

September 12, 2024

**IMPORTANT INFORMATION**  
**Itinerary Change**

Dear Valued Guests and Travel Partners,

The embarkation port for your upcoming vacation on board Norwegian Spirit on December 10, 2024, has changed from Manila, Philippines to Hong Kong, China. Travel Partners are asked to share this information with impacted guests.

At Norwegian Cruise Line, we are committed to delivering remarkable experiences for our guests, both onboard our ships and through our curated journeys to bucket-list destinations worldwide. While it is always our intention to maintain original itineraries, at times certain circumstances require us to make adjustments. Due to operational challenges at the port and current limitations in available support and facilities, we are unable to deliver the high-quality turnaround experience we aim to deliver. As a result, we have made the difficult decision to modify the itinerary below. We sincerely apologize for any inconvenience this may cause.

While we share your disappointment, we wish to assure you that this decision was made with your guest experience top-of-mind. Rest assured, we will continue to collaborate closely with local port authorities to enhance the guest experience as we work to deliver even better experiences on future voyages.

Please note, the embarkation port has changed from Manila, Philippines to Hong Kong, China. The revised itinerary is as follows:

| Original Itinerary |                                 |          |           |
|--------------------|---------------------------------|----------|-----------|
| Date               | Port Name                       | Arrival  | Departure |
| 12/10/24           | <b>Manila, Philippines</b>      |          | 8:00 PM   |
| 12/11/24           | Boracay, Philippines            | 11:30 AM | 5:00 PM   |
| 12/12/24           | Puerto Princesa, Philippines    | 7:00 AM  | 5:00 PM   |
| 12/13/24           | Coron, Philippines              | 7:00 AM  | 4:00 PM   |
| 12/14/24           | At Sea                          |          |           |
| 12/15/24           | Hong Kong, China                | 9:00 AM  | OVN       |
| 12/16/24           | Hong Kong, China                | OVN      | 3:30 PM   |
| 12/17/24           | Kaohsiung, Taiwan               | 11:00 AM | 7:30 PM   |
| 12/18/24           | Hualien, Taiwan                 | 9:30 AM  | 5:00 PM   |
| 12/19/24           | Miyako-Jima (Okinawa), Japan    | 7:00 AM  | 5:00 PM   |
| 12/20/24           | Naha (Okinawa), Japan           | 7:00 AM  | 7:00 PM   |
| 12/21/24           | Ishigaki, Japan                 | 10:00 AM | 8:00 PM   |
| 12/22/24           | <b>Keelung (Taipei), Taiwan</b> | 7:00 AM  |           |

| Revised Itinerary               |          |           |
|---------------------------------|----------|-----------|
| Port Name                       | Arrival  | Departure |
| <b>Hong Kong, China</b>         |          | OVN       |
| Hong Kong, China                | OVN      | 3:00 PM   |
| At Sea                          |          |           |
| Coron, Philippines              | 8:00 AM  | 6:00 PM   |
| Puerto Princesa, Philippines    | 8:00 AM  | 6:00 PM   |
| Boracay, Philippines            | 9:00 AM  | 6:00 PM   |
| At Sea                          |          |           |
| Kaohsiung, Taiwan               | 9:30 AM  | 8:00 PM   |
| Taichung, Taiwan                | 7:00 AM  | 2:00 PM   |
| Miyako-Jima (Okinawa), Japan    | 9:00 AM  | 7:00 PM   |
| Naha (Okinawa), Japan           | 7:00 AM  | 7:00 PM   |
| Ishigaki, Japan                 | 10:00 AM | 8:00 PM   |
| <b>Keelung (Taipei), Taiwan</b> | 7:00 AM  |           |

**COMPENSATION**

We sincerely apologize for the inconvenience caused and appreciate your understanding, as we know how disappointing itinerary changes can be. Therefore, as a genuine acknowledgment of the inconvenience caused, we have arranged for a \$150 non-refundable onboard credit per stateroom (restrictions apply). This will reflect as a \$75 non-refundable onboard credit for guest one and guest two on your onboard account. In addition, we will be issuing a 15% discount in the form of a 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 September 23, 2024.

**GUESTS WHO PURCHASED FLIGHTS DIRECTLY THROUGH NCL**

Flights for all guests who arranged airfare through Norwegian Cruise Line will be automatically reticketed to reflect Hong Kong, China. You will receive your air confirmation with new flight information by Tuesday, September 17, 2024.

### **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/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).

### **GUESTS WHO PURCHASED PRE-CRUISE HOTEL THROUGH NCL**

All guests who booked pre-cruise hotel accommodations through Norwegian Cruise Line, will have their hotel reservations automatically canceled and refunded to the original form of payment. No further action is required.

### **SHORE EXCURSIONS**

Shore excursions booked through NCL for Boracay, Puerto Princesa, and Coron, Philippines; Hong Kong, China; and Kaohsiung, Taiwan, 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 booked through NCL for Hualien, Taiwan, 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 Taichung, Taiwan, 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](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**

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 thank you for your understanding and look forward to providing you with a truly memorable onboard experience!

Sincerely,

Norwegian Cruise Line