

# 2020 Lifeplus Diamond Cruise

YOUR CRUISE NEWS INFORMATION



# THRILL. CHILL. ENCORE.

MARCH 8 - 15, 2020



# Congratulations and get ready to sail away!

We are thrilled that you will be sailing with us in the beautiful Caribbean on the Lifeplus Diamond Cruise. We will be island hopping through paradise aboard the newest ship to cruise the Caribbean from Miami, the *Encore*. Beautiful beaches, colorful coral reefs and lush rainforests set the scene for your amazing adventures. Swim with dolphins in Tortola, explore the cobblestone streets of Old San Juan, or just sit back and enjoy the view.

**This newsletter contains everything you need to make this the most incredible experience a success!** Getting to Miami safely, checking into your assigned hotel and then boarding and sailing on the *Encore*. Please make sure you pay attention to the important details so that you don't miss out on this special tropical adventure.

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# Booking your flights!

It's our pleasure to take care of your travel for the Lifeplus Diamond Cruise. We will pay for your economy flights for two to Miami, Florida, as well as your stay at one of the Lifeplus host hotels on Saturday, March 7, 2020.

## Here's how it works...

Once you have let us know you are cruising and have sent us your travel forms, you will hear from our Lifeplus Travel Team. They will contact you suggesting the best flight options from your nearest home airport and once you have agreed, they will take care of the booking for you. Of course, if you would like to combine the cruise with a holiday, they can help you with that too.



**Please note that any travel outside the cruise as defined will be at your cost.**

If you have booked and paid for your own flights, send your invoice and itinerary to [2020Cruise@lifeplus.com](mailto:2020Cruise@lifeplus.com). We will reimburse you for the average cost of an economy ticket from your home airport to Miami and also let you know which hotel **you will be staying in on March 7. We must have your flight itinerary no later than January 12, 2020 at end of day!**

## Flight cancellations:

Lifeplus will pay for two economy class roundtrip tickets from your nearest major airport city to Miami, Florida. Once your flights are booked, if you decide to cancel one person in your party and replace him or her with another, you will be responsible for the flight costs for this new person.



If you are traveling with more than two in your party, and you decide to cancel one of the flights booked by Lifeplus, **you will still be responsible for the remaining flight costs for those traveling with you. Once booked, there will be no refunds on cancelled tickets.**

## If you have booked your own flight

Please note that if you have booked your own flight for arrival on March 7 and your flight has changed, you **MUST** let us know so that we can make sure we are there to pick you up. If you do not let us know of your flight change, we cannot guarantee a pickup for you.

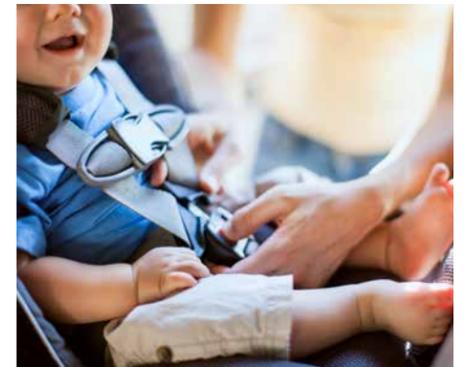
## Deadline for all flights:

To make sure we can get everything arranged for you, it's important that we have your flights booked well in advance. For this reason, please note the following:

**The deadline for all flights to be booked for the 2020 Diamond Cruise is January 12, 2020 at end of day.**

## Traveling with children?

In Florida, children under 3 must travel in a 5-point harness in all private vehicles. This means that if you intend to take a taxi from the airport to a hotel, you will need to have brought a child seat with you, as taxis don't generally provide child seats.



**If you do decide to bring a child seat with you on your flight for this purpose, check with your airline first. Some will allow you to check in a car seat without it counting as part of your baggage allowance.**

# TRAVEL DOCUMENTATION

## Securing your travel documents

It's always the little things that catch us by surprise! So here are a few essential reminders to help you prepare.

### First, have your travel documents in order:

- Passports – a valid machine-readable passport is required for entry into the USA. The standard EU children's passport (Kinderpass) is not valid for travel into the United States. They must have a machine-readable passport to enter the U.S.
- Visas and other mandatory documents required to travel.
- Note that you **DO NOT** need a visa if you have a passport from one of the 38 countries on the Visa Waiver list – the full list can be found here: <https://esta.cbp.dhs.gov/>
- Your passport must have a machine-readable zone on the biographic page and must be valid for at least six more months following the time of travel.

You can also visit [www.ncl.com](http://www.ncl.com) or [www.ncl.de](http://www.ncl.de) and click on the **FAQ** section for more details and answers to common questions concerning travel documentation.



## Applying For ESTA

Once your flights are booked and you have received your hotel assignment, you'll need to apply for your ESTA – the Electronic System for Travel Authorization (ESTA). This is something that all non-U.S. passport holders have to complete in order to gain entry to the U.S. You can apply here: <https://esta.cbp.dhs.gov/>. There's an admin charge of \$14.00, but be sure to keep your receipt, as we're pleased to reimburse that for you.

Once you've completed your application, be sure to print your confirmation page – you can't gain entry to the U.S. without it. If you would like to check the status of your application you can do so at the link above. Once approved, your ESTA is valid for two years.



