

NORWEGIAN CRUISE LINE IN CUBA

Frequently Asked Questions



How can Norwegian Cruise Line offer cruises to Cuba?

Under regulations set forth by the U.S. Department of the Treasury, Office of Foreign Assets Control (OFAC), Norwegian may offer carrier services by vessel to authorized travelers, directly or indirectly, between the United States and Cuba (OFAC FAQ #24 and 31 CFR §515.572).

How does a Cuba cruise differ from other cruises offered by Norwegian?

Norwegian is offering cruises to Cuba that comply with OFAC regulations for people to people exchanges. However, all of the freedom and flexibility components that Norwegian is known for will still be included.

What is a people-to-people exchange?

An individual traveler may travel to Cuba under the people-to-people authorized travel category, as a self-certified traveler, so long as he/she maintains a full-time schedule of educational exchange activities intended to enhance contact with the Cuban people and that will result in meaningful interaction between the traveler and individuals in Cuba.

REQUIREMENTS FOR TRAVELERS

Is it legal for U.S. citizens to travel to Cuba?

Yes. OFAC regulates travel to Cuba pursuant to the Helms-Burton Act and other pertinent regulations. Currently, there are 12 categories of authorized travel to Cuba.

People-to-people travel is one of the ways for Americans to visit Cuba and gives you an opportunity to discover Cuba through its people and from a local perspective. All guests will be required to self-certify that their activities meet the requirements above, so you must retain records of your activities whether or not they are offered by Norwegian for a period of 5 years. For additional information on people-to-people exchanges, please refer to FAQ "What is a people-to-people exchange?" above.

The following [link](#) to the FAQ from the U.S. Department of the Treasury covers many of the questions directly related to regulations regarding travel to Cuba.

Do I need a passport to travel to Cuba?

Yes. A valid passport (passport card is NOT acceptable) is required for all guests to travel to Cuba. We recommend guests review the passport requirements of travel to Cuba from their home country and that the expiration of your passport be greater than six months from the date of your cruise.

How do I certify that I am travelling under one of the OFAC-approved categories of travel?

All guests must complete a certification form which sets forth and confirms that they will be participating in OFAC-compliant activities.

Click [here](#) to download the certification form for each guest.

Certification must be received by Norwegian no later than 3 days prior to the departure date. Please be advised that guests will not be able to board the vessel without having first completed the form.

All guests will be self-certifying which means that they are solely responsible for arranging a full-time schedule of OFAC-compliant activities, as explained above. These activities may include excursions provided by Norwegian or activities arranged by guests themselves.

How do I prove compliance with OFAC requirements during my cruise?

All travelers to Cuba must be able to prove that their trip was comprised of OFAC-compliant activities. Guests should keep a log of their activities and keep the log for 5 years.

Will non-U.S. guests be allowed to travel on these sailings?

Yes. As with travelers from the United States, non-U.S. guests will need to certify that they are traveling under one of the approved OFAC categories, keep records of their activities and sign affidavits confirming they are doing so.

VISA CONSIDERATIONS

Do I need a visa to travel to Cuba?

The Cuban government requires anyone who is traveling to Cuba on a passport other than a valid Cuban passport to obtain a visa prior to their arrival into Cuba. For all visitors who were not born in Cuba, this visa, also known as a "tourist card" (for U.S. residents, this visa also known as a "rosada" must have a pink and blue background; for non-U.S. residents, this visa is issued by the Cuban embassy or consulate in the background color applicable to their country of residency), is required to enter Cuba for non-business purposes. The Cuban visa is valid for a single entry and allows the holder to stay in Cuba for 30 days. U.S. residents may obtain this visa (or "rosada") on their own. You can also call Norwegian at 1-800-327-7030 to obtain this visa for \$75 per person charge. For non-U.S. residents, if the Cuban visa issued by the Cuban embassy or consulate in the background color applicable to your country of residency is not accepted by Cuban immigration officials, you will be required to purchase the same Cuban visa (or "rosada") as a U.S. resident. Please note that you will not be allowed to board the vessel without proof of acquiring a Cuban visa.

