



April 23, 2024

IMPORTANT INFORMATION
Itinerary Change

Dear Valued Guests and Travel Partners,

The itinerary for your upcoming vacation on board Norwegian Jade on July 27, 2024 has changed, and will now depart from Port Canaveral, Florida at 4:00 p.m. Travel Partners are asked to share this information with impacted guests.

As part of our commitment to deliver exceptional vacation experiences at every step of the cruise journey, listening to our guests is instrumental. Given recent guest feedback, and to accommodate certain circumstances including but not limited to enhanced port and shore excursion availability for the ultimate vacation experience, fuel optimization as a part of our commitment to the environment and sustainability efforts, as well as global maritime regulations, we have adjusted the original itinerary as shown below. We apologize for any inconvenience these adjustments may cause.

We recognize the importance that destinations play in our guests' vacation decision-making process and assure you that these modifications were made with an optimal guest experience top-of-mind. While we will no longer be calling on Key West, Florida and Ocho Rios, Jamaica, we are pleased to share that we added a visit to Cozumel, Mexico and Falmouth, Jamaica. Cozumel has consistently been a favorite among our guests, and for those interested in tours to Ocho Rios, they can now be conveniently accessed from Falmouth, Jamaica. The modified itinerary is as follows:

| Original Itinerary | | | |
|--------------------|---|----------|---------|
| Date | Port Name | Arrival | Depart |
| 7/27/24 | Orlando & Beaches (Port Canaveral) | | 5:30 PM |
| 7/28/24 | Key West, Florida | 10:30 AM | 5:00 PM |
| 7/29/24 | At Sea | | |
| 7/30/24 | George Town, Grand Cayman | 8:00 AM | 5:00 PM |
| 7/31/24 | Ocho Rios, Jamaica | 8:00 AM | 5:00 PM |
| 8/1/24 | At Sea | | |
| 8/2/24 | Great Stirrup Cay, Bahamas | 8:00 AM | 5:00 PM |
| 8/3/24 | Orlando & Beaches (Port Canaveral) | 7:00 AM | |

| Revised Itinerary | | |
|---|---------|---------|
| Port Name | Arrival | Depart |
| Orlando & Beaches (Port Canaveral) | | 4:00 PM |
| Great Stirrup Cay, Bahamas | 8:00 AM | 5:00 PM |
| At Sea | | |
| Falmouth, Jamaica | 7:00 AM | 4:00 PM |
| George Town, Grand Cayman | 7:00 AM | 4:00 PM |
| Cozumel, Mexico | 9:45 AM | 6:30 PM |
| At Sea | | |
| Orlando & Beaches (Port Canaveral) | 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 coincide with the updated departure time if required.

GUESTS WITH INDEPENDENT FLIGHTS

All guests with independent flights are encouraged to contact their airline provider and reschedule their flights; if applicable. 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/cancelation 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.

SHORE EXCURSIONS

Shore excursions booked through NCL for Key West, Florida and 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 George Town, Grand Cayman 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 Falmouth, Jamaica and Cozumel, Mexico will be available to book in two 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 www.ncl.com/freestyle-cruise/cruise-travel-documents. Requirements and policies are subject to change.

YOUR HEALTH AND SAFETY

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.

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

Sincerely,

Norwegian Cruise Line