



December 22, 2023

**IMPORTANT INFORMATION**  
Itinerary Change

Dear Valued Guests and Travel Partners,

The embarkation time for Norwegian Sun’s sailing on January 5, 2024, has changed from 6:00 p.m. to 5:30 p.m. 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 to elevate the quality of our offerings and overall guest experience while driving a positive impact on society and the environment. As we optimize itineraries for fuel efficiencies, we have modified Norwegian Sun’s itinerary as shown below. Please note, we will now depart from Miami, Florida on January 5, 2024 at 5:30 p.m. We understand that itinerary changes can be frustrating and sincerely apologize for any disappointment this may cause.

| Original Itinerary |   |          |         | Revised Itinerary             |         |         |  |
|--------------------|---|----------|---------|-------------------------------|---------|---------|--|
| Date               | Port Name                                     | Arrival  | Depart  | Port Name                     | Arrival | Depart  |  |
| 01/05/24           | Miami, Florida                                |          | 6:00 PM | Miami, Florida                |         | 5:30 PM |  |
| 01/06/24           | At Sea  |          |         | At Sea                        |         |         |  |
| 01/07/24           | At Sea  |          |         | At Sea                        |         |         |  |
| 01/08/24           | Santa Marta, Colombia                         | 10:00 AM | 6:00 PM | Cartagena, Colombia           | 7:00 AM | 4:00 PM |  |
| 01/09/24           | Cartagena, Colombia                           | 6:00 AM  | 2:00 PM | Colon, Panama                 | 8:00 AM | 7:00 PM |  |
| 01/10/24           | Daylight Transit Panama Canal                 | 5:00 AM  |         | Daylight Transit Panama Canal | 5:00 AM |         |  |
| 01/11/24           | Panama City (Pacific Cruise Terminal), Panama | 7:00 AM  | 9:00 PM | At Sea                        |         |         |  |
| 01/12/24           | At Sea  |          |         | Manta, Ecuador                | 7:00 AM | 5:00 PM |  |
| 01/13/24           | Manta, Ecuador                                | 7:00 AM  | 5:00 PM | At Sea                        |         |         |  |
| 01/14/24           | At Sea  |          |         | Salaverry (Trujillo), Peru    | 7:00 AM | 4:00 PM |  |
| 01/15/24           | Salaverry (Trujillo), Peru                    | 7:00 AM  | 4:00 PM | Lima (Callao), Peru           | 8:00 AM |         |  |
| 01/16/24           | Lima (Callao), Peru                           | 8:00 AM  | 7:00 PM | Lima (Callao), Peru           |         | 7:00 PM |  |
| 01/17/24           | Pisco, Peru                                   | 8:00 AM  | 5:00 PM | Pisco, Peru                   | 8:00 AM | 5:00 PM |  |
| 01/18/24           | At Sea  |          |         | At Sea                        |         |         |  |
| 01/19/24           | Arica, Chile                                  | 7:00 AM  | 3:00 PM | Arica, Chile                  | 7:00 AM | 3:00 PM |  |
| 01/20/24           | At Sea  |          |         | At Sea                        |         |         |  |
| 01/21/24           | Coquimbo, Chile                               | 8:00 AM  | 5:00 PM | Coquimbo, Chile               | 8:00 AM | 5:00 PM |  |
| 01/22/24           | Santiago (San Antonio), Chile                 | 8:00 AM  |         | Santiago (San Antonio), Chile | 8:00 AM |         |  |

**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 new embarkation time.

**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/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 Santa Marta, Colombia, and Panama City, Panama 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 Cartagena, Colombia, Manta, Ecuador, Salaverry (Trujillo) and Lima (Callao), Peru



will be automatically adjusted to coincide with new dates/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**

We have updated our protocols to further align with those of the broader travel, leisure, and hospitality industry worldwide, making it easier for guests to return to sea with us. As such, we welcome all guests to sail with us, regardless of vaccination status and age, and with no testing or masking requirements. 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