

May 8, 2023

IMPORTANT INFORMATION

Itinerary Change

Dear Valued Guests and Travel Partners,

At Norwegian Cruise Line, we value your loyalty and thank you for making us your vacation of choice. We have important information regarding Norwegian Encore's 18-day sailing from Miami, FL on April 7, 2024. Travel partners are asked to share this information with impacted guests.

We are committed to delivering exceptional vacation experiences around the world. While it is always our intention to maintain original itineraries, at times unforeseen circumstances require us to make modifications. Due to port congestion expected in San Francisco, California, on April 25, 2024, the abovementioned itinerary has been modified from an 18-day to a 17-day voyage which will now end on April 24, 2024. We apologize for any inconvenience this may cause. The revised itinerary is as follows:

Original Itinerary						Revised Itinerary				
Date	Weekday	Port Name	Country	Arrival	Depart	Port Name	Country	Arrival	Depart	
7-Apr-2024	Sun	Miami, FL	United States of America		5:30 PM	Miami, FL	United States of America		5:30 PM	
8-Apr-2024	Mon	At Sea	At sea			At Sea	At sea			
9-Apr-2024	Tue	At Sea	At sea			At Sea	At sea			
10-Apr-2024	Wed	Cartagena (Colombia)	Colombia	6:30 AM	1:30 PM	Cartagena (Colombia)	Colombia	6:30 AM	1:30 PM	
11-Apr-2024	Thu	Panama Canal Transit	Panama	5:00 AM	7:00 PM	Panama Canal Transit	Panama	5:00 AM	7:00 PM	
11-Apr-2024	Thu	Panama City (Pacific Cruise Terminal)	Panama	8:00 PM	11:59 PM	Panama City (Pacific Cruise Terminal)	Panama	8:00 PM	11:59 PM	
12-Apr-2024	Fri	Panama City (Pacific Cruise Terminal)	Panama	12:00 AM	8:00 PM	Panama City (Pacific Cruise Terminal)	Panama	12:00 AM	8:00 PM	
13-Apr-2024	Sat	At Sea	At sea			At Sea	At sea			
14-Apr-2024	Sun	Puerto Caldera	Costa Rica	7:00 AM	8:00 PM	Puerto Caldera	Costa Rica	7:00 AM	8:00 PM	
15-Apr-2024	Mon	At Sea	At sea			At Sea	At sea			
16-Apr-2024	Tue	Puerto Quetzal	Guatemala	7:00 AM	7:00 PM	Puerto Quetzal	Guatemala	7:00 AM	7:00 PM	
17-Apr-2024	Wed	At Sea	At sea			At Sea	At sea			
18-Apr-2024	Thu	At Sea	At sea			At Sea	At sea			
19-Apr-2024	Fri	Puerto Vallarta	Mexico	7:00 AM	3:00 PM	Puerto Vallarta	Mexico	7:00 AM	3:00 PM	
20-Apr-2024	Sat	Cabo San Lucas	Mexico	7:00 AM	3:00 PM	Cabo San Lucas	Mexico	7:00 AM	3:00 PM	
21-Apr-2024	Sun	At Sea	At sea			At Sea	At sea			
22-Apr-2024	Mon	Los Angeles, CA	United States of America	8:00 AM	11:00 PM	Los Angeles, CA	United States of America	8:00 AM	11:00 PM	
23-Apr-2024	Tue	At Sea	At sea			At Sea	At sea			
24-Apr-2024	Wed	San Francisco, CA	United States of America	8:00 AM	11:59 PM	San Francisco, CA	United States of America	8:00 AM		
25-Apr-2024	Thu	San Francisco, CA	United States of America	12:00 AM						

WHAT HAPPENS NEXT:

All guests may choose one of the following options by Monday, May 15, 2023:

- 1) Sail on Norwegian Encore's modified 17-day itinerary and receive a 10% reduction of the original voyage fare paid as a result of the modification. If you have paid for your reservation in full, the adjustment will be refunded and processed within 30 business days to the original form of payment used at the time of booking. If you have not yet paid in full, the adjustment will be automatically applied to your reservation within 30 business days. If this is the preferred option, no further action is required.

OR

- 2) Cancel the current Norwegian Encore reservation and rebook at a later date. Guests who choose this option must contact us no later than Monday, May 15, 2023. In the U.S. and Canada, guests should call 1-800-327-7030, visit www.ncl.com or contact their travel advisor. Guests residing outside of the U.S. and Canada, should visit www.ncl.com for local contact information.
 - Upon cancelation, guests will receive a full refund that will automatically be returned to the original form of payment. The refund will be processed within 30 business days of cancelation and will be returned within seven to ten business days following the processed date. The visibility of the funds is dependent on the guest's financial institution's internal policies. If the current reservation was paid utilizing a Future Cruise Credit (FCC), 100% of the

FCC used will be re-applied to the guest's Latitudes account. No further action is required. The FCC(s) will be automatically returned by May 29, 2023.

Guests who do not contact us by Monday, May 15, 2023, will have their reservations moved to Norwegian Encore's 17-day itinerary shown above.

We truly appreciate your understanding and thank you for your continued loyalty. As such, all impacted guests will receive a 10% discount on their next cruise, combinable with all available promotions at the time of booking, regardless of the option selected. The 10% discount will be added to the guest's Latitudes account and will be available as of May 29, 2023. This discount can be applied towards sailings from May 29, 2023, through December 31, 2024.

SHORE EXCURSIONS

Shore excursions booked through NCL for San Francisco, CA will be automatically canceled, and a full monetary refund of the fare paid will be returned to the form of payment used at time of reservation; no further action is required. If you are interested in booking new excursions for your upcoming vacation, please login to your MyNCL account or contact us directly at (866) 625-1167. Guests residing outside of the U.S. or Canada should visit www.ncl.com for local contact information.

TRAVEL DOCUMENTS

Depending on nationality, guests may require a passport and/or a visa to visit certain ports of call. All necessary documentation should be printed and available to present at check-in on embarkation day. Guests who fail to obtain these documents will be denied boarding. For more information on the necessary documentation to sail and for all ports of call, please visit www.ncl.com/freestyle-cruise/cruise-travel-documents. Requirements and policies are subject to change.

YOUR HEALTH AND SAFETY

While we welcome all guests to sail with us, regardless of vaccination status, and with no testing or masking requirements, it is the responsibility of the guest to be aware of, and to satisfy, any local protocols and/or travel restrictions in place at the visiting destinations at the time of sailing to avoid denial of boarding. For additional information on our health and safety protocols, please visit www.ncl.com/sail-safe.

Please note that destination-specific travel requirements supersede any NCL embarkation protocols. As such, we strongly encourage you to visit www.ncl.com/travel-requirements-by-country to ensure you are in compliance and avoid any chance of being denied boarding. We encourage you to check these sites often, as regulations change frequently and with very short notice.

We sincerely appreciate your understanding and look forward to welcoming you aboard the beautiful Norwegian Encore for your dream vacation at sea!

Sincerely,

Norwegian Cruise Line