

September 2, 2023

**IMPORTANT INFORMATION  
EMBARKATION DATE CHANGED TO TUESDAY SEPTEMBER 5, 2023**

Dear Valued Guests and Travel Partners,

Your embarkation date has changed to Tuesday September 5, 2023 due to Hurricane Idalia.

Please read this communication in its entirety. Travel Partners are asked to share this information with impacted guests.

All guests are asked to arrive for embarkation on September 5, 2023 at the time originally selected for September 4, 2023 within online check-in. Please do not arrive to the port on September 4, 2023.

We sincerely apologize for any inconvenience this may cause and have outlined next steps for all guests below to ensure a smooth embarkation day. Despite this unexpected modification, our dedicated team remains at your service and look forward to providing you with a truly memorable onboard experience. The revised itinerary is as follows:

Original		
Date	Port Name	Arr/Dept
9/4/2023	New York	<a href="#">0700/1500</a>
9/5/2023	Boston	1330/2130
9/6/2023	Portland	<a href="#">0730/1600</a>
9/7/2023	Halifax	1200/1930
9/8/2023	Sydney	1030/1830
9/9/2023	Charlottetown	<a href="#">0930/1600</a>
9/10/2023	Corner Brook	1000/1900
9/11/2023	At Sea	
9/12/2023	Quebec	0900/OVN
9/13/2023	Quebec	OVN/2000

Revised		
Date	Port Name	Arrival
9/5/2023	New York	<a href="#">0700/1600</a>
9/6/2023	At Sea	
9/7/2023	Halifax	<a href="#">0800/1800</a>
9/8/2023	Sydney	<a href="#">0900/1830</a>
9/9/2023	Charlottetown	<a href="#">0930/1600</a>
9/10/2023	Corner Brook	1000/1900
9/11/2023	At Sea	
9/12/2023	Quebec	0900/OVN
9/13/2023	Quebec	OVN/2000

As a result of the modification, all guests will receive a prorated refund based on the reduced sailing length for the original voyage fare paid, prepaid service charges, Free at Sea Beverage package service charges (for applicable reservations), and port taxes for Boston, Massachusetts and Portland, Maine.

The prorated refund will be processed within 14 business days to the original form of payment and will be returned within seven to ten business days following the processed date. The visibility of the funds is dependent on the guest's financial institution's internal policies.

**GUESTS WHO PURCHASED FLIGHTS DIRECTLY THROUGH NCL ARRIVING PRIOR TO SEPTEMBER 4, 2023**

Flights for all guests who arranged airfare through Norwegian Cruise Line arriving prior to September 4, 2023 will remain as is. We encourage all guests to work directly with their hotel to arrange accommodations for one additional night to now check-out on Tuesday September 5, 2023.

**GUESTS WHO PURCHASED FLIGHTS DIRECTLY THROUGH NCL ARRIVING ON SEPTEMBER 4, 2023**

Flights for all guests who arranged airfare through Norwegian Cruise Line arriving on September 4, 2023 will remain as is. A 1-night pre-cruise hotel stay is being secured for you for September 4, 2023 in New York City. You will receive a separate confirmation with your Hotel accommodation information within 24 hours.

### **GUESTS WITH INDEPENDENT FLIGHTS WHO PURCHASED A PRE-CRUISE HOTEL DIRECTLY THROUGH NCL**

All guests who purchased a pre-cruise hotel stay through Norwegian Cruise Line should work directly with the hotel to arrange accommodations for one additional night to now check out on Tuesday September 5, 2023.

### **GUESTS WITH INDEPENDENT FLIGHTS**

We encourage all guests with independent flights to contact their airline provider and reschedule their flights. 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/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).

### **SHORE EXCURSIONS**

Shore excursions booked through NCL for Boston, Massachusetts and Portland, Maine will be automatically canceled, and a full monetary refund of the fare paid will be issued to your onboard account; no further action is required. Shore excursions booked through NCL for Halifax, Nova Scotia and Sydney, Nova Scotia will be automatically adjusted to coincide with the new times in port; no further action is required. Should you have any questions, feel free to visit our Shore Excursion Desk located on deck 6.

### **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](http://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](http://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](http://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 Joy for your dream vacation at sea!

Sincerely,

Norwegian Cruise Line