP11-0008

**Youth Program Staff Uniform Policy**

Issue Date: March 9, 2011

Updated: July 29, 2011

**SCOPE** - To establish the acceptable dress code for the Youth Program Staff across the fleet and to provide direction for Linen Keepers, Youth Program Supervisors (YPS), and Youth Counselors in regards to the Youth Staff Uniforms

**DETAILS**

- 1.0 With assistance from the Linen Keeper, the Youth Program Supervisor is responsible for ensuring all staff receives the proper uniforms upon joining the ship.
- 2.0 The Youth Program Supervisor is responsible for collecting the uniforms from the staff (End of Contract and Seasonal Staff) disembarking from the ship, in proper number, and turning them in to the Linen Keeper.
- 3.0 Issued Amount  
Navy Blue Pants – 2 each  
Navy Blue and White Track Pants – 2 each  
Navy Blue and White Track Jacket – 2 each  
Navy Blue Shorts – 2 each  
Lime Green Polo – 3 each
- 4.0 Seasonal Youth Staff
  - 4.1 Seasonal Youth Staff are fully responsible for their uniforms.
  - 4.2 All issued pieces must be returned to the Youth Program Supervisor prior to disembarking the ship at end of contract. If the Seasonal Youth Staff is Vessel Transferring they must return their uniform to the YPS.
  - 4.3 If an item(s) gets worn or needs replacing, the original issued item(s) must be returned to the Youth Program Supervisor before a replacement can be obtained. The Youth Program Supervisor will inform the Linen Keeper of the need for a new item and return the original issued item.
- 5.0 Full Time Youth Staff
  - 5.1 Full Time Youth Staff are fully responsible for their uniforms.
  - 5.2 Full Time Youth Staff are required to take all issued pieces from ship to ship.
  - 5.3 If a Full Time Youth Staff is signing off “end of contract” all issued pieces must be returned to the Youth Program Supervisor prior to disembarking the ship.
  - 5.4 If an item(s) gets worn or needs replacing, the original issued item(s) must be returned to the Youth Program Supervisor before a replacement can be obtained irrelevant of which ship one is assigned to. The Youth Program Supervisor will inform the Linen Keeper of the need for a new item and return the original issued item.
- 6.0 Embarkation Day  
**Morning/Afternoon/Evening\***  
Navy Blue Pants (NCL Issued)  
Plain Black Belt  
Lime Green Polo – Completely Tucked In (NCL Issued)  
Name Tag and Style Pin (NCL Issued)  
All Black Sneakers  
All Black Socks
- 7.0 Sea Day/Port Day  
**8:00AM – 6:00PM**  
Navy Blue and White Track Suit (Jacket\*\* & Pants) (NCL Issued)  
Navy Shorts (NCL Issued) w/Plain Black Belt



**NORWEGIAN CRUISE LINE COMPANY POLICY**  
Youth Programs

YTP11-0008

**Youth Program Staff Uniform Policy**

Issue Date: March 9, 2011

Updated: July 29, 2011

Lime Green Polo – Completely Tucked In (NCL Issued)  
Name Tag and Style Pin (NCL Issued)  
All White Sneakers  
All White Socks

**8.0 Evenings\***

**6:00PM – Close**

Navy Blue Pants (NCL Issued)  
Plain Black Belt  
Lime Green Polo – Completely Tucked In (NCL Issued)  
Name Tag and Style Pin (NCL Issued)  
All Black Sneakers  
All Black Socks

\*Applies to Teen Counselors

\*\*Jacket may not be needed in warmer climates and/or may be worn inside if the facility is cold.

**9.0 Theme Nights**

The following accessories may compliment the uniform but may not take the place of the uniform:

Bandanas	Wigs
Hats	Non-Scary Masks
Scarves	Jewelry
Face Paint	Leis
Eye Patch	Patches

The following are the only two exceptions to the above Uniform:

**10.0 Pajama Night**

Legitimate, Matching top and bottom fun-oriented pajamas only – must have kid's theme or itinerary theme.

Name Tag and Style Pin  
No Sweat Pants  
No T-Shirts

**11.0 Sports Night**

NCL issued Track Pants and legitimate Sports Jersey  
The Sports Jersey must specify a League or Team  
Name Tag and Style Pin  
No Sweat Pants  
Otherwise your evening uniform should be worn

**12.0 Shoe Suggestions or Very Similar**



**NORWEGIAN CRUISE LINE COMPANY POLICY**  
General Shipboard

SHIP12-0007

**Grooming and Appearance Policy**

Issue Date: January 2007

Updated: April 9, 2012

**SCOPE** – To ensure a consistent and professional appearance for all onboard team members. This policy applies to the entire fleet. This policy does not supersede USPH/FDA regulations which require continued compliance.

