



March 28, 2024

IMPORTANT INFORMATION
Voyage Cancellation

Dear Valued Guests and Travel Partners,

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

As part of a fleet redeployment to accommodate strong demand for cruises through the Panama Canal and to the Bahamas, we have canceled Norwegian Jade's sailings from February 20, 2025 through and including March 24, 2025. We will be redeploying her, and her new enhanced itineraries will be available to book soon beginning in April.

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 4, 2024.

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