**If you think you have an ESTA already, all you need to do is update it with the details for the 2020 cruise. Log in to the site with your current application number, along with your passport and date of birth, and update your travel and accommodation dates and details. If you don't have or can't remember your application number, don't worry – you can just start a new application as detailed above.**

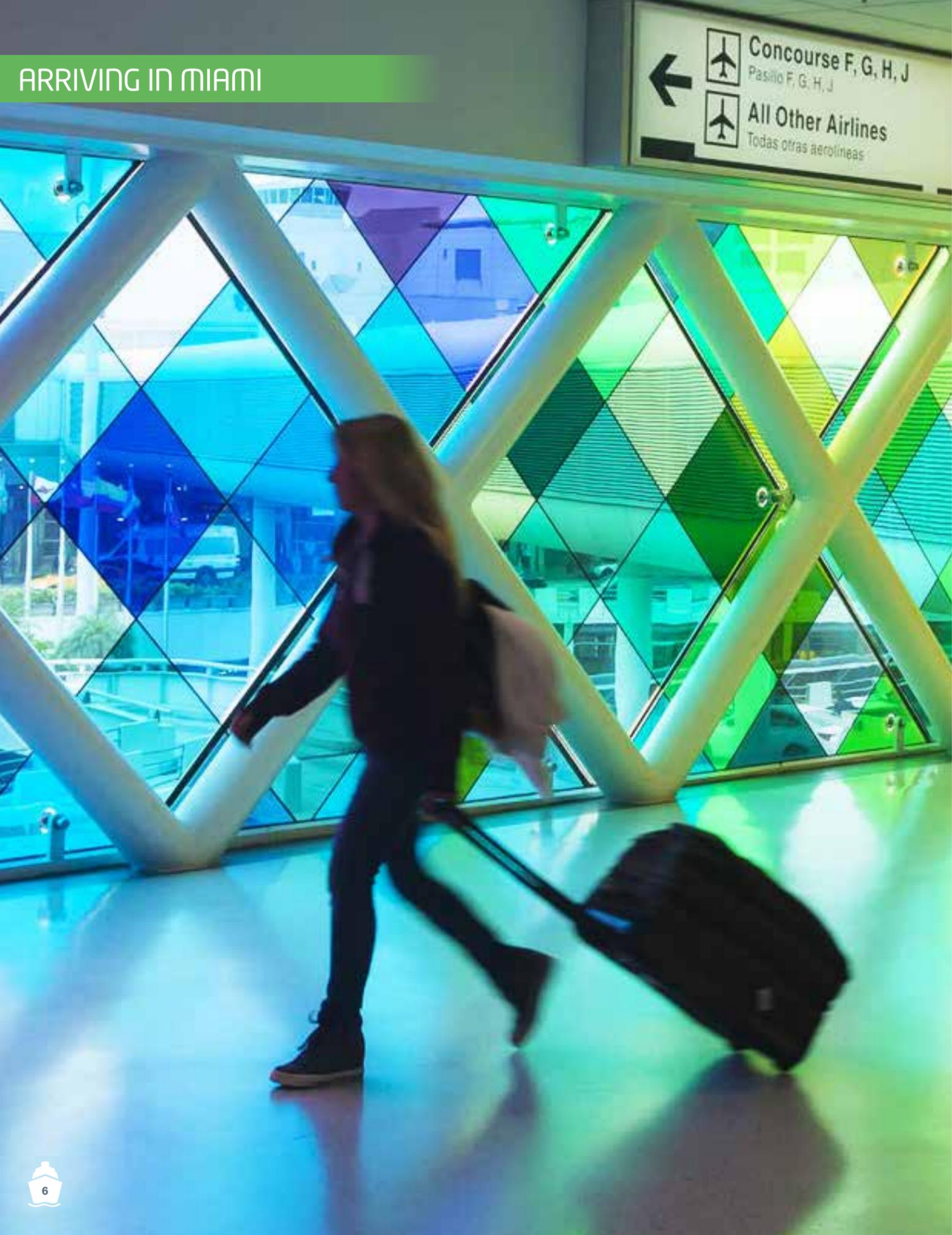
## Peace of Mind

It's a really good idea to take care of all these details as soon as possible. For example, you can't arrange your ESTA until your flights and hotel are confirmed – so it pays to get those arranged as soon as possible – and then start your ESTA process too. Then, if there's any issue with your passport or ESTA application, you've got plenty of time to address the problem and ensure you can join us on-board!

## Travel insurance

We don't like to think about what might go wrong on any trip, but travel insurance can cover a whole list of things from lost luggage to accidents while traveling, as well as airline delays and illnesses. We recommend checking the options that suit your party for the destinations we're visiting. Get this arranged nice and early so you can focus on looking forward to your cruise.

**NOTE:** Lifeplus does not provide travel or medical insurance. You will need to contact your own insurance agencies where you live to purchase your own policies.



# Arriving at the Miami International Airport

If you're flying into Miami on **Saturday, March 7, 2020**, Lifeplus will be there at Miami International Airport with our travel partners, to provide transportation for you to your hotel. Please look for the associates holding a Lifeplus sign – they will also be looking out for you! They'll guide you to your vehicle, which will transport you to your hotel.

- **International flights:** We'll greet you in the international terminal when you exit with your luggage. Please look for a Lifeplus Team member wearing a Lifeplus shirt and holding a Lifeplus sign.
- **Domestic flights:** We'll greet you at baggage claim. Head to your baggage claim carousel for your flight and a Lifeplus Team member will be waiting for you with a Lifeplus sign.

Miami International Airport is very large – but as long as you head toward the areas listed above we'll be sure to find you – and get you to your hotel so you can start to relax after your journey!



## Returning a rental car?

If you are arriving in Miami earlier than our official arrival day and are returning a rental car on Saturday, March 7, Lifeplus will not be able to transport you to your hotel. The bus transfers are for those that are flying in on the official arrival day. We have only secured seats for those flying in. Please do not show up at the airport and ask for a ride; unfortunately, we will not be able to accommodate you.

## Hotel assignments

We're pleased to welcome our guests to three luxurious hotels in Miami on Saturday, March 7. Each hotel offers the finest hospitality, and importantly – they are all within reasonable walking distance of each other.