**DETAILS** – General Grooming

**1.0 Off Duty**

**1.1 Onboard**

1.1.1 Flip-flops, thongs, sleeveless shirts or vests, bathing suits, shorts and collarless t-shirts must not be worn onboard in public areas.

1.1.2 Team members with access to the entertainment and food and beverage areas onboard must be in full uniform with name tags visible when accessing these areas.

1.1.3 Uniforms are not to be worn by officers or team members in the crew bar.

**1.2 Ashore**

1.2.1 Team members on shore leave must be well groomed.

1.2.2 Tight, see-through clothing and garments of other cruise lines must not be worn.

**2.0 On Duty**

2.1 No buttons or pins are allowed unless issued by the company.

2.2 Sunglasses may be worn by staff performing their shift in the sun. Glasses must be conservative and not have mirrored lenses. Sunglasses are not to be worn inside, even when off duty.

2.3 Gum chewing is not permitted.

2.4 Tobacco chewing is not permitted.

2.5 Name Tags are to be worn on the left side at chest level, and are to be worn at all times in guest or crew areas.

2.6 Crew I.D's are required to be carried by all team members, including guest entertainers, whether on or off duty.

2.7 Tattoos are not permitted to be visible above the collar bone. Tattoos with offensive language and/or symbols are not permitted. Team members are not permitted to acquire tattoos during a contract.

**Female Grooming**

**3.0 Hair Guidelines**

3.1 Must be clean and dandruff-free.

3.2 Bangs must be tidy and not touch the eyebrows.

3.3 Extreme haircuts, including shaven heads with designs or symbols, or dreadlocks, are not permitted.

3.4 Color must be natural in shade and complement the complexion. Subtle highlighting of a natural color is acceptable. Hair with roots of a different color is not permitted.

3.5 Hair must be well groomed at all times and not fall over the face. Polished ponytails, braids, buns, chignons, etc., are allowed and must look professional. If hairpins are used, they are to be hidden within the hair. Hair accessories must blend with hair color (e.g. tortoise, black). Hair ornaments are not permitted with the exception the traditional Hawaiian hair flower on the Pride of America.

3.6 Hair must be appropriately covered when working in the food preparation areas. Restaurant, Sanitation and Culinary staff must wear their hair up if it reaches the collar.

**4.0 Accessories while on duty**

4.1 Simple bracelets are permitted, one per hand. Strings, rubber banded bracelets, and beaded styles are not permitted. Food and Beverage Exceptions: While preparing food, team members, including bartenders, must not wear jewelry on their arms and hands; this includes watches.

4.2 Team members may wear one ring per hand. Engagement/wedding band count as one ring. Food employees may wear a total of one plain ring such as a smooth, simple wedding band.

4.3 Necklaces may be worn but not visible by uniformed team members.

**NORWEGIAN CRUISE LINE COMPANY POLICY**  
General Shipboard

SHIP12-0007

**Grooming and Appearance Policy**

Issue Date: January 2007

Updated: April 9, 2012

- 4.4 Earrings are permitted; one pair of small stud earrings, or hoops no larger than a dime. No other visible piercings are permitted.
- 4.5 Tongue piercing accessories are not permitted. Team members are not permitted to acquire tongue piercings during a contract.
- 4.6 Flamboyant or symbolic jewelry that detracts from the uniform and may be offensive is not permitted.

**5.0 Personal Grooming**

- 5.1 Team members are not permitted to make dramatic changes to their appearance during a contract.
- 5.2 Personal hygiene must be maintained by showering at least daily and maintained with the use of an effective antiperspirant/deodorant
- 5.3 Hands must be clean and free of stains.
- 5.4 Fingernails must be clean, well-manicured and lengths not to exceed 5mm from the tip of the finger. Nails must be similar in length and not broken. If polish is used, it must be a conservative color. Nails may only be painted one color and it must not be chipped. Decorations on nails are not permitted.
- 5.5 Make up, if used, must be applied conservatively and complement skin tone. Colored mascaras, glitter, etc. are not permitted.

