



January 27, 2025

IMPORTANT INFORMATION
Voyage Cancellation

Dear Valued Guests and Travel Partners,

We regret to inform you that your upcoming cruise on board Norwegian Encore on November 15, 2025, has now been canceled as a result of a full-ship charter. We sincerely apologize for any inconvenience this may cause. Travel Partners are asked to share this information with impacted guests.

A full monetary refund of the fare paid will be automatically returned to the original form of payment provided at the time of reservation. No further action is required; the refund will be automatically processed within 30 business days. You will see the refund returned to the original form of payment seven to 10 business days from the processed date. The visibility of the funds is dependent on each financial institution's internal policies.

For those reservations paid via a previously issued Future Cruise Credit (FCC), 100% of the FCC used will be automatically re-applied to your Latitudes account within 10 days of the cancellation date. No further action is required.

As a genuine acknowledgement of the inconvenience caused, we will be extending a 10% discount in the form of a FCC to be used towards any of our published sailings through December 31, 2025. The FCC will be available for use beginning on February 3, 2025.

As a company, we are committed to providing exceptional vacation experiences, both aboard our ships and at the many destinations we cruise to worldwide. While we share your disappointment, we look forward to the opportunity to rebook your dream cruise vacation and to welcome you aboard soon.

Should you wish to consider an alternate date of travel with a similar itinerary, we have the below options available for you:

Norwegian Encore

November 8, 2025: 7-Day Caribbean Roundtrip from Miami: Harvest Caye, Cozumel & Roatan

November 22, 2025: 7-Day Caribbean Roundtrip from Miami: Harvest Caye, Cozumel & Roatan

Norwegian Aqua

November 16, 2025: 7-Day Caribbean Roundtrip from Miami: Great Stirrup Cay & Dominican Republic

To use the abovementioned FCC towards one of these sailings, you may book your vacation now and apply the FCC to your reservation once it becomes available.

Our dedicated team is available to help you rebook, or to plan a new cruise vacation, when you are ready. Please contact us at 1-800-327-7030, or your travel professional, to get started. Guests residing outside of the U.S. or Canada should visit www.ncl.com for local contact information.

As always, we are at your service and appreciate your understanding.

Sincerely,

Norwegian Cruise Line