

October 19, 2023

**IMPORTANT INFORMATION**  
Itinerary Change

Dear Valued Guests and Travel Partners,

The itinerary for your upcoming sailing onboard Norwegian Gem on November 1, 2023, has been modified due to the ongoing situation in Israel. 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 revised itinerary is as follows:

Original Itinerary				Revised Itinerary		
Date	Port Name	Arrival	Departure	Port Name	Arrival	Departure
11/1/2023	<b>Istanbul, Turkey</b>		19:00	<b>Istanbul, Turkey</b>		19:00
11/2/2023	Kusadasi, Turkey	13:30	19:30	Kusadasi, Turkey	13:30	19:30
11/3/2023	At Sea			At Sea		
11/4/2023	Alexandria, Egypt	6:00	20:00	Alexandria, Egypt	06:00	23:59
11/5/2023	Port Said (Cairo), Egypt	6:30	21:00	Alexandria, Egypt		18:00
11/6/2023	Jerusalem (Ashdod), Israel	7:00	23:00	Limassol, Cyprus	10:00	17:00
11/7/2023	Haifa, Israel	8:00	20:00	Alanya, Turkey	07:00	18:00
11/8/2023	Limassol, Cyprus	7:00	15:00	Iraklion, Greece	12:00	20:00
11/9/2023	Alanya, Turkey	7:00	18:00	Rhodes, Greece	08:00	18:00
11/10/2023	Rhodes, Greece	7:00	15:00	Mykonos, Greece	08:00	16:00
11/11/2023	<b>Piraeus, Greece</b>	6:00		<b>Piraeus, Greece</b>	06:00	

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.

**SHORE EXCURSIONS**

Shore excursions booked through NCL for Port Said (Cairo), Egypt, Jerusalem (Ashdod), and Tel-Aviv (Haifa), Israel, will be automatically canceled, and a full monetary refund of the fare paid will be issued to your onboard account; no further action is required. Shore excursions booked through NCL for Limassol, Cyprus, Alanya, Turkey, and Rhodes, Greece will be automatically adjusted to coincide with the new dates/times in port; no further action is required. Shore excursions for Alexandria, Egypt, Iraklion, Greece, and Mykonos, Greece will be available as soon as possible. If you are interested in booking new excursions for your upcoming vacation, please login to your MyNCL account, contact us directly at (866) 625-1167, or visit the Shore excursions desk on deck 7. 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**

We have updated our protocols to further align with those of the broader travel, leisure, and hospitality industry worldwide, making it easier for guests to return to sea with us. As such, we welcome all guests to sail with us, regardless of vaccination status and age, and with no testing or masking requirements. 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.

Despite this unexpected modification, our dedicated team remains at your service, as always, and look forward to providing you with a truly memorable onboard experience.

Sincerely,

Norwegian Cruise Line