

December 5, 2023

**IMPORTANT INFORMATION**

Itinerary Change

Dear Valued Guests and Travel Partners,

We are delighted you have chosen to sail with us on board Norwegian Gem and thank you for your loyalty. On behalf of our crew, we look forward to welcoming you aboard soon.

We have important information regarding Norwegian Gem’s sailing on March 21, 2024. We ask Travel Partners to share the below information with impacted guests.

We are committed to providing the best vacations at sea and have been working tirelessly to continue to elevate the quality of our offerings and overall guest experience while driving a positive impact on society and the environment. As we optimize itineraries for fuel efficiencies, we have modified Norwegian Gem’s itinerary as shown below. Please note, the ship will now depart from Miami, Florida at 4:00 p.m.

Original Itinerary					Revised Itinerary				
Day	Date	Port Name	Arrival	Depart	Port Name	Arrival	Depart		
Thu	3/21/2024	Miami, Florida		5:30 PM	Miami, Florida				4:00 PM
Fri	3/22/2024	Key West, Florida	7:00 AM	2:00 PM	Key West, Florida	7:00 AM	1:30 PM		
Sat	3/23/2024	Cozumel, Mexico	12:00 PM	8:00 PM	Cozumel, Mexico	11:00 AM	8:00 PM		
Sun	3/24/2024	At Sea			At Sea				
Mon	3/25/2024	Great Stirrup Cay, Bahamas	8:00 AM	6:00 PM	Great Stirrup Cay, Bahamas	8:00 AM	6:00 PM		
Tue	3/26/2024	Miami, Florida	7:00 AM		Miami, Florida	7:00 AM			

**GUESTS WHO PURCHASED FLIGHTS DIRECTLY THROUGH NCL**

Flights for all guests who arranged airfare through Norwegian Cruise Line will be automatically reticketed to accommodate for the updated departure time.

**GUESTS WITH INDEPENDENT FLIGHTS**

All guests with independent flights are encouraged to contact their airline provider and reschedule their flights. We recommend that all guests work directly with their travel insurance provider, and airline carrier if applicable, for reimbursement options related to any expenses incurred. 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 including documentation of denied claim for review at [www.ncl.com/case-submission](http://www.ncl.com/case-submission).

**SHORE EXCURSIONS**

Shore excursions booked through NCL for Key West, Florida will be automatically adjusted to coincide with the new 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.

As always, we are at your service and look forward to providing you with a truly memorable onboard experience!

Sincerely,

Norwegian Cruise Line