**Male Grooming**

**6.0 Hair Guidelines**

- 6.1 Must be clean and dandruff-free.
- 6.2 Hair must be well groomed at all times and not fall over the face.
- 6.3 Hair must be above the shirt collar and not cover the ears.
- 6.4 Completely shaven heads are permitted as long as they are well maintained.
- 6.5 Extreme haircuts, including shaven heads with designs or symbols, or dreadlocks, are not permitted.
- 6.6 Color must be natural in shade and complement the complexion. Subtle highlighting of a natural color is acceptable. Hair with roots of a different color is not permitted.
- 6.7 Facial hair is permitted as long as it is neatly trimmed. Moustaches, goatees and beards may not be grown during an assignment. Chin and lower lip tufts are not permitted. Food and Beverage Exceptions: Beards and goatees are not permitted.
- 6.8 Sideburns must be above the bottom of the earlobe.

**7.0 Accessories**

- 7.1 One bracelet per hand. Food and Beverage Exceptions: While preparing food, team members, including bartenders, must not wear jewelry on their arms and hands; this includes watches. Food employees may wear one plain ring such as a smooth, simple wedding band.
- 7.2 Necklaces may be worn but not visible.
- 7.3 Earrings may not be worn.
- 7.4 Piercing jewelry may not be worn if visible to the public.
- 7.5 Tongue piercing accessories are not permitted. Team members are not permitted to acquire tongue piercings during a contract.
- 7.6 Flamboyant or symbolic jewelry that detracts from the uniform and may be offensive is not permitted.

**8.0 PERSONAL GROOMING**

- 8.1 Team members are not permitted to make dramatic changes to their appearance during a contract.
- 8.2 Colognes and after-shave are to be used lightly.
- 8.3 Personal hygiene must be maintained by showering at least daily and maintained with the use of an effective antiperspirant/deodorant.
- 8.4 Hands must be clean and free of stains.
- 8.5 Fingernails must be kept clean and well-manicured, no more than 2mm from the tip of the finger.

**NORWEGIAN CRUISE LINE COMPANY POLICY**  
General Shipboard

SHIP12-0007

**Grooming and Appearance Policy**

Issue Date: January 2007

Updated: April 9, 2012

9.0 Exceptions

9.1 Guest Entertainer, Performer and Musician exceptions may be made for hairstyles and tattoos if approved prior to contract or hire date.

9.2 Changes to exceptions for the above positions may not be made during a contract.

**REFERENCE**

SHIP 11-0014 Name Tag Policy

SHIP12-0009 Uniform Policy

**NORWEGIAN CRUISE LINE COMPANY POLICY**  
Youth Programs

YTP11-0006

**Kids Crew Participant Registration Information** Issue Date: March 9, 2011

Updated: July 29, 2011

**SCOPE** - To establish Participant Registration Procedures. The E-Youth applies on the Epic.

**DETAILS**

1.0 Registration Information Form

1.1 Each child needs to have a Registration Form filled out by his/her parent or guardian on file.

1.2 Staff must check the form to be sure both sides are completed properly noting the following:

1.3 General Information

- Name of Child
- DOB/Age of Child
- Authorized Pick Up People (4 only)
- Allergies or Medical Conditions
- Insurance Information
- Signature

2.0 2-5 yrs

2.1 Double Check Age - The correct age is listed on the manifest and should match the age that is on the Registration Form.

2.2 If the child is in diapers

2.3 Medical Conditions/Allergies

3.0 6-9 yrs

3.1 Double check age.

3.2 Medical Conditions/Allergies

4.0 10-12 yrs

4.1 Double check age

4.2 Medical Conditions/Allergies

5.0 10-12 Year Old Parent Sign Out Authorization

5.1 Parents or guardians have the option of authorizing their child(ren) ages 10-12 are able to sign himself/herself IN/OUT of program after 2 hours of participation.

5.2 The parent or guardian must select the Sign-Out Authorization on the Registration Form.

5.3 The parent or guardian must make the initial drop off so the staff can become familiar with the parent or guardian.

5.4 This authorization must be noted on the child's bracelet.

5.5 The Youth Program Supervisor (YPS) can deny entrance to a 10-12 year old displaying poor behavior. The YPS should inform the parent or guardian of the behavior.

6.0 Youth Program Registration/Parental Requirements Drop Off & Pick Up

6.1 Parents or guardian are required to sign their child in and out of program via the Youth Program Tracking Form (YPTF).