As soon as your flights are booked, we'll be in touch by email to let you know which hotel you'll be staying in.

## Arriving early?

You may choose to make your own arrangements and arrive in Miami prior to the official arrival date of Saturday, March 7.

If you are arriving earlier and staying at one of our three host hotels, you will need to make your own arrangements for transportation to that hotel.

If you've been staying elsewhere in Miami and are joining us at the host hotel on Saturday, March 7, please arrive between 4:00 pm – 7:00 pm so that our team can make sure you are checked into the hotel.

## Key hotel facts:

- Once your hotel assignment has been made, we will not be able to move guests around to different hotels.
- If you've arrived early, and stayed at one of the three hotels that is different from where you are assigned, we unfortunately can't change your reservation to match this. This is because it's the high season in Miami, with all hotels fully booked up.

## Reserving a hotel room or stateroom for guests

It's important to note that if you cancel your guest's room or stateroom for any reason after January 12, 2020, you will be responsible for the full amount of the cost of that stateroom and hotel room. Lifeplus cannot waive those costs.



Welcoming you as you arrive at your hotel is one of our favorite moments – that buzz and excitement as everybody comes together. There’s lots of information we need to share with you, so we’ve put together a handy guide – all you need to know to settle in at your hotel with minimal fuss – and maximum excitement!

First, here’s what you need to know when checking in, and how you collect your all-important welcome pack, which has all the information you need in it.



### **InterContinental Hotel**

Opens at 2:00 pm – Lifeplus Registration Table – located in the lobby near the escalators. Lifeplus Staff will be there to assist you and will give you your goody bag and welcome pack.



### **The Marriott Biscayne Bay Hotel**

Opens at 2:00 pm – Lifeplus Registration Room – located on the 2nd level – Bayfront Ballroom. Lifeplus Staff will be there to assist you and will give you your goody bag and welcome pack.



### **The JW Marriott Marquis Hotel**

Opens at 2:00 pm – Lifeplus Registration Room – located on the 5th Floor – Plaza 4 & 5. Lifeplus Staff will be there to assist you and will give you your goody bag and welcome pack.

**Hotel Check-ins – when to arrive**  
Be advised that if you arrive earlier than 4:00 pm on Saturday, March 7, it’s unlikely that your room will be available. Lifeplus will do everything possible to try and have all rooms ready, but again, regular hotel check-in is 4:00 pm. You may choose to leave your luggage with the front desk and return to check in later.

**The Lifeplus registration desks at the JW Marriott Marquis, the InterContinental and the Marriott Biscayne Bay will open at 2:00 pm on Saturday, March 7.**

**Early Arrivals**  
If you arrived early into your host hotel, you still **MUST** pick up your goody bag and welcome pack at the Lifeplus registration desk. Your welcome pack contains everything you need to check in on the *Encore* as well as important schedule information.

# WHAT'S IN YOUR WELCOME PACK?

### Luggage-Drop Off Schedule

Cruise luggage tags are included in your welcome pack with a specific time and location to drop off your luggage, so that we can make sure it makes it to the Port on time!

### Breakfast Buffet Location and Time

Lifeplus will provide a beautiful breakfast buffet. Each hotel has a different location and room name, so please make sure you pay attention to your exact time and location.

### Shuttle Time Ticket

Lifeplus will be providing a free shuttle service from the hotel to the Port of Miami for you. Please pay attention to the exact time of your shuttle located in your welcome pack.

**THIS IS REALLY IMPORTANT** – if you miss your shuttle, you will need to make your own travel arrangements to the Port!

### Health Questionnaire

NCL will require a health questionnaire as you check in at the Port. This questionnaire **MUST** be submitted by each guest. It will ask questions regarding fever, viruses, and gastrointestinal issues. NCL takes illness very seriously, especially on a cruise ship, so if you are feeling ill in any way, they may not let you board or you will be quarantined until you are feeling well enough to mix with the public.

### Cruise Documents & Cruise Luggage Tags in Your Welcome Pack

Lifeplus will provide you with your Norwegian *Encore* cruise documents, which is your ticket to board the ship for each passenger in your Cabin. You will need these at the Port when checking in so please **DO NOT** pack them into your luggage.



### Lifeplus Breakfast Buffet

On Sunday, March 8, Lifeplus will offer a breakfast buffet at each hotel. Please read your hotel welcome letter as the location of the breakfast buffet will be noted in the schedule. Since Lifeplus is already including you in the breakfast buffet, if you decide to eat breakfast in the main restaurant at your hotel, Lifeplus will charge you back for this cost.

Lifeplus will also be providing your **cruise luggage tags that you will need to secure to your luggage before dropping them off with Lifeplus staff on Sunday morning, March 8**, at the designated time. These luggage tags have your stateroom number on them and will allow the ship crew to easily deliver your luggage to your stateroom quickly.

## IMPORTANT! DAYLIGHT SAVING NOTICE

**As much as we enjoy more time in the sun, daylight saving time can cause some major issues if you do not set your wakeup call or your clocks correctly on Saturday night, March 7. At 2:00 am on Sunday morning the 8, you will need to move your clocks AHEAD 1 HOUR for daylight saving.**

**You don't want to miss breakfast at your hotel, or your shuttle to the Port.**

### Wearing Your Nametags to the Port

NCL has requested that all guests in the Lifeplus group wear their Lifeplus nametags when checking into the terminal at the Port. NCL will have dedicated lines for check-in to allow for a faster processing. They would like to be able to identify our group to speed up our embarkation process and allow for a great experience while boarding the *Encore*.

