

October 17, 2023

**IMPORTANT INFORMATION**  
**Itinerary Change**

Dear Valued Guests and Travel Partners,

The disembarkation port for your upcoming sailing onboard Norwegian Epic on November 8, 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
11/8/2023	Wed	<b>Civitavecchia</b>	<b>Italy</b>		5:00 PM	<b>Civitavecchia</b>	<b>Italy</b>		5:00 PM
11/9/2023	Thu	Livorno	Italy	6:00 AM	6:00 PM	Livorno	Italy	6:00 AM	6:00 PM
11/10/2023	Fri	Naples	Italy	11:00 AM	8:00 PM	Naples	Italy	11:00 AM	8:00 PM
11/11/2023	Sat	Messina Strait (Transit)	Italy			Messina Strait (Transit)	Italy		
11/12/2023	Sun	Santorini	Greece	12:00 PM	9:00 PM	<b>Mykonos</b>	<b>Greece</b>	<b>12:00 PM</b>	<b>9:00 PM</b>
11/13/2023	Mon	Piraeus	Greece	7:00 AM	6:00 PM	Piraeus	Greece	7:00 AM	6:00 PM
11/14/2023	Tue	Kusadasi	Turkey	6:30 AM	12:30 PM	Kusadasi	Turkey	6:30 AM	12:30 PM
11/15/2023	Wed	Istanbul	Turkey	9:00 AM	6:00 PM	Istanbul	Turkey	9:00 AM	6:00 PM
11/16/2023	Thu	Patmos	Greece	2:00 PM	9:00 PM	<b>At Sea</b>	<b>At sea</b>		
11/17/2023	Fri	Rhodes	Greece	8:00 AM	5:00 PM	<b>Limassol</b>	<b>Cyprus</b>	<b>10:00 AM</b>	<b>6:00 PM</b>
11/18/2023	Sat	Limassol	Cyprus	9:00 AM	6:00 PM	<b>At Sea</b>	<b>At sea</b>		
11/19/2023	Sun	Ashdod	Israel	6:00 AM	11:00 PM	<b>Santorini</b>	<b>Greece</b>	<b>8:00 AM</b>	<b>6:00 PM</b>
11/20/2023	Mon	<b>Haifa</b>	<b>Israel</b>	6:00 AM		<b>Piraeus</b>	<b>Greece</b>	<b>5:30 AM</b>	

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. 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](http://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 Patmos, Greece, Rhodes, Greece, and 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 Santorini, 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](http://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](http://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](http://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](http://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