6.2 Names are listed in alphabetical order by last name.

6.3 Authorized Pick-Up and Drop Off People are required to be 21 years old or older and MUST Be listed on the Registration Form.

6.4 A location must be noted on the YPTF. If a parent is unsure where they will be, have them write down the most "logical" (ie cabin #, show, etc.). Have them take a "Kid's Crew Business Card" in case their location changes.

6.5 Parents or guardian must sign out the child by noting the time on the YPTF and signing the YPTF.

7.0 Youth Program Registration/Youth Staff Requirement Procedures Drop Off & Pick Up

**NORWEGIAN CRUISE LINE COMPANY POLICY**  
Youth Programs

YTP11-0006

**Kids Crew Participant Registration Information**

Issue Date: March 9, 2011

Updated: July 29, 2011

- 7.1 Greet the parents or guardian and Children as they arrive
- 7.2 Ask them to fill out the YPTF for the perspective age group.
- 7.3 Offer assistance to be sure the parent or guardian can find the child's name and that the form is filled out properly.
- 7.4 Once signed in by the parent or guardian, the child receives his/her bracelet.
- 7.5 *At pick-up, all authorized pick-up people, must present ID upon pick and drop off.* The ID must be either the guest's key card or photo ID.

**NORWEGIAN CRUISE LINE COMPANY POLICY**  
Youth Programs

YTP11-0005

**Safety and General Information**

Issue Date: March 9, 2011

Updated: July 29, 2011

**SCOPE** - To provide Youth Staff guidelines for Safety and General Information.

**DETAILS**

- 1.0 Monitoring for Sick Children
  - 1.1 The Youth Counselors are to be aware of children experiencing a cough, runny nose, vomiting, or diarrhea.
  - 1.2 The parent/legal guardian of the child is to be informed immediately of the symptoms and referred to the Medical Center for diagnosis. The child must be removed from the program as soon as possible.
  - 1.3 The child must be cleared by the Medical Center before the child can attend or return to the program.
  - 1.4 No medications are to be administered to children. This includes EpiPens, inhalers, & insulin. Parents are to be informed that if their child is in need of medicine it should be administered before the program. Arrangements can also be made with the Medical Center.
- 2.0 Bathroom Use Ages 2-12.
  - 2.1 Only children can use the bathroom in the Kid's Crew Room.
  - 2.2 Parents needing to change their children are allowed to use the Kid's Crew bathroom. A counselor must wait outside the bathroom door. While in use no children may go in.
  - 2.3 Children must be able to use the bathroom completely alone. Youth Counselors are not allowed to help a child with anything.
  - 2.4 Youth Counselors must use the bathroom outside of the center.
  - 2.5 If a parent needs to take their child, ages 6-12, to the bathroom, please refer them to the ones outside the Kid's Crew Room.
- 3.0 Diaper Changing Policy
  - 3.1 Youth Counselors are not permitted to assist any child in the bathroom and/or change diapers.
  - 3.2 If a child participating in the program is in diapers and/or has a special condition, parents are given a pager or handy phone and required to stay on the ship in the interest of the child's safety.
  - 3.3 In the event the parent/guardian does not respond, call the nurse onboard and request to assist in changing the child's diaper.
- 4.0 Equipment Sign Out Procedures – Teen Center
  - 4.1 Youth Program Supervisor (YPS) is responsible for equipment/asset protection.
  - 4.2 Create a form to include Name, Cabin #, Equipment, Time Out, Signature, Time In, Signature
  - 4.3 Collect the key card from the individual using the equipment.
  - 4.4 Have the individual sign the form
  - 4.5 When the equipment is returned, the individual signs the form, notes the time, and obtains his/her key card. These will be kept in a separate binder in the YPS office.
- 5.0 Gratuity Envelopes: Gratuity Envelopes are not to be displayed on the last day of sailing.
- 6.0 Facilities: The Youth Program Staff is responsible for the appearance and all contents in the following facilities:
  - Kid's Crew Rooms for ages 2-5, 6-10, and 10-12
  - Cinema
  - Teen Center
  - Jungle Gym
  - Ball Pit
  - Under 2 Zoo
- 7.0 Parent Free Zone: No parents may enter the Kid's Center while program is in session.

