



September 2, 2023

Dear Valued Guest,

On behalf of Norwegian Cruise Line, thank you very much for your loyalty and for making us your vacation of choice. We hope that you are enjoying your time onboard thus far.

We are committed to delivering exceptional vacation experiences around the world. As such, it is always our intention to maintain original itineraries. However, at times, unforeseen circumstances require us to make modifications. Due to adverse weather conditions caused by Hurricane Idalia, Norwegian Joy's departure from Bermuda has been delayed until tomorrow morning. As such, we will not be arriving into New York City on September 4, 2023 as scheduled. Norwegian Joy's arrival into New York City is now anticipated for September 5, 2023, at 7:00 a.m.

We understand this may impact your travel arrangements home, so we have opened the phone lines and internet access so you may make any necessary arrangements.

**GUESTS WHO PURCHASED FLIGHTS DIRECTLY THROUGH NCL**

All guests who arranged airfare through Norwegian Cruise Line will be reaccommodated on new flights departing on September 5, 2023. You will receive a confirmation with your new flight itinerary as soon the new tickets have been confirmed. All transfers to the airport will be adjusted accordingly.

**GUESTS WITH INDEPENDENT FLIGHTS**

We encourage all guests with independent flights to contact their airline provider and reschedule their flights. Guests who secured flights independently are guided to work directly with the airline and travel insurance provider for reimbursement options. 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).

Thank you for your understanding and for trusting us with your well-deserved holiday. As always, we are at your service.

Regards,

Norwegian Cruise Line