



YOUTH AND TEEN PROGRAM POLICIES and INFORMATION

YOUTH/TEENS

Parents must complete the one time registration for youth/teens to participate in Splash Academy/Entourage Teen Programs. Once registration is complete, children/teens are free to participate as often as they like.

It is requested that parents advise of any allergies, medications or special needs during registration to help us better serve your child(ren).

Identification bracelets must be worn by the child throughout the duration of the cruise. Bracelet reprints will result in a \$5.00 fee charged to your onboard account.

On sea days Splash Academy will close from 12:00pm to 2:00pm and from 5:00pm to 7:00pm. \$1.00 per minute late pick up fees will apply if the children are not picked up on time. Abusive lateness could result in dismissal from the program in addition to the fee.

Activities are subject to change without notice. Children must wear dry clothing. Appropriate footwear/sneakers are recommended for Sport Court sessions.

Youth/Teens with symptoms of illness may need to be evaluated by the medical staff before being admitted or readmitted into Youth/Teen Programs.

The Youth Staff is not able to assist children in the washrooms or change diapers. This includes pulling up/down pants, buttoning/unbuttoning pants, and wiping assistance. A pager or handy phone will be issued to alert you that your child needs assistance.

The Youth Staff is not allowed to accept excessively crying or sleeping children into the program. The children must be able to enter the program willingly. The Youth Staff make every effort to care for our young cruisers; however, the staff are directed to call the parent in the event their child is crying up to 15 minutes.

If a child falls asleep, the staff is directed to call the parent for pick up. This does not apply to Port Play or Late Night Fun Zone.

Parents, friends, and relatives are only allowed in the Splash Academy/Entourage Center on Embarkation Day during registration. Splash Academy and Entourage Teen Centers are "Adult-Free Zones" (18+) regardless of which program is taking place.

Parents are ultimately responsible for the behavior of their youth/teen while onboard the ship (even when not present).

PAGERS AND HANDY PHONES

Pagers and handy phones do not work in port while the ship is docked. Therefore, on port days pagers and handy phones will be issued if your child is in diapers or needs assistance with the bathroom and at least one parent/authorized pick-up person is required to stay on board.

Youth Program Manager reserves the right to issue a handy phone or pager to parents if the situation with the child requires parent/pick-up person assistance.

If a handy phone or pager is issued to you and your child is signed into the program, not responding to a page or call within 15 minutes will result in a \$75.00 fee and your child will be dismissed from the program.

If a handy phone or pager is issued a fee of \$150.00 will be applied to your onboard account if the device is not returned or if it is returned broken.

TEENS

The teens are free to come and go as they please during activity sessions. Attendance is not monitored but they are required to show their key card upon entry. The Entourage facility is under 24 hour surveillance.

Teens are prohibited from smoking, drinking alcohol, and using profanity when participating in our programs. Violence, swearing and vandalism will not be tolerated.

Parents or guardians will be financially responsible for any damage to property of Norwegian Cruise Line caused by their teen on board the vessel.

YOUTH/TEEN PROGRAMS and AGE GROUP POLICIES

The youth program options are Splash Academy (complimentary programs), Port Play (with supervision of meal charge), and Late Night Fun Zone (hourly charge) for children 3-12 years old. The Entourage Teen Program is complementary for teens 13-17 years old.

The Splash Academy offers Freestyle Free Play (FSFP). FSFP are scheduled time slots for friends and siblings ages 3-12 to play together. The Youth Program Manager reserves the right to keep 3 & 4 year olds separate with fun programming when the children counts are high for safety reasons. At the conclusion of FSFP, the age groups will be separated for program.

Age groupings are Turtles 3-5 year olds, Seals 6-9 year olds, Dolphins 10-12 year olds, and 13-17 year olds. (Depending on the number of kids onboard, 6-12 yr olds may be combined).

Children must be at least three (3) years old to participate in Splash Academy based on date of birth at the time of sailing according to the ships manifest. No exceptions can be made. Children under 3 and their parents are welcome to participate in the Guppies Program.