### Diamond Cruise Check-List (so far)

- Flights are booked to Miami, FL. **Deadline for flights to be booked is January 12, 2020!** Because Lifeplus needs to arrange for transportation from the airport to the hotels for Saturday, March 7, we ask that all flights be booked by this date.
- All travel documentation up-to-date
- ESTA applied for and completed



# U.S. Currency

It is always a good idea to exchange for local currency either at your home airport when departing or when arriving at the airport in Miami. Be sure to bring proper identification.

**It's a lot more convenient to take care of this at the start of your trip;** you won't be able to do so at the hotels or aboard the *Encore*. (There are ATMs at the hotels and on the ship, but charges and exchange rates may vary.) Plus, you'll be better prepared for excursions – traveler's checks, debit cards and most major credit cards are accepted in most of the Ports but again, it is always a good idea to have U.S. currency in hand.

## Expenses in Miami

It's our pleasure to cover your hotel stay on Saturday, March 7 and your breakfast buffet on Sunday, March 8, before we set off for the ship. Outside of this, there are lots of services you might choose to take advantage of or enjoy that are not covered by Lifeplus.

Here are a few examples:

- **Wi-Fi charges**
- **Minibar items\***
- **Bar charges**
- **Restaurant charges**
- **Gift shop**
- **Room service**

### \*Minibar alert

Please be aware that minibars are operated by motion sensors and if you even pick an item up to look at it and put it back, the hotel will charge you for that item. It's very difficult to challenge these charges after sailing, so be aware that you may be charged for it after the trip.

You can choose to charge services to your room, and when you get home, we'll be in touch regarding how you'd prefer to settle these charges with Lifeplus. We can debit the balance from your next bonus check, or you might want to pay by credit card – but we'll be in touch to help you take care of it when you get home.

## Expenses on the *Encore*

Norwegian Cruise Line operates a convenient, onboard credit program. You can choose to sign up when you register for the cruise online by entering in your credit card that you will use or at the terminal at the Port, by establishing your method of payment with a credit card, traveler's checks or cash. If you choose to settle your account with cash, a deposit will be required in advance. NCL does not recommend the use of a debit card as payment. If you choose to do so please be advised that NCL obtains pre-authorization which some banks may hold for up to 30 days. To avoid overdraft charges from your bank, please make sure that you have enough available funds in your account during this hold period. Neither NCL nor Lifeplus will be responsible for overdraft charges resulting from holds placed on debit card accounts.



## Cash/traveler's checks onboard account

You can set up an onboard account by depositing cash or U.S. traveler's checks, up to a maximum of \$300 per person. Once you go over this limit, you won't be able to make any more charges.

You can deposit as much money, or U.S. traveler's checks as often as you'd like throughout the cruise. If by the end of the cruise, you have credit left in your account, Norwegian Cruise Line will be pleased to refund this to you at disembarkation. Note that personal checks will not be accepted, nor can they be cashed onboard.

## ADVANCE REGISTRATION

Advance registration is the online-check-in for your Diamond Cruise. Here is what you need to know so you can register with ease for our sailing on the *Encore*.

### First-time cruisers

You will be receiving an email from Lifeplus in early January with your reservation number and your Stateroom number along with instructions to register. You will log on to [www.ncl.com](http://www.ncl.com) or [www.ncl.de](http://www.ncl.de) and click the REGISTER link at the top of the page so that you can create an account. Once your account has been created, you can search for your reservation using your reservation number and your name. You will need your travel documentation to complete the registration.

## Diamonds who have sailed before

In early January, you will be receiving an email from Norwegian Cruise Line that it's time to register for your sailing trip. Log into your MyNCL account and your reservation will be located in your account. You will register just as you did for your previous sailing using your travel documentation.

Once registered, you can start to pre-book your shore excursions and make your dinner reservations for the week at the specialty restaurants onboard. The *Encore* has more than 21 dining options so you can dine whenever and wherever you want.

## What to look forward to

**In early January, please keep your eye on your email inbox for the following time-sensitive communications. You will not want to miss them!**

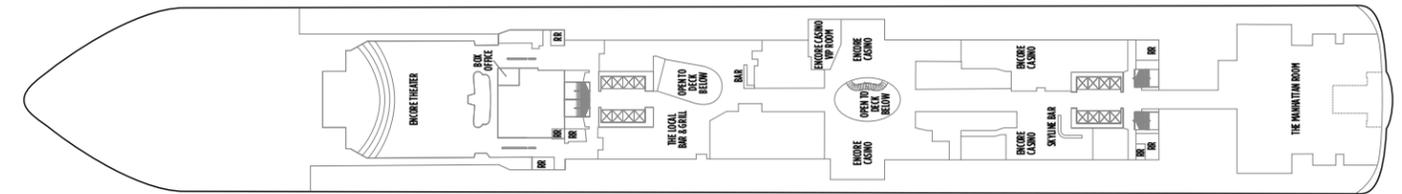
- U.S. product order form
- Invitation to the Doctor's meeting with Dr. Dwight McKee
- Miami shore excursions for Sunday, March 15

# NORWEGIAN ENCORE HIGHLIGHTS



Repeat perfect moments on the newest, most incredible ship, Norwegian *Encore* — tailor-made for “Again! Again!” Whip around the racetrack, get lost in a VR wonderland or see a Broadway show. Give your taste buds a double dose of delicious at the many dining options. Do all this and so much more aboard Norwegian *Encore*. Because once is never enough.