**NORWEGIAN CRUISE LINE COMPANY POLICY**  
Youth Programs

YTP11-0005

**Safety and General Information**

Issue Date: March 9, 2011

Updated: July 29, 2011

- 8.0 Peanut Free Zone: Children are not allowed to bring in any nuts into the facility
  - 8.1 Snacks served may have come into contact with nuts on a rare occasion, always make sure the parents are aware.
- 9.0 Food Free Zone: The only food allowed in the Kid Center is food associated with the program, i.e. Ice Cream with the Stars, Cookies with the Captain, Birthday Party Cake, etc.
  - 9.1 Staff may not have any food in the Kid's Center.
  - 9.2 During Port Play, meals with the Kids must be consumed in the Garden Café or Main Dining Room.
  - 9.3 Staff to eat meals in the crew mess and or Garden Café pending on privileged hours.
- 10.0 Teen Center Usage: The Teen Center should not be used for overflow from Kid's Crew or any other guest program including Under 2 Zoo.
- 11.0 General Environment of the Youth Center
  - 11.1 Facility area to be attractive, and bright.
  - 11.2 Facility to have easy accessibility.
  - 11.3 Center must have child-size furniture, as needed and/or appropriate size furniture for age group.
  - 11.4 All furniture must be monitored for square corners and covered if necessary.
  - 11.5 All chairs and tables must be well maintained and inspected weekly.
  - 11.6 Adult-Sized Desk and Chair as needed for Youth Staff and Supervisor.
- 12.0 Items in each Children's Room
  - 12.1 Basic first-aid kit.
  - 12.2 Fire Extinguisher
  - 12.3 Telephone or handy phone in or near vicinity of program activities
- 13.0 Cleaning and Disinfecting of the Children's Equipment
  - 13.1 Toys used must be cleaned daily.
  - 13.2 All surfaces in the Center will be cleaned daily by Housekeeping Staff.
  - 13.3 Carpet shall be vacuumed at least once a day.
  - 13.4 Floors will be mopped daily.
  - 13.5 LEGO's to be cleaned after each use.
- 14.0 Direct Supervision
  - 14.1 Children ages 2-12 must never be left alone.
  - 14.2 One counselor shall have visual contact at all times of ages 2-6.
  - 14.3 Attendance is to be taken prior to the start of an activity and at the end.
  - 14.4 Sign in and out forms must be used.



# OceanPay<sup>®</sup>

Convenient. Secure. Economical.



## OceanPay Visa<sup>®</sup> Prepaid Card

### a direct deposit payroll card

Your wages are deposited directly to your OceanPay Card, which can be used worldwide at over 20 million locations that accept Visa debit cards. Enjoy Visa purchasing power

- to pay bills
- on the internet
- at retail stores
- over the phone
- in restaurants
- at ATM's and more

## OceanPay Wire Services

### wire transfers and draft payments

A unique online service that enables you to send international payments from your OceanPay Card to virtually any foreign bank account worldwide. You can also create and send international draft payments in all major currencies.

[www.OceanPay.com](http://www.OceanPay.com)

## Frequently Asked Questions

# OceanPay Visa® Prepaid Card

We are pleased to provide our onboard employees with the OceanPay program. This Program provides you with a personalized Visa Prepaid card that you can use to access your funds worldwide. The program includes OceanPay Wire Services enabling you to send international wires to virtually any bank account in the world. You can also send international draft payments to individuals, companies, vendors or any other recipients.

direct deposit of payroll funds	<input checked="" type="checkbox"/>
signature-based purchase transactions	<input checked="" type="checkbox"/>
OceanPay Card to OceanPay Card transfers	<input checked="" type="checkbox"/>
worldwide ATM access - Plus & STAR networks	<input checked="" type="checkbox"/>
PIN-based purchase transactions	<input checked="" type="checkbox"/>
send international wires and draft payments	<input checked="" type="checkbox"/>
24 / 7 / 365 customer support	<input checked="" type="checkbox"/>
online and 800 number access	<input checked="" type="checkbox"/>

## How does the OceanPay Program benefit you?

- ☒ you will not have to carry your funds in cash
- ☒ you will have immediate worldwide access to your funds
- ☒ you will enjoy significant savings on money transfer fees
- ☒ you have multiple options to send money to family or friends
- ☒ you can enjoy the prestige associated with a personalized Visa Prepaid card
- ☒ you can pay your bills with draft payments using the OceanPay Wire Service
- ☒ you will benefit from the foreign currency exchange rates of Visa and Travelex

