

August 15, 2023

IMPORTANT INFORMATION
Itinerary Change

Dear Valued Guests and Travel Partners,

Thank you for your loyalty and for making us your vacation of choice.

We have important information regarding Norwegian Gem’s sailing on January 2, 2024. We ask Travel Partners to share this information with impacted guests.

We pride ourselves on delivering incredible experiences, both aboard our ships and by taking our guests to some of the most sought-out destinations around the world. While we try to maintain original itineraries as much as possible, unfortunately, at times modifications are made to optimize the itinerary or to accommodate certain circumstances. As such, due to port congestion, we have revised the itinerary as shown below. We understand that itinerary changes can be frustrating, so we offer our genuine apologies for any inconvenience or disappointment this may cause. Please rest assured that the revised itinerary has been developed with an exceptional guest experience in mind. The updated itinerary is as follows:

Original Itinerary					Revised Itinerary				
Day	Date	Port Name	Arrival	Depart	Port Name	Arrival	Depart		
Tue	1/2/2024	Miami, Florida		5:30 PM	Miami, Florida		5:30 PM		
Wed	1/3/2024	At Sea			Great Stirrup Cay, Bahamas	8:00 AM	3:30 PM		
Thu	1/4/2024	Ocho Rios, Jamaica	7:00 AM	2:00 PM	At Sea				
Fri	1/5/2024	Puerto Plata, Dominican Republic	10:30 AM	7:00 PM	Tortola, British Virgin Islands	11:30 AM	6:30 PM		
Sat	1/6/2024	St. Thomas, US Virgin Islands	1:00 PM	9:00 PM	St. Thomas, US Virgin Islands	9:00 AM	5:00 PM		
Sun	1/7/2024	Philipsburg, St. Maarten	8:00 AM	5:00 PM	Philipsburg, St. Maarten	8:00 AM	5:00 PM		
Mon	1/8/2024	San Juan, Puerto Rico	8:00 AM	4:00 PM	San Juan, Puerto Rico	8:00 AM	4:00 PM		
Tue	1/9/2024	At Sea			Puerto Plata, Dominican Republic	8:00 AM	5:00 PM		
Wed	1/10/2024	Great Stirrup Cay, Bahamas	10:00 AM	6:00 PM	At Sea				
Thu	1/11/2024	Miami, Florida	7:00 AM		Miami, Florida	7:00 AM			

SHORE EXCURSIONS

Shore excursions booked through NCL for Ocho Rios, Jamaica 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 Puerto Plata, Dominican Republic, St. Thomas, US Virgin Islands, and Great Stirrup Cay, Bahamas will be automatically adjusted to coincide with the new dates/times in port; no further action is required. Shore excursions for Tortola, British Virgin Islands will be available in 2 weeks. 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 <https://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 Gem for your dream vacation at sea!

As always, we are at your service.

Sincerely,

Norwegian Cruise Line