From: Sandie Johnson
To: Secretary
Subject: Cruise Credit from May 2020
Date: Monday, August 30, 2021 11:33:58 AM

I am emailing you to vent my issue with Norwegians policy of non- refunds. Our first cruise (Alaskan) was planned in May of 2020, Due to Covid it was cancelled by NCL. We were told we needed to go thru a link and request a refund. Which I did 3 times, however due to a system glitch, I did not receive an email confirmation. I called 3 representatives that said since I had a screen shot that it was confirmed that would be enough. Well it was not. In these uncertain times with Covid - holding $5200 of our money and refusing to refund is disgusting. Jobs have been lost and we need the money for more important things now. I have emailed and talked to numerous customer service reps that all tell me the same story - NO.

Now trying to book a replacement cruise, we have to book by 12/31/2021 and cruise 2022. Most likely will be shut down again and I asked, If I rebook, will there be an opportunity to get a full refund should it be cancelled. The answer is still NO. This should be against the law.

What can I do about this? It is not right, and not a good first impression for cruise lines. I want to be in control of where and what line I use - but that has been taken away.

Please let me know if there is anything I can do.

Sincerely,

Sandra Johnson
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