## What are the fees associated with the OceanPay Visa Prepaid Card?

Cardholder Fees	Statement Descriptor	Amount
Monthly Maintenance Fee ( <i>Waived until expiration</i> )	SVC CHG-MONTHLY	\$5.00 (per month)
PIN Based POS Transaction Fee	SVC CHG PIN TRAN	\$0.50 (per transaction)
Domestic ATM Cash Withdrawal Fee* (1 Free ATM withdrawal is provided per pay period)	SVC CHG ATM WITHDRAW	\$1.50 (per transaction)
International ATM Cash Withdrawal Fee* SVC CHG ATM WITHDRAW (1 Free ATM withdrawal is provided per pay period)	SVC CHG INTRNTL TRAN \$1.50 (per transaction)	\$3.50 (per transaction)
ATM Balance Inquiry Fee*	SVC CHG BALANCE INQ	\$0.50 (per transaction)
Cash Advance	SVC CHG CASH ADV	\$7.50 (per transaction)
Customer Service Live Agent Fee	SVC CHG VRU OPT OUT	\$1.50 (per call)
Replacement Card Fee (U.S.)	SVC CHG REPLACE CARD	\$10.00 (per Card)
Replacement Card Fee (Outside of U.S.)	DR ADJ OTHER REPLACE CARD NON US	\$15.00 (per Card)
Expedited Card Shipping (U.S.)	SVC CHG EXPED CARD	\$30.00 (per Card)
Expedited Card Shipping (Outside of U.S.) <i>Fee amount may vary based upon the location of the shipment. Fee will not exceed \$45.00.</i>	DR ADJ OTHER EXPEDITE MAIL NON US	\$45.00 (per Card)
Refund Process Fee	DBT ADJ OTHER REFUND PROCESS FEE	\$15.00 (per Card)
International Transaction Service Charge	SVC CHG INTRNTL TRAN	3% of transaction
Wire Transfer Fees		To be quoted and charged by the provider at the time of the transaction

\* If you use an ATM not owned by Bancorp for any transaction, including a balance inquiry, you may be charged a fee by the ATM operator even if you do not complete a withdrawal. This ATM fee is a third party fee amount assessed by the individual ATM operator only and is not assessed by us. This ATM fee amount will be charged to your Card.

This document is provided for information purposes only. The OceanPay Visa Prepaid Card is a not credit card. It is a prepaid debit card. This card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A Inc. The Bancorp Bank; Member FDIC. This card can be used wherever Visa debit cards are accepted.



# OceanPay Visa® Prepaid Card

## How do I activate my card?

It is very important that you activate your OceanPay Card when you receive it. Select “ENROLL NOW” and have your card number and PIN available. Once you are enrolled, you can access your account information online.

You can also call Customer Service at the phone number listed on the back of your card. Simply follow the automated instructions.

## What is my 4-digit PIN?

Your initial 4-digit PIN for your OceanPay Card is the month and day of your birthday - MMDD (two digit month followed by two digit day). For example, if your birthday is January 22, your pin will be 0122.

**It is very important that you change your PIN once you have activated your OceanPay Card. Do not write down your PIN or share it with anyone.**

## What if I forget my PIN?

Go to the OceanPay website (the website address is located on the back of your card) and select the “Customer Support” link. You can also call Customer Service at the phone number listed on the back of your card and a representative will assist you. If you enter an incorrect PIN 3 times, your card will be restricted until you contact Customer Service.

## How does my payroll get deposited?

Your employer will electronically deposit payroll to your OceanPay Card. Contact your employer for payroll inquiries; Customer Service does not receive information regarding your payroll.

## How do I get cash from my card?

You can withdraw cash worldwide from your OceanPay Card at any participating ATM that displays the Visa®, Plus®, or STAR® Acceptance Mark, provided you have the funds available. Select “Checking” as the transaction type. You can also access “cash back” when making a debit purchase using your 4-digit PIN at participating merchant locations.

## Can I take my card into a bank to get cash?

Some banks allow you to use your OceanPay Card to obtain cash inside the bank, provided you have the funds available.

# OceanPay Visa® Prepaid Card

## Where can I use my card?

You can use your OceanPay Card worldwide at over 20 million merchants that accept Visa debit cards and withdraw cash at any participating ATM that displays the Visa, Plus, or STAR Acceptance Mark.

## Can I shop online?

You can use your OceanPay Card to shop online. You must use the address and phone number that appears in the “Cardholder Information” when you login to your account online. In most cases, this will be your employer’s address. Some online merchants may not accept orders if the shipping address is different than the address on file. Before making your purchase, contact the merchant regarding their shipping policies.

