



October 15, 2024

IMPORTANT INFORMATION
Itinerary Change

Dear Valued Guests and Travel Partners,

The itinerary for your upcoming vacation on board Norwegian Prima on January 17, 2025, has changed. In addition, the departure time in Galveston, Texas, has been updated, and will now commence at 4:00 p.m., local time. 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 elevating the quality of the overall guest experience while positively impacting society and the environment. As part of our ongoing efforts to optimize itineraries for fuel efficiency, as a part of our commitment to the environment and sustainability efforts, and to accommodate updated port availability, we have adjusted the itinerary as shown below. We apologize for any inconvenience these adjustments may cause.

We recognize the important role that destinations play in our guests' vacation decision-making process and assure you that these modifications were made with the guest experience in mind. While we will no longer visit Tortola, British Virgin Islands; St. John's, Antigua; George Town, Cayman Islands; and Cozumel, Mexico, we are pleased to share that we have added stops in Basseterre, Saint Kitts – Nevis; St. Thomas, Virgin Islands; and Montego Bay, Jamaica. Guests visiting Basseterre can explore historic sites like Brimstone Hill Fortress, lush rainforests, and scenic beaches, while in St. Thomas, they can enjoy snorkeling in crystal-clear waters, shopping in Charlotte Amalie, and breathtaking views from Paradise Point. In Montego Bay, guests can unwind on pristine beaches, immerse themselves in the vibrant local culture, and discover natural wonders like waterfalls and the famous Rose Hall Great House. Additionally, we are pleased to share that we have extended our stay in Great Stirrup Cay, Bahamas.

Please note, we will now depart Galveston, Texas, at 4:00 p.m., local time. The revised itinerary is as follows:

Original Itinerary			
Date	Port Name	Arrival	Depart
1/17/25	Galveston, Texas		5:30 PM
1/18/25	At Sea		
1/19/25	At Sea		
1/20/25	Great Stirrup Cay, Bahamas	7:00 AM	3:30 PM
1/21/25	At Sea		
1/22/25	Tortola, British Virgin Islands	1:00 PM	8:00 PM
1/23/25	St. John's, Antigua	8:00 AM	5:30 PM
1/24/25	Philipsburg, St. Maarten	8:00 AM	5:30 PM
1/25/25	San Juan, Puerto Rico	8:00 AM	5:00 PM
1/26/25	Puerto Plata, Dominican Republic	9:00 AM	6:00 PM
1/27/25	At Sea		
1/28/25	George Town, Cayman Islands	9:00 AM	4:00 PM
1/29/25	Cozumel, Mexico	10:15 AM	6:00 PM
1/30/25	At Sea		
1/31/25	Galveston, Texas	8:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Galveston, Texas		4:00 PM
At Sea		
At Sea		
Great Stirrup Cay, Bahamas	7:00 AM	4:00 PM
At Sea		
San Juan, Puerto Rico	11:00 AM	8:00 PM
Philipsburg, St. Maarten	8:00 AM	5:30 PM
Basseterre, Saint Kitts - Nevis	8:00 AM	5:30 PM
St. Thomas, Virgin Islands	7:00 AM	2:30 PM
Puerto Plata, Dominican Republic	10:00 AM	7:00 PM
At Sea		
Montego Bay, Jamaica	8:00 AM	5:00 PM
At Sea		
At Sea		
Galveston, Texas	8:00 AM	

COMPENSATION



As a gesture of appreciation for choosing to sail with us, and a genuine acknowledgment of the inconvenience caused by these adjustments, we have arranged for a \$100 non-refundable onboard credit per stateroom (restrictions apply). This will reflect as a \$50 non-refundable onboard credit for guest one and guest two on your onboard account.

In addition, we will be issuing a 10% discount in the form of an FCC (Future Cruise Credit) to be used towards any of our published sailings through December 31, 2025. The FCC will be available for use beginning on October 28, 2024.

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 updated departure time, if applicable.

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/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.

SHORE EXCURSIONS

Shore excursions booked through NCL for Tortola, British Virgin Islands; St. John's, Antigua; George Town, Cayman Islands; and Cozumel, Mexico, will be automatically canceled, and a full monetary refund of the fare paid will be returned to the form of payment used at the time of reservation; no further action is required. Shore excursions booked through NCL for Philipsburg, St. Maarten; San Juan, Puerto Rico; and Puerto Plata, Dominican Republic, will be automatically adjusted to coincide with the new dates and times in port; no further action is required. If we are unable to make the necessary adjustments, impacted shore excursions will be automatically canceled, and a full monetary refund of the fare paid will be returned to the form of payment used at the time of reservation; no further action is required. Shore excursions for Basseterre, Saint Kitts – Nevis; St. Thomas, Virgin Islands; and Montego Bay, Jamaica, will be available to book in three weeks. 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

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.

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.

Our guests are the heart of Norwegian Cruise Line, and we are grateful that you've chosen to sail with us!

As always, we are at your service.

Sincerely,

Norwegian Cruise Line