



March 26, 2024

**IMPORTANT INFORMATION**  
Itinerary Change

Dear Valued Guests and Travel Partners,

The embarkation port for your upcoming vacation on board Norwegian Star on May 18, 2024, has changed from Portsmouth, England to Southampton, England. Travel Partners are asked to share this information with impacted guests.

As part of our commitment to deliver exceptional vacation experiences at every step of the cruise journey, listening to our guests is instrumental. Given recent guest feedback, and to accommodate certain circumstances including but not limited to enhanced port and shore excursion availability for the ultimate vacation experience, enhanced turnaround operations, fuel optimization as a part of our commitment to the environment and sustainability efforts, as well as global maritime regulations, we have adjusted the original itinerary as shown below. We apologize for any inconvenience these adjustments may cause.

We frequently embark and disembark cruises from Southampton, and even have a corporate office nestled in downtown Southampton. With this in mind, we are confident that this will be a better overall experience for you and all our guests. Should you wish to explore Portsmouth, Southampton is just 30-40 minutes away by road, offering a pleasant and scenic drive.

We recognize the importance that destinations play in our guests' vacation decision-making process and assure you that these modifications were made with an optimal guest experience top-of-mind. As such, we are pleased to share that we have extended our time in port in Edinburgh (Newhaven) and Inverness (Invergordon), Scotland; Bergen, Norway; and Akureyri, Iceland. These adjustments will afford you additional time to explore all these fascinating destinations have to offer. The modified itinerary is as follows:

Original Itinerary			
Date	Port Name	Arrival	Depart
5/18/24	<b>London (Portsmouth), England</b>		4:00 PM
5/19/24	At Sea		
5/20/24	Edinburgh (Newhaven), Scotland	7:00 AM	5:30 PM
5/21/24	Inverness (Invergordon), Scotland	6:00 AM	3:00 PM
5/22/24	Ulvik, Norway	3:30 PM	9:30 PM
5/23/24	Bergen, Norway	9:30 AM	8:00 PM
5/24/24	Alesund, Norway	8:00 AM	7:00 PM
5/25/24	Lerwick, Shetland Islands	9:00 AM	6:00 PM
5/26/24	Torshavn, Faroe Islands	9:30 AM	6:30 PM
5/27/24	Djupivogur, Iceland	9:30 AM	6:30 PM
5/28/24	Akureyri, Iceland	10:00 AM	8:00 PM
5/29/24	Isafjordur, Iceland	8:00 AM	4:00 PM
5/30/24	<b>Reykjavik, Iceland</b>	4:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
<b>London (Southampton), England</b>		4:00 PM
At Sea		
<b>Edinburgh (Newhaven), Scotland</b>	7:00 AM	6:00 PM
<b>Inverness (Invergordon), Scotland</b>	7:00 AM	7:00 PM
At Sea		
<b>Bergen, Norway</b>	8:00 AM	7:00 PM
<b>Alesund, Norway</b>	7:00 AM	6:00 PM
Lerwick, Shetland Islands, Scotland	9:00 AM	6:00 PM
At Sea		
<b>Seydisfjordur, Iceland</b>	8:00 AM	6:00 PM
<b>Akureyri, Iceland</b>	8:00 AM	7:00 PM
<b>Isafjordur, Iceland</b>	7:00 AM	3:00 PM
<b>Reykjavik, Iceland</b>	4:00 AM	

As a gesture of appreciation for choosing to sail with us, 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.

**GUESTS WHO PURCHASED TRANSFERS, PRE-CRUISE HOTEL, OR LAND PACKAGES THROUGH NCL**

If you secured pre-cruise transfers, or if you purchased a pre-cruise hotel or land package with transfers through NCL, your drop-off location has been updated to reflect Southampton, England; no further action is required.



### **GUESTS WITH INDEPENDENT TRANSFERS**

All guests who secured transportation independently, are encouraged to plan accordingly. The port address is as follows: City Cruise Terminal, 101 Berth Western Walker Avenue, Southampton, SO15 1HJ

### **SHORE EXCURSIONS**

Shore excursions booked through NCL for Inverness (Invergordon), Scotland; Bergen and Alesund, Norway; Akureyri and Isafjordur, Iceland will be automatically adjusted to coincide with new times in port; no further action is required. Shore excursions booked through NCL for Ulvik, Norway; Torshavn, Faroe Islands; and Djupivogur, Iceland 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 Seydisfjordur, Iceland will be available to book in two 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.

As always, we are at your service and look forward to providing you with a truly memorable onboard experience!

Sincerely,

Norwegian Cruise Line