## How do I check my balance?

You can check the balance for your OceanPay Card online (the website address is located on the back of your card), at an ATM, or through the automated telephone system. For ATM and automated telephone balance inquiry, you will need your 4-digit PIN.

## What is the Consumer Alerts feature?

The Consumer Alerts feature notifies you via email or text message\* (U.S. phone numbers only) when funds have been added to, or removed from, your OceanPay Card. You can also receive a low balance or weekly balance notification.

\*Standard text messaging rates from your wireless service provider may apply.

## How do I set up the Consumer Alerts?

Login to your OceanPay Card online (the website address is located on the back of your card) then select the “Alerts” option. Check the box to agree to the Service Fees, then select “Continue”. Enter your email address and cell phone number (U.S. phone numbers only) then check the alerts you wish to receive. Click “Continue”. Confirm your selections and click “Submit” when verified.

## Can I let someone else use my card?

**Absolutely not!** Neither your OceanPay Card nor PIN should be given to anyone. For security purposes, do not write down your PIN or share it with anyone. If you give your card or PIN to anyone, it will be treated as if you had authorized the person the right to use your card and you will be held responsible for any transactions initiated by such person.

# OceanPay Visa® Prepaid Card

## What if my card is lost or stolen?

It is very important that you notify Customer Service immediately at the phone number listed in the “Contact Us” link when you login to your account online. Customer Service will restrict your lost or stolen OceanPay Card and send a replacement card to the onboard printer in your OP Representative’s office, or to the address on file. In most cases, the address on file will be your employer’s address. If you are no longer onboard, go to the OceanPay website then select the “Customer Support” link to make arrangements for your replacement card to be sent to you at home.

## How do I make a Card to Card Transfer?

Login to your OceanPay Card online (the website address is located on the back of your card), then select the “Card to Card Transfer” option. Enter the target card number (the card where you want the funds transferred to) and the dollar amount to transfer. Card to Card Transfers can only be made to another OceanPay Card.

## Do I need to enroll my replacement card so I can access my new card account online?

You do not need to enroll your replacement OceanPay Card if your previous card was enrolled. Your user ID, password and PIN will remain the same.

## Does the card expire?

Yes, the expiration date is printed on the front of your OceanPay Card.

## Will my card automatically renew?

No, it will not. If you are onboard, your employer will make arrangements for your card to be renewed. If you are no longer onboard, go to the OceanPay website (the website address located on the back of your card), then select the “Customer Support” link to make arrangements for your new OceanPay Card to be sent to you at home.

## Can I add cash tips or personal funds to my card?

There is currently no functionality that allows you to add tips or personal funds to your OceanPay Card. This feature may become available in the near future.

# OceanPay Visa® Prepaid Card

## Will I be charged a monthly maintenance fee?

The Monthly Maintenance Fee will not be charged until your card expires in three years. The fee will be further delayed if your card is reissued after expiration. Once your card expires, your funds will be transferred to a new card issued by your employer.

If you are no longer with your current employer upon the card's expiration (three years from today), your card will expire and a monthly maintenance fee will be assessed to any funds remaining on the card.

## Will I be charged a Cash Advance Fee when getting cash onboard?

No, the Cash Advance Fee is applied when you visit a bank and engage a bank teller to process the cash advance. There is a \$7.50 fee\* to perform this transaction. **The Cash Advance Fee is not related to the onboard advances.**

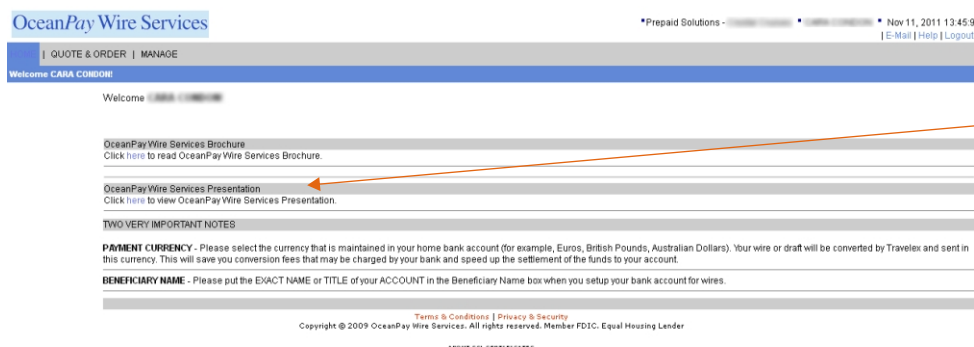
\* other fees may be assessed by the bank from which you are withdrawing

## How can I learn more about sending wire transfers?

A wires services presentation is available on the Travelex website via OceanPay. The presentation provides step-by-step instructions on how to wire money from your OceanPay card. Additional wire information was included in the card package you received when you got your OceanPay card. In addition, the wire service presentation can be viewed at any time onboard.