The Cuban visa is a two-part card. Cuban immigration officials will take one half upon arrival in Cuba.

For information on requirements for persons born in Cuba, please refer to FAQ "Requirements for Travelers Born in Cuba" below.

Requirements for Travelers Born in Cuba

Guests born in Cuba who emigrated before January 1, 1971 and reside in a country outside of Cuba are required to carry either (i) a valid Cuban passport or (ii) a valid passport from your country of citizenship along with an HE-11 visa obtained from the Cuban embassy or consulate in your country of residency (except in those cases where such country has entered into a visa exemption agreement with Cuba) for entry to and departure from Cuba. The estimated processing time for an HE-11 visa is up to 60 days.

Guests born in Cuba who emigrated on or after January 1, 1971 and reside in a country outside of Cuba are required to carry a valid Cuban passport for entry to and departure from Cuba. These guests do not need a Cuban visa. The estimated processing time for a Cuban passport is up to 6 months.

Guests born in Cuba who require a visa or passport should contact the Cuban embassy or consulate in their country of residency. Those residing in the United States may contact the Cuban Embassy in Washington, DC:

Embassy of the Republic of Cuba
2630 16th Street NW
Washington, DC 20009

Website: <http://www.cubadiplomacia.cu>
Email: repcion@usadc.embacuba.cu
Phone: (202) 797-8518 extension 600

VISA CONSIDERATIONS CONT.

In addition, there are several companies that offer visa/passport processing services to guests to assist in obtaining a visa and/or a Cuban passport, including:

On Cuba Travel

<http://oncubatravel.com>

786-350-3146

Air Line Brokers

<https://www.airlinebrokers.net/>

305-642-5002 x 208

866-589-5516

The website of the US Embassy in Cuba

<http://havana.usembassy.gov/service.html> states that U.S. citizens who are Cuban-born will be treated in Cuba solely as Cuban citizens and the Cuban government may require these individuals to enter and depart Cuba using a Cuban passport. Using a Cuban passport for this purpose does not jeopardize one's U.S. citizenship; however, such persons must use their U.S. passports to enter and depart the United States. Citizens of countries other than the United States should check with their embassies in Cuba for regulations pertaining to their citizenship and use of passports.

PRACTICAL CONSIDERATIONS WHILE IN CUBA

Are there restrictions on what I can bring into Cuba?

There are both U.S. and Cuba import regulations that travelers must comply with when traveling and bringing items into Cuba.

For information on U.S. import regulations, please click [here](#) for the U.S. Department of Commerce Bureau of Industry and Security's Export Administration Regulations.

For information on Cuba import regulations, please click on the following link for the General Customs of the Republic of Cuba: www.aduana.gob.cu.

Currency

Cuba operates as a dual currency system. Cuban convertible peso (CUC\$) is the currency which you will exchange and use in Cuba. CUC\$ come in the following denominations: 1, 3, 5, 10, 20, 50, and 100. Please note that CUC\$ 1 comes in both a coin and paper money configuration. There is a second currency, the Cuban peso, also called moneda nacional or CUP which is used only by Cuban citizens.

Can I exchange money in Cuba?

Yes. Once in Cuba, the port, tourist hotels, banks, and CADECA bureaus (Cuban government exchange bureaus) can exchange currency (U.S. and Canadian dollars, Euros, British pounds, etc.) for a fee. Non-U.S. currencies such as Euros and Canadian dollars usually have a more favorable exchange rate than the U.S. dollar. Be sure to have proper ID (passport) on hand. Do not accept offers to exchange currency with anyone who approaches you on the street. This is particularly applicable due to the dual currency system used in Cuba.

The U.S. State Department advises that the export of CUCs is strictly prohibited, regardless of the amount.

Can I use my credit cards in Cuba?

While U.S. citizens are allowed to use debit and credit cards in Cuba, the vast majority of U.S. banks are still considering whether to allow for these transactions to take place. Thus, it is advisable to assume that all transactions in Cuba will be done using cash.

