



April 16, 2024

IMPORTANT INFORMATION
Voyage Cancellation

Dear Valued Guests and Travel Partners,

We have important information regarding your upcoming sailing on board Norwegian Epic. Travel Partners are asked to share the below information with impacted guests.

Due to the growing guest demand for Caribbean sailings, Norwegian Epic will begin her Caribbean cruise season out of San Juan, Puerto Rico earlier than originally planned. As a result, we have canceled Norwegian Epic's sailing on November 22, 2025. We will be redeploing her, and her new Caribbean itineraries will be available to book soon.

A full monetary refund of the fare paid will be automatically returned to the form of payment provided at the time of reservation. No further action is required; your refund will be automatically processed within 30 business days. You will see the refund returned to the original form of payment seven to 10 business days from the processed date. The visibility of the funds is dependent on each financial institution's internal policies.

For those reservations paid via a previously issued Future Cruise Credit (FCC), 100% of the FCC used will be automatically re-applied to your Latitudes account within 10 days of the cancellation date. No further action is required.

As a genuine acknowledgement of the inconvenience caused, we will be extending a 10% discount in the form of an FCC to be used towards any of our published sailings through December 31, 2025. The FCC will be available for use beginning on April 22, 2024.

Should you wish to consider an alternate date of travel with a similar itinerary, we have exciting options available for you:

Norwegian Epic

November 1, 2025: 10-Day Mediterranean Cruise from Rome to Lisbon: Italy and Spain

Please note, this itinerary will be available to book beginning on April 26, 2024.

Norwegian Viva

November 18, 2025: 10-Day Mediterranean Cruise from Rome to Lisbon: Italy, France, and Spain

To use the abovementioned FCC towards one of these sailings, you may book your vacation now and apply the FCC to your reservation once it becomes available.

Our dedicated team is available to help you rebook your dream vacation when you are ready. Please contact us at 1-800-327-7030 or your travel professional to get started. Guests residing outside of the U.S. or Canada should visit www.ncl.com for local contact information.

We sincerely appreciate your understanding and look forward to welcoming you aboard very soon.

Sincerely,

Norwegian Cruise Line