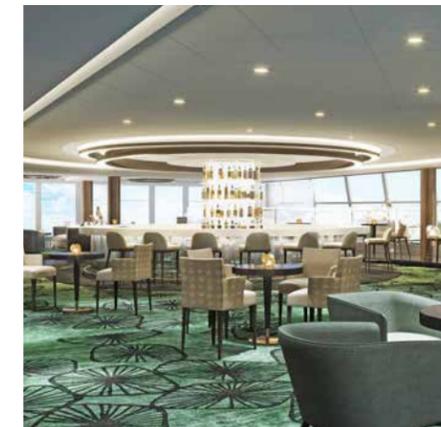
## Interesting Encore Facts



- Year Built:** 2019
- Gross Tonnage:** 167,800
- Number of Decks:** 20
- Number of Staterooms:** 2,038
- Number of Passengers (Double Occupancy):** 3,998

**Norwegian Encore – March 8 – 15, 2020**

Sun	Depart Miami, FL	4:00 pm
Mon	At Sea	
Tue	San Juan, Puerto Rico	5:30 pm – 11:59 pm
Wed	St. Thomas, USVI	8:00 am – 6:00 pm
Thu	Tortola, BVI	6:00 am – 2:00 pm
Fri	At Sea	
Sat	Great Stirrup Cay, Bahamas	10:00 am – 6:00 pm
Sun	Arrive Miami, FL	7:00 am



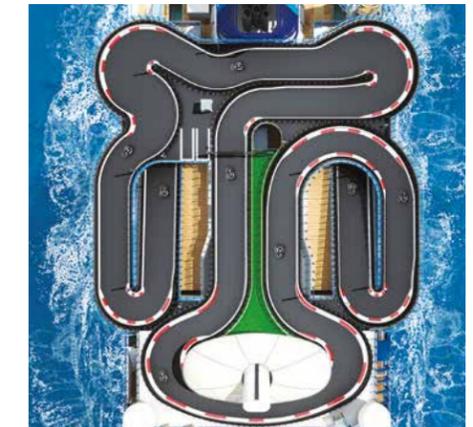
### Observation Lounge

Imagine sheer amazement from the revolutionary Observation Lounge located on Deck 15 FWD offering the most expansive views at sea. The Observation Lounge is located at the front of the ship and provides the same stunning views as the bridge and features a full-service bar for you to sit back, relax and take in the views.



### Entertainment

Raise the roof every night at the spectacular shows. Winner of six Tony Awards®, *Kinky Boots* is a must-see Broadway hit. Sing along to classic rock hits at *The Choir of Man* or step into a New Orleans speakeasy at *Happy Hour Prohibition: The Musical*.



### Galaxy Pavilion & Racetrack

Cutting-edge technology and daring new thrills take cruising to a whole new level. Watch the ocean blur by as you zoom around curves suspended 13 feet over the side of the ship on the largest racetrack at sea. Bring the secrets of the past to life in the lost city of Atlantis, where laser tag meets augmented reality. Ready for an immersive experience? Step into the high-tech, virtual world of the Galaxy Pavilion. Then get ready to do it all over again.

# CRAVE. INDULGE. ENCORE.

**Fulfill your current craving or expand your palate with the fantastic dining options on Norwegian *Encore*.**

Enjoy a modern Italian culinary experience at the all-new Onda by Scarpetta. At American Diner, the juiciest burgers and crispiest fried chicken will redefine your favorite comfort food. Fresh, table-side guacamole at Los Lobos will transport you to Mexico. And whether it's smoky Texas-style ribs or a succulent filet mignon, Q and Cagney's both have you covered. With so many amazing options, you'll come back and never have the same thing twice.



## Complimentary Dining Options

- Taste
- Savor
- The Manhattan Room
- Garden Café
- The Local
- The Haven Restaurant (for Haven Guests Only)

## Sweet Treats\*

- Starbucks®
- Cocos
- Dolce Gelato
- The Bake Shop



\*Specialty Restaurants – charges apply  
 \*\*Reservations are highly suggested

## Specialty Dining Options\*

- Ocean Blue\*\*
- Cagney's Steakhouse\*\*
- Q
- Le Bistro\*\*
- Onda by Scarpetta\*\*
- Food Republic
- Los Lobos
- Teppenyaki\*\*
- American Diner



## The Waterfront – Deck 8

Find your place in the sun – or under the stars – on the Waterfront, a quarter-mile wraparound oceanfront promenade. Discover a new restaurant or bar each day and night. Feeling like dining out? Try Ocean Blue or Los Lobos on The Waterfront. Or simply watch the sun set with a glass of Chardonnay with friends.



## STIR. SHAKE. ENCORE.

Another round is always in order at your favorite watering hole on The Waterfront or at any of the many other bars and lounges. Grab a freshly muddled mojito anytime you like at Sugarcane Mojito Bar. Looking for a taste of Napa Valley? Stop by



The Cellars to enjoy your favorite vintage. You'll find an option to suit any mood aboard Norwegian *Encore*.

## EXCITING PORTS OF CALL

The Lifeplus Diamond Cruise is sailing to some of the most beautiful islands in the Caribbean. Here are just a few highlights of the Ports of Call that we will be visiting on our island adventure.



# SAN JUAN, PUERTO RICO

Founded in 1521, San Juan, Puerto Rico's capital and largest city, sits on the island's Atlantic coast. Its widest beach fronts the Isla Verde resort strip, known for its bars, nightclubs and casinos. Cobblestoned Old San Juan features colorful Spanish colonial buildings and 16th-century landmarks including El Morro and La Fortaleza, massive fortresses with sweeping ocean views, as well as the Paseo de la Princesa bayside promenade.

## A Few of the Shore Excursions in San Juan\*



### Sips & Bites in Old San Juan

This four-stop tour through Old San Juan is a great way to get to know the old city. Sip on creative cocktails and enjoy local bar bites with a small group looking for a fun night out. Old San Juan is a 500-year-old city that has uneven sidewalks, cobblestones and uphill terrain. You'll walk at a moderate pace from bar to bar, sampling Puerto Rico's most iconic cocktails and some local craft beers. Our favorite bars are at the top of the hill and worth the walk!