Will there be Wi-Fi while in Cuba?

All vessels docked in Cuba will provide Wi-Fi service; however, service may not be guaranteed at all times. Cuba has limited Wi-Fi services, although certain hotels and internet cafes may provide service for a fee.

Will I have cellular service while in Cuba?

Several carriers in the U.S. and abroad have signed roaming agreements with Cuban telecommunications firm ETECSA, which allows for voice, data and text services while in Cuba. Please check with you cellular provider for details.

What am I allowed to bring back from Cuba? Can I bring back cigars, rum and other items from Cuba?

U.S. persons are allowed to return with certain Cuban-origin items, including cigars and rum, for personal use only and pursuant to OFAC regulations. These items remain subject to the normal limits on duty and tax exemptions for merchandise imported as accompanied baggage and for personal use.

We refer you to the link in the FAQ "Is it legal for U.S. citizens to travel to Cuba?" above which provides guidance on items that can be imported from Cuba.

How much can I spend while in Cuba?

There are no per diem limits on authorized expenses.

Are excursions included in the cruise fare?

While excursions are not included in the cruise fare, Norwegian Cruise Line will offer a variety of excursions to assist guests in meeting the requirements of people to people exchanges.

YOUR EXPERIENCE

What ports will the cruise be visiting?

Norwegian Sky will be calling on Havana.

What types of excursions will be offered?

A variety of excursions will be offered focusing on the unique attractions and characteristics of Havana and its environs.

Are the buses/coaches for excursions air conditioned?

Yes. All of our touring motor coaches are of recent vintage and are fully air conditioned.

How much free time is there?

OFAC requires that individuals traveling under a people-to-people license participate in a full-time schedule of people-to-people exchange activities that result in meaningful interaction between the travelers and individuals in Cuba. As all guests will be self-certifying that their travel complies with the people-to-people license (or one of the other eleven travel categories authorized under general licenses), guests are free to create their own itinerary and to determine what full time constitutes, which may or may not include excursions offered by Norwegian Cruise Line. After completion of people-to-people activities, guests are free to explore as they wish.

Will I be able to move about Cuba freely?

Norwegian Cruise Line will offer a variety of shore excursions at each of our ports of call. Guests are not required to participate in these excursions and are free to move about Cuba as long as their activities comply with the general license they are travelling under. Entry to some government buildings may be restricted; it's best to ask your guide about the building's specific entry protocol before trying to enter on your own.

What will the onboard experience be like?

Norwegian Sky will continue to offer guests a range of entertainment, dining options and bars and lounges to enjoy throughout their cruise in addition to customized Cuban dining and entertainment experiences.

HEALTH & SAFETY CONSIDERATIONS

Is medical insurance required?

All travelers to Cuba must show proof of Cuba approved medical insurance. This medical insurance will be included in the price of your cruise fare.

Does my insurance cover medical expenses while in Cuba?

The provision of health insurance, life insurance and travel insurance related services to authorized U.S. travelers, as well as the receipt of emergency medical services and the making of payments related thereto are authorized by OFAC. However, insurance providers may decide whether or not to participate and provide such coverage in connection with Cuba. It is advisable to check with your insurance provider prior to departure to ensure that you are covered while traveling in Cuba.

Does Medicare cover medical expenses while in Cuba?

It is advisable to check with your Medicare provider prior to departure to ensure that you are covered while traveling in Cuba.

Is there additional travel insurance that I can buy through Norwegian Cruise Line?

Yes. Norwegian Cruise Line will offer additional travel insurance to guests at an additional cost.

Is it safe to travel in Cuba?

Cuba is a safe country where violent crime is rare. As when traveling in any urban area, keep your valuables in sight at all times and be aware of the possibility of petty crime.

Travel Visa Requirements

Norwegian Cruise Line has partnered with **VisaCentral** to provide our guests with comprehensive, accurate information regarding travel visas. Some of VisaCentral's guest travel services include visa application kits and assistance with obtaining other visas where required. Visit the Global Visa Support Center on the **VisaCentral** page for assistance with visa applications.

