



December 22, 2023

IMPORTANT INFORMATION
Itinerary Change

Dear Valued Guests and Travel Partners,

The embarkation time for Norwegian Jewel’s sailing on January 5, 2024, has changed from 7:00 p.m. to 6:00 p.m. Travel Partners are asked to share this 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 Jewel’s itinerary as shown below. Please note, we will now depart from Singapore, Singapore on January 5, 2024 at 6:00 p.m. We understand that itinerary changes can be frustrating and sincerely apologize for any disappointment this additional change may cause.

Original Itinerary				Revised Itinerary			
Date	Port Name	Arrival	Depart	Port Name	Arrival	Depart	
01/05/24	Singapore, Singapore		7:00 PM	Singapore, Singapore		6:00 PM	
01/06/24	Kuala Lumpur (Port Klang), Malaysia	9:00 AM	8:00 PM	Kuala Lumpur (Port Klang), Malaysia	7:00 AM	6:00 PM	
01/07/24	Langkawi, Malaysia	10:00 AM	8:00 PM	Langkawi, Malaysia	8:00 AM	6:00 PM	
01/08/24	Phuket, Thailand	7:00 AM	6:00 PM	Phuket, Thailand	7:00 AM	6:00 PM	
01/09/24	Penang, Malaysia	10:00 AM	6:00 PM	Penang, Malaysia	8:00 AM	5:00 PM	
01/10/24	At Sea			At Sea			
01/11/24	At Sea			At Sea			
01/12/24	Nha Trang, Vietnam	7:00 AM	5:00 PM	Nha Trang, Vietnam	7:00 AM	5:00 PM	
01/13/24	Ho Chi Minh City (Phu My), Vietnam	8:00 AM	7:00 PM	Ho Chi Minh City (Phu My), Vietnam	8:00 AM	7:00 PM	
01/14/24	At Sea			At Sea			
01/15/24	Ko Samui, Thailand	8:00 AM	5:00 PM	Ko Samui, Thailand	8:00 AM	5:00 PM	
01/16/24	Bangkok (Laem Chabang), Thailand	6:00 AM		Bangkok (Laem Chabang), Thailand	6:00 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 new embarkation time.

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 Kuala Lumpur (Port Klang), Langkawi, and Penang, Malaysia will be automatically adjusted to coincide with 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 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

We have updated our protocols to further align with those of the broader travel, leisure, and hospitality industry worldwide, making it easier for guests to return to sea with us. As such, we welcome all guests to sail with us, regardless of vaccination status and age, and with no testing or masking requirements. 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