



December 18, 2023

**IMPORTANT INFORMATION  
ITINERARY CANCELTION**

Dear Valued Guests and Travel Partners,

We are delighted that you've chosen to sail Norwegian for your upcoming cruise vacation on board Norwegian Joy and we thank you for your loyalty.

As a company, we are committed to providing exceptional vacation experiences, both aboard our ships and by taking our guests to some of the most sought-out destinations around the world. As a result of a full ship charter, Norwegian Joy's sailing on February 6, 2025 has been canceled. We sincerely apologize for any inconvenience this may cause.

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 in 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 ten days of the cancelation date. No further action is required.

In addition, we have issued 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 on December 25, 2023.

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](http://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