

November 29, 2023

**IMPORTANT INFORMATION**

Itinerary Change

Dear Valued Guests and Travel Partners,

We are delighted that you've chosen to sail with us for your upcoming cruise vacation on board Pride of America and thank you for your loyalty.

Your embarkation date has changed to April 28, 2024. Travel Partners are asked to share the below information with impacted guests.

As part of our commitment to continuously provide a consistent world-class product across our fleet, Pride of America will be undergoing routine maintenance following your cruise. In order to have ample time to prepare the vessel for these changes, your itinerary has been modified from a 7-day to a 6-day voyage which will now embark on April 28, 2024. We apologize for any inconvenience this may cause. The revised itinerary is as follows:

Original Itinerary					Revised Itinerary			
Date	Port Name	Country	Arrival	Depart	Port Name	Country	Arrival	Depart
27-Apr-2024	Honolulu, HI	United States of America		7:00 PM				
28-Apr-2024	Kahului (Maui), HI	United States of America	8:00 AM	11:59 PM	Honolulu, HI	United States of America		7:00 PM
29-Apr-2024	Kahului (Maui), HI	United States of America	12:00 AM	6:00 PM	Kahului (Maui), HI	United States of America	8:00 AM	6:00 PM
30-Apr-2024	Hilo, HI	United States of America	8:00 AM	6:00 PM	Hilo, HI	United States of America	8:00 AM	6:00 PM
1-May-2024	Kailua-Kona, HI	United States of America	7:00 AM	5:30 PM	Kailua-Kona, HI	United States of America	7:00 AM	5:30 PM
2-May-2024	Nawiliwili (Kauai), HI	United States of America	8:00 AM	11:59 PM	Nawiliwili (Kauai), HI	United States of America	8:00 AM	11:59 PM
3-May-2024	Nawiliwili (Kauai), HI	United States of America	12:00 AM	5:30 PM	Nawiliwili (Kauai), HI	United States of America	12:00 AM	5:30 PM
4-May-2024	Honolulu, HI	United States of America	7:00 AM		Honolulu, HI	United States of America	7:00 AM	

As a result of the modification, all guests will receive a 15% reduction of the original voyage fare paid. If you have paid for your reservation in full, the adjustment will be refunded and processed within 30 business days to the original form of payment used at the time of booking. If you have not yet paid in full, the adjustment will be automatically applied to your reservation within 30 business days; no further action is required.

**GUESTS WHO PURCHASED FLIGHTS DIRECTLY THROUGH NCL**

Flights for all guests who arranged airfare through Norwegian Cruise Line will be automatically reticketed for the new arrival date.

**GUESTS WITH INDEPENDENT FLIGHTS**

All guests with independent flights are encouraged 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/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](http://www.ncl.com/case-submission).

**SHORE EXCURSIONS**

Shore excursions booked through NCL for Kahului, Maui on April 28, 2024, will be automatically canceled, and a full monetary refund of the fare paid will be returned to the form of payment used at time of reservation; no further action is required. Shore excursions booked through NCL for Kahului, Maui on April 29, 2024, will be automatically adjusted to coincide with the 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](http://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](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 providing you with a truly memorable onboard experience!

Sincerely,

Norwegian Cruise Line