To access the presentation, follow these simple steps:

- Log in to your OceanPay Visa® Prepaid Card online.
- Select “Global Currencies” from the menu.
- Click on the OceanPay Wire Services Presentation link.  
The presentation may take a few minutes to download.
- Open the presentation and follow the step-by-step instructions for sending a wire or draft.



# OceanPay Visa® Prepaid Card

## How does the currency conversion work?

The balances of your OceanPay Card are maintained in U.S. dollars (USD). When your card is used outside of the U.S. for purchases or cash withdrawals, the network assesses a currency conversion fee. The fee is 3% of the amount converted and is assessed on every international transaction. The transaction will be converted to its U.S. dollar equivalent and then deducted from your card.

## How do I contact Customer Service about my Visa Prepaid Card?

If you need assistance with your OceanPay Card, please go to the OceanPay website (the website address is located on the back of your card), then select the “Customer Support” link. This is a secure email system that will help verify and protect your identity as well as your personal information. You can also call Customer Service at the phone number listed on the back of your card.

## What if I need to dispute a transaction?

If there is a transaction that you do not recognize or cannot resolve with a merchant, please go to the OceanPay website (the website address is located on the back of your card), then select the “Customer Support” link for further assistance.

## What are the fees for the OceanPay Card?

Refer to the fees and limits in your Cardholder Agreement for applicable charges.

## How do I access the Wire Service?

Login to your OceanPay Card online (the website address is located on the back of your card), then select “Global Currencies”. You will then be directed to the Wire Service main page.

## How do I contact Wire Services?

If you need assistance with the Wire Services, go to the OceanPay website located on the back of the card, then select the Customer Service button.

## USA PATRIOT Act Information

The USA PATRIOT Act is a federal law that requires all financial institutions to obtain, verify, and record information that identifies each person who opens a Card Account. What this means for you: When you open a Card Account, we will ask for your name, address, date of birth, and other information that will allow us to reasonably identify you. We may also ask to see your driver’s license or other identifying documents at any time.

The OceanPay Visa Prepaid Card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A Inc. The Bancorp Bank; Member FDIC. This card can be used wherever Visa debit cards are accepted. The OceanPay Program is owned and managed by Prepaid Solutions™, Inc. All rights reserved.

FAQ003

# OceanPay Visa® Prepaid Card

## Let's review your statement!

When you use your card in foreign ports, you will find that two fees are deducted from your card. The total amount of you purchase converted to US dollars and the 3% International Service Charge fee assessed on all foreign purchases.

If you purchase an item, the total amount that will be posted to your statement is the amount in US dollars. In this example it is \$110.60. The International Service charge fee charged to your account will be \$3.32.

If the purchase is made at a restaurant, the merchant will automatically assume that you will leave a 20% tip. The total amount that they will request for authorization will include the tip. However, if you choose NOT to tip on your card, the amount that will be posted will not include the 20% tip. The International Service charge fee charged to your account will be \$3.32.

Your statement will not show the amount of purchases in the foreign currency. In this example, the foreign currency for the \$110.60 equals 402.60 Shekels resulting in an exchange rate of \$3.64.

	Purchasing an Item	Purchase at a Restaurant
<b>Total Purchase</b> (in USD)	\$110.60	\$110.60
<b>Tip</b> (20%)		\$22.12
<b>Total Purchase</b> (in Shekels)	402.60 shekels (not posted on your statement)	483.00 shekels (not posted on your statement)
<b>Merchant Authorization</b>	\$110.60	\$132.72
<b>International Service Fee</b> (3% of foreign purchase)	\$3.32	\$3.32
<b>Foreign Exchange Rate</b>	3.64 shekels = \$1	3.64 shekels = \$1
<b>Total Debit from the Card</b> (does not include tip)	$\$110.60 + \$3.32 =$ \$113.92	$\$110.60 + \$3.32 =$ \$113.92