

October 17, 2023

IMPORTANT INFORMATION
Itinerary Change

Dear Valued Guests and Travel Partners,

The embarkation port for your upcoming sailing onboard Norwegian Epic on November 20, 2023, has now changed to Piraeus (Athens), Greece due to the ongoing situation in Israel.

Please read this communication in its entirety. Travel Partners are asked to share this information with impacted guests.

We are deeply saddened by this tragic situation and our thoughts are with all those impacted during this time. Your safety and that of our crew and the communities we visit is always our top priority. As such, we have made the difficult decision to cancel all calls to Israel for the remainder of 2023. Your modified itinerary is as follows:

Original Itinerary						Revised Itinerary			
Date	Day	Port Name	Country	Arrival	Depart	Port Name	Country	Arrival	Depart
20-Nov-2023	Mon	Haifa	Israel		11:00 PM	Piraeus	Greece		7:00 PM
21-Nov-2023	Tue	Ashdod	Israel	6:00 AM	10:00 PM	Rhodes	Greece	10:00 AM	6:00 PM
22-Nov-2023	Wed	Limassol	Cyprus	10:00 AM	5:00 PM	Limassol	Cyprus	10:00 AM	7:00 PM
23-Nov-2023	Thu	Rhodes	Greece	10:00 AM	6:00 PM	At Sea	At sea		
24-Nov-2023	Fri	Kusadasi	Turkey	6:30 AM	12:30 PM	Kusadasi	Turkey	6:30 AM	12:30 PM
25-Nov-2023	Sat	Istanbul	Turkey	9:00 AM	6:00 PM	Istanbul	Turkey	9:00 AM	6:00 PM
26-Nov-2023	Sun	Patmos	Greece	2:00 PM	9:00 PM	Patmos	Greece	2:00 PM	9:00 PM
27-Nov-2023	Mon	Piraeus	Greece	7:00 AM	5:00 PM	Piraeus	Greece	7:00 AM	5:00 PM
28-Nov-2023	Tue	Messina Strait (Transit)	Italy			Messina Strait (Transit)	Italy		
29-Nov-2023	Wed	Naples	Italy	7:00 AM	4:30 PM	Naples	Italy	7:00 AM	4:30 PM
30-Nov-2023	Thu	Livorno	Italy	8:30 AM	8:30 PM	Livorno	Italy	8:30 AM	8:30 PM
1-Dec-2023	Fri	Civitavecchia	Italy	6:00 AM		Civitavecchia	Italy	6:00 AM	

We understand that itinerary changes can be frustrating. We share your disappointment and regret that this situation has prevented us from delivering the vacation that both we and our guests imagined. As a genuine acknowledgment of the inconvenience caused and to thank you for your continued loyalty, we have arranged for a \$200 non-refundable onboard credit per stateroom. This will reflect as a \$100 non-refundable onboard credit for guest one and guest two on your onboard account.

GUESTS WHO PURCHASED FLIGHTS DIRECTLY THROUGH NCL

Flights for all guests who arranged airfare through Norwegian Cruise Line will be automatically reticketed for the same planned arrival date. You will receive your air confirmation with new flight information by October 27, 2023.

GUESTS WITH INDEPENDENT FLIGHTS

All guests with independent flights should contact their airline provider and reschedule their flights. Should any airline-imposed change/cancellation fees not be covered by your insurance provider or the airline, we will reimburse up to \$300 USD per person. Please submit your receipts for review at www.ncl.com/case-submission.

GUESTS WHO PURCHASED LAND OR HOTEL PACKAGES THROUGH NCL

Land and hotel packages booked through NCL for Israel will be automatically canceled, and a full monetary refund of the fare paid will be returned to the form of payment used at the time of reservation; no further action is required.

SHORE EXCURSIONS

Shore excursions booked through NCL for Ashdod, Israel will be automatically canceled, and a full monetary refund of the fare paid will be returned to the form of payment used at the time of reservation; no further action is required. Shore excursions booked through NCL for Rhodes, Greece and Limassol, Cyprus will be automatically adjusted to coincide with the new dates/times in port; 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 Epic for your dream vacation at sea!

Sincerely,

Norwegian Cruise Line