Children turning three (3) years old during the cruise are welcome to register and participate on their birthday.

Children turning six (6) years old during the cruise are welcome to register for and participate in the 6-9 year old age group beginning embarkation evening.

Children turning ten (10) years old during the cruise are welcome to register for and participate in the 10-12 year old age group beginning embarkation evening. Sign in and out privileges* only apply after the child turns 10 years old.

Children turning thirteen (13) years old during the cruise are welcome to register for and participate in Entourage beginning embarkation evening.

10-12 YEAR OLD 2 HOUR SIGN OUT AUTHORIZATION

A parent(s) can authorize their 10-12 year old to sign themselves in and out of program after 2 hours of active participation. It is recommended for parents to make the first initial drop off so the Youth Staff have the opportunity to meet you. In order to sign themselves in and out of program the 10-12 year old must have their key card.

It is recommended for safety reasons to establish a meet-up plan for 10-12 year olds who are given the sign out authorization so you are aware of where they are when not in the program. The authorization ends nightly at 10:30pm when they must sign out unless previously signed up by their parents for the Late Night program. The late night fees will begin at 10:45pm.

A parent can pick up the child within the two hours if an earlier pick up is desired. It is recommended that parents decline the authorization if they do not want their 10 – 12 year old unattended or if the child has a moderate to severe special need. This authorization does not apply while the ship is in port or during Late Night Fun Zone.

SPECIAL NEEDS REQUESTS

Parents of children with special needs, please see the Youth Program Manager for additional information.

DROP OFF and PICK UP PEOPLE

Parents or Guardians (if children are not traveling with parents) may select up to 4 people (including parents) to drop off and pick up their child 3-12 from Splash Academy. The drop off and pick up people are the same people. The authorized people must be at least 18 years old and must be listed on the Registration Form.

For easy drop off and pick up, authorized people must always have the following: his/her own key card and the child's key card, noted profile password, handy phone if issued. Children will not be released until proper keys and information is provided.

PORT PLAY SUPERVISED MEALS and LATE NIGHT FUN ZONE GROUP SITTING SERVICE

Port Play and Late Night Fun Zone are both group sitting services for children ages 3-12 years old run by the Youth Staff. All activities take place in the Splash Academy. The Port Play supervision of the meal charge is \$6.00 per child. The Late Night Fun Zone Group Sitting charge is \$6.00 per hour per child and \$4.00 per hour for each additional sibling in the immediate family. Charges are applied directly to your onboard account.

Late Night is scheduled nightly from 10:30pm – 1:30am. It is requested that children are signed up in advance for the desired service. If no children are signed up or dropped off by 11:30pm the center will close for the evening.

ELECTRONIC OR PERSONAL ITEMS

It is not advised for a child to bring in electronics or personal items to Splash Academy. In the event the child does bring in an item, the child is fully responsible for the item if lost or damaged. In addition, while in program, the device should be used on a limited basis as to not distract other child from program and the Youth Staff/YPM reserves the right to remove the item to eliminate shared content inappropriate for all ages.

YOUTH (3-12yrs) DISCIPLINE POLICY

Step 1: Verbal Notice: The Youth staff addresses the child and it is explained that his/her behavior is unacceptable and needs to be improved.

Step 2: Reflection Time: If the child continues to disobey the Youth Staff, reflection time is issued and the parents are notified at pick-up time.

Step 3: Suspension: If reflection time is not effective in eliminating the unacceptable behavior, the parents are located and the child is dismissed from the program for 24 hours. After 24 hours the child is welcome to return to program.

Step 4: Dismissal: Once the child is allowed back into the program after the initial suspension, if any disruptive behaviors continue, the child will no longer be allowed to participate in the program.

IMMEDIATE DISMISSAL: Depending on the nature of the behavior, violence, vandalism, or more severe behaviors may warrant a higher discipline as deemed appropriate by the Youth Program Manager.

TEEN (13-17yrs) DISCIPLINE POLICY

Step 1: Verbal Notice: Teens exhibiting inappropriate behavior will be asked to stop the inappropriate behavior.

