



Sailing from Southampton, England, the Norwegian Spirit had advertised a number of attractive port visits. However, along the recent sailing the ship ran into bad weather and canceled some of the stops.

At the voyage end, passengers were furiously running around the deck yelling, "Refund! Refund! Refund!" The cruise company has since offered various deals, including refunds, free cruises and other positive ways to satisfy the angry passengers. If you have a similar problem, report it directly and promptly to the cruise line and/or your travel agent. Then consider offers and negotiate.