### Cuisine Tasting & Historic Walk

Discover the magic of a "cocina criolla" by spicing up your day with a cooking and dining experience where you'll taste the rich flavors of Puerto Rican cuisine. The meeting point will be the heart of Old San Juan. Here you will be familiarized with important details of Puerto Rico's culture and the mysteries that the cobblestone streets provide. You will also visit the shopping district of Old San Juan, where you can shop for jewelry, marmalades, Puerto Rican coffee, rums, art and so much more.

The highlight of the tour is the Mofongo and Mojito culinary hands-on dining experience. You can't come to Puerto Rico and not try the Mofongo at a local restaurant that has a unique colonial atmosphere where you can appreciate the Latin flavors. The staff welcomes you with Puerto Rican hors d'oeuvres and a renowned chef will demonstrate how to create this famous dish. Be a chef for the day and enjoy your delicious creation.



San Juan is known for creating the original piña colada. A restaurant in Old San Juan, Barrachina, claims to be the originator of the now world-famous piña colada cocktail. Back in 1963, when the restaurant was recognized as the king of "paella," its bartender at the time, Don Ramon Protas Mingot, was said to have invented the tasty beverage, and there's even a plaque outside proclaiming the fact.



# ST. THOMAS, USVI

St. Thomas is the gateway isle of the U.S. Virgin Islands in the Caribbean. It's known for its beaches and snorkeling spots. Territorial capital Charlotte Amalie, founded by the Danish in the 1600s, is a busy cruise-ship port. Historic buildings include a 1679 watchtower called Blackbeard's Castle, in reference to the area's pirate history. On the harbor, 17th-century Fort Christian is now a local-history museum.

## A Few of the Shore Excursions in St. Thomas\*



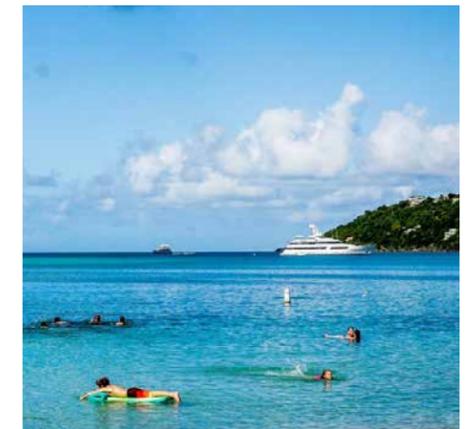
### Turtle Cove Catamaran Sail & Snorkel

Board this catamaran for an exhilarating sail to Buck Island's Turtle Cove. Your crew will provide you with snorkel gear and guidance for an unforgettable fun-filled marine life adventure. The warm waters of the Caribbean Sea feature numerous species of coral reefs and tropical fish. You can't miss spotting the resident green sea turtles gliding along in their natural habitat while stopping to graze on the sea grasses below. Don't want to get wet? Then relax on the spacious deck. The fun continues on your return sail. Join the party and enjoy the music and complimentary beverages.



### St. John Champagne Sail & Snorkel

Your relaxing fun-filled day begins with a short scenic ride to a quaint marina where you'll board the catamaran. At the marina dock, your friendly crew will greet you and acquaint you with the vessel. Glide along the eastern end of the island before setting sail to the most pristine of the U.S. Virgin Islands. The brisk sail across Pillsbury Sound brings you to a special mooring destination where you can swim on a beautiful St. John beach, snorkel or simply relax under the palms. Enjoy freshly baked breads, cheeses, fruits, and a variety of beverages onboard. Champagne and other beverages are complimentary after swimming and snorkeling. After your relaxing stay at the beach, delight in the tropical breezes as you make the downwind return sail to St. Thomas.



### Magens Bay Beach

Acclaimed as one of the ten most beautiful beaches in the world by the National Geographic Society, Magens Bay is an ideal place for a getaway during your visit to St. Thomas. Your trip begins with a scenic drive, by open-air safari bus or van to Drake's Seat, a breathtaking vantage point that offers commanding views of Magens Bay and surrounding islands, from which Sir Francis Drake once viewed his fleet.

From here, it's on to Magens Bay, where you'll have two hours to experience crystal clear waters, white sand beaches, and a spectacular palm-fringed coastline. Enjoy swimming, sunbathing, beachcombing and a relaxing time at the beach before your return drive to the ship. Restroom facilities located along the beach, bar and food concession available. Water sports operation rents snorkel gear, kayaks, paddle boards, paddle boats, beach chairs and floats.



# TORTOLA, BVI

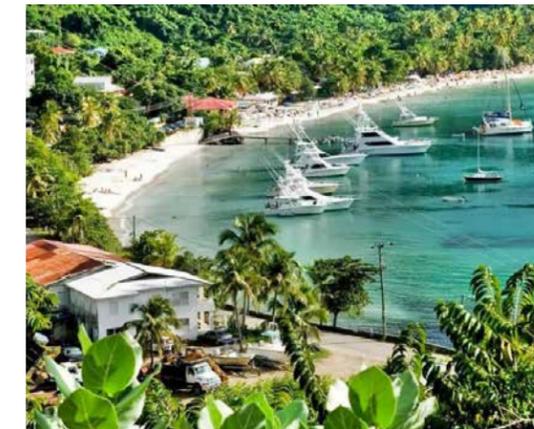
Tortola is the largest of the British Virgin Islands in the Caribbean. It features several white-sand beaches, including Cane Garden Bay and Smuggler's Cove. Road Town, the capital of the British Virgin Islands, has a harbor dotted with sailing boats and is known as a yachting hub. In the island's southwest, forested Sage Mountain National Park offers trails and sweeping views over neighboring cays.