Step 2: Parent Notification: If the inappropriate behavior does not stop, parents will be notified of the inappropriate behavior and informed that if the behavior doesn't change the teen will be dismissed for 24 hours or program dismissal depending on the severity.

Step 3: 24-Hour Dismissal with Parent/Ship Notification: If the inappropriate behavior does not stop, he/she will be dismissed from the Teen Center and Teen Program for 24 hours. Parents and Ship Security will be notified.

IMMEDIATE DISMISSAL: Any teen passenger exhibiting violence, vandalism or intoxication when participating in the Teen Program or using the Teen Center will result in immediate dismissal for the entire sailing. Parents and Ship Security will be notified.

SAFETY

MAXIMUM CAPACITY

Maximum capacity refers to the maximum number of children and staff allowed inside the Youth Facilities at any time to provide safety and prevent overcrowding. Splash Academy and Entourage staff are required to enforce the set limits and reserve the right to temporarily suspend drop off service to registered guests once the maximum capacity has been reached. Access to facilities will be granted once children/teens are signed –out or picked up and space becomes available. The service is available on a first come first serve basis.

YOUTH

In the event of a ship emergency while your child is signed into the Splash Academy

1. Child care team shall gather the children in their care and bring them safely to the Child-Pick-Up-Point where the children can be claimed by their parents. An announcement will be made as to the location of the Child-Pick-Up-Point.
2. On the order of the Captain, if children are not claimed, Child Care Team will accompany the children into a designated lifeboat.

SAFETY ASSIMILATION DRILL

The Youth Staff will conduct a short safety assimilation drill early in the sailing to allow for youth and staff familiarization with efficient processes within the Splash Academy in the unlikely event of an emergency.

TEENS

In an unlikely event of an emergency, if teens are in Entourage, the Teen Counselor will direct the teens to their Assembly Stations; however, teens are personally responsible for proceeding to their Assembly Stations. Parents should ensure that their teen(s) are familiar with their Assembly Station location number or letter. This information can be found on the guest key card and on the back of the stateroom door.

For overall safety, parents are responsible for their children at all times, even when not present.

FAMILY ACTIVITIES

Parents and their children are welcome to attend and participate in our fun family activities. The Youth Staff do not take the children to the family activities. If a child is interested in attending, a parent/authorized pick up person must sign the child(ren) out of program. At least one parent must attend family activities in duration for their child(ren) to be eligible for participation.

GUPPIES PROGRAMS

The Guppies Program offers parents many opportunities to interact with their infants/babies/toddlers and promote growth and development of infants/ babies/toddlers 6 months – 3 years old. Please refer to the Guppies activity program for the location, dates, and times. The schedule varies per ship and itinerary.

The programs are:

- Guppies Open Play: A play space for parents and babies to play together with a variety of toys, balls, interactive games, and blocks. This is offered across the fleet and is not a drop off program.
- Guppies Hosted Activities: Activities are hosted by the Early Years Coordinator (or Nursery Attendants on the Norwegian Escape) for parents and babies. This is offered across the fleet and is not a drop off program.
- Guppies Nursery: Only on the Norwegian Escape, a fee based drop off nursery for children 6 months to under 3 years old. The Guppies Nursery requires an onboard registration per child and reservations for available time blocks throughout the sailing. The programs are created and implemented by certified Nursery Attendants and offers infants/babies/toddlers a wide range of toys, and engaging, sensory, and developmental activities linked to a daily theme. Guppies Nursery is an "adult free zone" (18+) regardless of what program is taking place. Parents are encouraged and welcome to visit the nursery facility on embarkation day prior to evening program.

Please refer to the Guppies Nursery policies for more information or check out the FAQ's on the website at www.ncl.com

INTERNET/ARCADE

24 hour Internet Service and Arcade Games are available on the ship and are accessible with your stateroom key card. Fees are charged directly to your onboard account. Parents, if you do not wish your child to have access, please visit the reception desk and deactivate your child's card. For these services please contact Guest Services.