Electronic Travel Authorization - for Citizens of Visa Waiver Program Countries (VWP) Entering the United States.

Per the Visa Waiver Program (VWP) requirements, all VWP travelers must obtain an electronic travel authorization prior to boarding a travel carrier to enter the United States. This can be done by completing the **online application** on the **U.S. Department of Homeland Security's** website. Applications may be submitted at any time prior to travel. However, DHS recommends that applications be submitted **no less than 72 hours** prior to travel.

Schengen Visas - for Entry to the European Union for Applicable Nationalities.

The Schengen Agreement (effective March 26, 1995) is an agreement between several member states of the European Union (EU) to remove immigration controls for travel within their collective territories. This creates a "borderless" region known as the **Schengen Area**, which changes the procedures for entering, connecting or traveling between any of the Schengen States. **Click here** for more information.

There are four types of Schengen visas; Type C is the one typically needed by passengers, which can be issued by any one of the Schengen states and is valid for all the others. Due to the type of itineraries in Europe, The Schengen Agreement maintains that certain nationalities require a visa to enter the EU zone. Guests who are not US, Canadian, or European nationals are strongly encouraged to contact the nearest EU-member country embassy to determine if a Schengen visa is necessary.

U.S. and Canadian Citizens

Visas Are Required for All U.S. and Canadian Citizens Traveling to Asia, Australia, South America and Cuba.

A specific visa may be required for entry to certain countries. Some **VISAS MUST BE OBTAINED IN ADVANCE** and some **CAN BE OBTAINED ONBOARD**.

For All U.S. and Canadian Citizens Traveling to Asia, Australia and South America: Visas must be obtained in advance of departure if your cruise is visiting any of the destinations listed below:

- Brazil
- India (must be an Embassy-issued visa sticker; electronic visas are not sufficient)
- Australia
- Mainland China (excluding Sanya & Hong Kong)

Contact the embassy of the country listed above or visit **VisaCentral**, a full service agency, for assistance with obtaining any visas that are required in advance of your cruise.

US and Canadian Passport holders require a visa to enter the countries listed below. Norwegian Cruise Line will obtain visas on your behalf if you have not done so before the cruise.

Costs (ranging from \$29 USD - \$89 USD per visa) will be charged to your onboard account:

- Oman
- Cambodia
- Vietnam
- Cuba (**click here** for more info)

Visas for the following countries will be obtained for U.S. and Canadian passport holders with the help of the cruise line while you are onboard at no cost:

- Egypt
- Indonesia
- Jordan
- Sri Lanka
- UAE

Visa Restrictions for Canada

Click here for more information on Cruising and/or flying through Canada.

Visa Restrictions for Bermuda

Based on Bermuda's immigration regulations, some passengers may require a visa to visit the country. Effective March 1st, 2014, guests who require a visa for Bermuda may enter Bermuda visa-free as long as they have a valid multiple-entry U.S. visa or U.S. Residence Card.

Visa Restrictions for Russia

U.S. and Canadian passport holders may only go ashore in St. Petersburg, Russia without a Russian visa if they have purchased a Norwegian Cruise Line Shore Excursion. To go ashore independently in St. Petersburg, a Russian tourist visa must be obtained before the cruise.

Visa Restrictions for China

US and Canadian passport holders may only go ashore in Sanya, China without a Chinese visa if they have purchased a Norwegian Cruise Line Shore Excursion. To go ashore independently in Sanya, China, a Chinese tourist visa must be obtained before the cruise.

Furthermore, a visa is not required for travel to Hong Kong. If you are traveling to any other part of China, you must obtain a visa in advance.

Visa Restrictions for Cuba

Click here for more information on cruising to Cuba.

Visa Restrictions for Australia

Anyone who does not carry a passport from Australia or New Zealand must have an Australian visa to go on any cruise that calls to an Australian port or they cannot sail.

Click here for more information.