

August 8, 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 Jewel’s sailing on December 11, 2023. Travel Partners are asked to share this information with impacted guests.

We always strive to deliver remarkable experiences for our guests, both onboard our ships and through our curated journeys to bucket-list destinations worldwide. While we truly do our best to maintain original itineraries as much as possible, unfortunately, at times modifications are made to accommodate certain circumstances. As such, due to port congestion in Ko Samui, Thailand we have revised the original itinerary to now include an overnight call to Singapore, Singapore, an extended call to Phuket, Thailand, and an additional call to Penang, Malaysia. We understand that itinerary changes can be frustrating and 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		
Mon	12/11/2023	Kuala Lumpur (Port Klang), Malaysia		8:00 PM	Kuala Lumpur (Port Klang), Malaysia		8:00 PM		
Tue	12/12/2023	Langkawi, Malaysia	10:00 AM	7:00 PM	Langkawi, Malaysia	10:00 AM	7:00 PM		
Wed	12/13/2023	Phuket, Thailand	7:00 AM	OVN	Phuket, Thailand	7:00 AM	OVN		
Thu	12/14/2023	Phuket, Thailand	OVN	1:00 AM	Phuket, Thailand	OVN	6:00 PM		
Fri	12/15/2023	Singapore, Singapore	8:00 AM	9:00 PM	Penang, Malaysia	7:00 AM	3:00 PM		
Sat	12/16/2023	At Sea			Singapore, Singapore	6:00 PM	OVN		
Sun	12/17/2023	Ho Chi Minh City (Phu My), Vietnam	7:00 AM	7:00 PM	Singapore, Singapore	OVN	6:00 PM		
Mon	12/18/2023	Nha Trang, Vietnam	9:00 AM	6:00 PM	At Sea				
Tue	12/19/2023	At Sea			Nha Trang, Vietnam	8:30 AM	4:30 PM		
Wed	12/20/2023	Ko Samui, Thailand	11:00 AM	8:00 PM	Ho Chi Minh City (Phu My), Vietnam	7:30 AM	6:30 PM		
Thu	12/21/2023	Bangkok (Laem Chabang), Thailand	9:00 AM	11:59 PM	At Sea				
Fri	12/22/2023	Bangkok (Laem Chabang), Thailand	6:00 AM		Bangkok (Laem Chabang), Thailand	6:00 AM			

SHORE EXCURSIONS

Shore excursions booked through NCL for Singapore, Singapore, Ho Chi Minh City (Phu My), Vietnam, and Nha Trang, Vietnam will be automatically adjusted to coincide with the new dates/times in port; no further action is required. Shore excursions booked through NCL for Ko Samui, Thailand, and Bangkok (Laem Chabang), Thailand 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 for Penang, Malaysia 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 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 Jewel for your dream vacation at sea!

As always, we are at your service.

Sincerely,

Norwegian Cruise Line