## A Few of the Shore Excursions in Tortola\*



### Virgin Gorda & The Baths

Take an approximately 40-minute cruise along the Sir Francis Drake Channel to Spanish Town, Virgin Gorda. Open safari buses take you on an approximately 20-minute drive through Spanish Town to The Baths for a self-guided tour, where you can swim in the unique atmosphere of mammoth boulders, palms, and sea caves. Travel along the trails and boulders to discover hidden caves and sea pools.



### Discover Tortola

Take in stunning views as you begin your drive through Road Town, the capital of Tortola. The bus will begin its ascent into the hills heading to Belle Vue. As you take in fresh thoughts and take photos from the lookout point at Manchester, enjoy the beautiful scenery as you drive along the Ridge Roads capturing views and adjacent islands including Guana Island in the Atlantic Ocean. The tour continues on to the village of Cane Garden Bay, home to the famous Cane Garden Bay beach. During this stop you will have free time to visit the shops to purchase your local souvenirs and to relax, after which the tour bus will make its way down the northern shore driving through small villages like Carrot Bay, Capoons Bay and Apple Bay, Zion Hill and down the scenic coastal Sir Francis Drakes Highway back to the ship.

### SHORE EXCURSIONS

There are many shore excursions to explore at each of the ports of call. If you don't feel like booking an excursion, no problem, all of these ports of call have beautiful beaches to explore, shopping in the main parts of town, and lovely restaurants to dine in. That is the beauty of sailing... you can do whatever, whenever you want.

\* Charges apply and there are some restrictions, so make sure to read all the information about each Excursion before you book.



# GREAT STIRRUP CAY

Tucked away at the tip of the Berry Islands, Great Stirrup Cay is one of Norwegian Cruise Line's private islands. This private 250-acre island is home to a lush coconut plantation, white sandy beaches and crystal-clear blue ocean waters.

Enjoy your day at the port, shopping, eating and exploring the island. And jamming rhythmic Caribbean tunes come from the DJs near the Bacardi Bar. The main attraction is the beach. The beach nearest the pier, Bertram's Beach, is filled with beach loungers and hammocks under the scattered palm trees. Make sure you get off the ship early to secure one of these gorgeous spots.

## A Few Shore Excursions on Great Stirrup Cay\*



### Underwater Sculpture Garden

Whether you're snorkeling for the very first time or you consider yourself an expert, you'll want to snorkel the underwater sculpture garden on Great Stirrup Cay, located in the clear blue waters of Bertram's Cove. Here, you'll snorkel your way around playful statues of mermaids, sea creatures, fountains and urns.

Schools of fish have come to seek shelter in and around the garden. Lobster, crab and shrimp have made their home in the cracks and ledges of the art pieces. Our underwater garden has been specifically designed as a place of entertainment for fish and folk alike. Access to the garden is open to all and self-guided, so you can make multiple trips to explore each and every underwater statue over the course of your visit.



### Kayak Tour

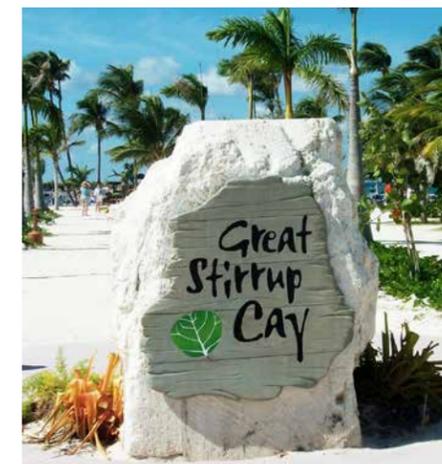
The beautiful turquoise waters south of Great Stirrup Cay are perfect for a leisurely guided kayak tour. After a brief orientation on how to use your two-person kayak, you'll paddle over the shallow, clear waters, where you may encounter a variety of marine life.



### Stingray City Bahamas

Experience our exciting Stingray Encounter. After a safety briefing, enjoy a short speedboat ride to Stingray City Bahamas. Here, you'll be assisted and supervised by the professional staff in the stingray habitat. Interact with and even feed one of the tame stingrays. Enter the 3-to-8-foot-deep water, an easy step from the large swim platform. Even non-swimmers can enjoy the rays. These amazing animals will surprise you with their gentleness, and while you are interacting with them, they will find a special new place in your heart. After feeding, snorkeling with and taking pictures with your new friends, you'll return to Great Stirrup Cay with the memories of a lifetime.

\* Charges apply and there are some restrictions, so be sure to read all the information about each excursion before you book.



# The Norwegian Commitment

Norwegian Cruise Line understands that protecting our environment and our oceans is not only vital to the industry but also to our planet.

NCL's Safety, Security, Health and Environmental Protection policy establishes their commitment to conduct their operations safely, securely and with sensitivity to the environment around us. Preserving the oceans and protecting our environment are two of their core company values that they strive to meet through their daily goals:

- ✔ Prevent accidents and incidents involving pollution of the environment
- ✔ Reduce the environmental impact of their operations
- ✔ Dispose of garbage and materials in accordance with national and international rules and regulations
- ✔ Recycle and reuse materials
- ✔ Continually improve their ISO 14001 certification objectives and targets

Across their fleet, Norwegian Cruise Line has implemented many of the most innovative environmental policies and technologies in the cruise industry. As such, they meet or exceed all international, national, state and local port regulations, including those set by MARPOL, the U.S. Coast Guard (USCG) and the U.S. Environmental Protection Agency (EPA). They are also accredited to the international ISO 14001 standard for Environmental Management Systems. This achievement recognizes that they utilize a core set of standards for an effective environmental management system that reduces the environmental impact and increases their operating efficiency.

## NORWEGIAN CRUISE LINE PARTNERSHIPS:



# Safety and sanitation

**Norwegian Cruise Line enjoys a world-leading reputation for safety and sanitation onboard all vessels.** To uphold these standards, you must complete the previously mentioned health questionnaire in your welcome pack.

If you're unsure about what to look out for, there are detailed health information fact sheets in each stateroom at embarkation, which outline potential symptoms of concern and what to do if you are experiencing those symptoms.

Once onboard, it's strongly advised that all guests carefully observe the good hygiene practice of washing their hands before eating and after using the restroom. There are also hand sanitizers strategically located throughout the ship.

## Not feeling well onboard?

Anyone diagnosed as having any symptoms will be asked to stay in their stateroom until their symptoms abate. If you do feel ill, please be respectful to other guests and to Lifeplus and stay in your stateroom until you are feeling well enough to be in public. We do not want any illnesses spreading through the group or the ship. If you have a fever, you will want to seek medical attention in the ship's medical office located on Deck 13 MID\*.

## Sea Sickness

However luxurious the vessel, sea sickness is still something that can affect many people. If you've suffered before, and are worried, you might find some of the following tips helpful.

- ✔ Step onto the deck and view the horizon
- ✔ Eat ginger extract or crystallized ginger
- ✔ Eat green apples or citrus candy
- ✔ Don't overload your senses
- ✔ Eat lightly and ease up on the alcohol
- ✔ Stay hydrated – drink lots of fluids
- ✔ Tuck yourself into bed tightly – some people say being tightly secured will make you move with the ship and not against it so your body does not feel out of balance

**There are medications available to help with seasickness** – consult your doctor before departing for Miami for advice on what you can take to help you stay comfortable at sea.

**IMPORTANT:** If you develop an illness or a fever during the cruise, please **DO NOT** attend any of the Lifeplus events until you have recovered. We understand that getting ill while on holiday can be frustrating, but please be respectful of the other passengers on the ship and within the Lifeplus group, and focus on your recovery. Ensuring everyone has the trip of a lifetime is very important, so please be respectful.

\* Fees may apply when visiting the medical facility on the ship and will be applied to your stateroom.

## DISEMBARKATION PROCESS

As you know, we don't like to talk about the last day of the Diamond Cruise. However, there is important information that you must know to ensure you leave the *Encore* on time and continue your post-cruise activities.



### Those who are taking the Lifeplus shuttle to the airport auditorium:

For those that are flying out of Miami on Sunday, March 15, and are taking the Lifeplus transfer to the airport to store your luggage at our auditorium in the Miami International Airport. You will be receiving a special colored luggage tag in your stateroom a day or two before we arrive in Miami.

You will have a specific time on your luggage tag that you will need to disembark from the ship and they will call those times over the speaker system on the morning we arrive in Miami.

Once you collect your luggage and proceed through the terminal, please make your way to the front of the terminal, in between B & C, where the Lifeplus buses are located. You may look for Lifeplus staff in front of the terminals for assistance.



### Those who are traveling elsewhere or extending their stay in Florida

If you have booked an extended holiday and are not flying out of Miami on Sunday, March 15, you will need to organize your own travel to your final destination.

Those who are in the Haven or have a high Latitude Status, will receive your VIP luggage tags in your stateroom a day or two before arriving in Miami.

All others will need to visit Guest Services and pick up the colored tag for the time you want to disembark the ship.

**9:00 am – All guests need to vacate staterooms**  
**10:00 am – All guests will need to disembark the ship**

### Getting off the ship & luggage pickup in the terminal

It can be very hectic disembarking the ship so we wanted to give you a quick checklist on what to remember when you are disembarking the ship.



- ✔ Make sure you have packed all your belongings from your stateroom, and don't forget to check the safe!

- ✔ When you exit the ship, you will be led to the luggage area in the terminal. Your luggage will be located in the colored flag area that matches your colored luggage tags.

- ✔ **YOU MUST COLLECT YOUR OWN LUGGAGE** and proceed through Customs. **Lifeplus will NOT be able to collect your Luggage for you. DO NOT** leave the terminal or go through Customs without your luggage. If you do, you will have to wait until the entire ship has been cleared from Customs and emptied before they bring out the unclaimed luggage, and that could take hours.

# TRAVEL CHECK LIST

Please find below a check list before you pack and begin traveling to Miami, Florida.

- ✔ ESTA Application Completed
- ✔ You know which hotel you are booked into; Lifeplus will not be able to move you once you are booked in.
- ✔ Travel insurance has been booked (recommended)
- ✔ Advance registration forms for the Norwegian Cruise Line have been completed
- ✔ Shore excursions, entertainment onboard and dining options have been viewed and/or booked (optional)
- ✔ Dining or beverage package booked (optional)
- ✔ You understand the disembarkation process “Where to be and when” details have been read and understood
- ✔ Invitations to events have been understood; please make sure you know which events you are invited to (to be sent in January 2020)
- ✔ Weather in Miami and at the ports of call has been checked
- ✔ U.S. currency has been bought. Please note that on arrival day there may not be enough time to exchange currency at the Miami Airport; the hotels in Miami and the ship will not be able to exchange currency for you.
- ✔ Suitcase packed with appropriate items for all activities
- ✔ Medications refilled or restocked
- ✔ All electronics have been packed ... and then the chargers!
- ✔ Ready to have an incredible tropical adventure!



## LIFEPLUS CRUISE STAFF CONTACT INFORMATION



We know travelling can be stressful, so if you have any issues during your travel to Miami, Florida, we want to make sure you have the phone numbers needed to reach the Lifeplus Cruise Team. Please contact us at any time and we will be happy to assist you!

**Rick Cesarski**

**+1 870-307-2656**

**Anita Horváth**

**+44 7957 664889**

**Pia Harmon**

**+1 870 834-3694**

**Melanie Treadaway**

**+44 7507 858917**

**Tracy Smith**

**+1 870 834-6956**

**Jeannette Lange**

**+44 7538 203660**