

August 28, 2025

**IMPORTANT INFORMATION**

Itinerary Change

Dear Valued Guests and Travel Partners,

We've made an update to your itinerary for your upcoming Norwegian Encore cruise setting sail on December 20, 2025. Travel partners are asked to please ensure that impacted guests review this information.

We know planning a vacation is practically a full-time job with researching, planning, and cramming everything you *might* need into a suitcase that barely zips. It's a whole production, and we see you. So, when we make an itinerary change, it's never just a line on a map, it's something we think about carefully, always with your experience at the heart of it.

Every now and then, unexpected changes pop up, like port availability, that can shake up even the best-laid plans. While we work closely with port authorities to lock in every detail well in advance, circumstances can still shift, and sometimes we're informed that space is no longer available. These changes are often beyond our control, and as passionate cruisers ourselves, we truly understand how disappointing they can be.

With that in mind, we want to let you know that, due to updated port availability, we will no longer visit Costa Maya, Mexico. In addition, we've made an update to the timing of our visit to Harvest Caye, Belize. The good news? We've added a visit to Cozumel, Mexico, where you can enjoy stunning beaches, rich history, and authentic local flavors. Your updated itinerary is below.

Original Itinerary				
Day	Date	Port Name	Arrival	Depart
Sat	12/20/25	Miami, FL		4:00 PM
Sun	12/21/25	At Sea		
Mon	12/22/25	Roatan, Bay Islands	10:00 AM	6:00 PM
Tue	12/23/25	Harvest Caye, Belize	8:00 AM	6:00 PM
Wed	12/24/25	Costa Maya, Mexico	7:00 AM	4:00 PM
Thu	12/25/25	At Sea		
Fri	12/26/25	Great Stirrup Cay, Bahamas	8:00 AM	5:00 PM
Sat	12/27/25	Miami, FL	7:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Miami, FL		4:00 PM
At Sea		
Roatan, Bay Islands	10:00 AM	6:00 PM
Harvest Caye, Belize	7:00 AM	3:00 PM
Cozumel, Mexico	10:00 AM	7:00 PM
At Sea		
Great Stirrup Cay, Bahamas	8:00 AM	5:00 PM
Miami, FL	7:00 AM	

**SHORE EXCURSIONS**

If you booked a shore excursion through NCL for Costa Maya, Mexico, no worries, we've got it handled. Those tours will be automatically canceled, and a full monetary refund will be credited directly to the original payment method used at the time of reservation. If you booked a shore excursion through NCL for Harvest Caye, Belize, no worries, we've got those handled too. We're working to adjust those tours to match the revised port times. If we're unable to make it work, the impacted excursions will be canceled, and a full refund will be automatically credited directly to the original payment method used at the time of reservation. Shore excursions for Cozumel, Mexico, will be available to book in approximately three weeks. Looking to book new excursions for your upcoming vacation? Just log in to your MyNCL account or give us a call at (866) 625-1167. If you're outside the U.S. or Canada, you can find the local contact details you need at [www.ncl.com](http://www.ncl.com).

**REQUIRED TRAVEL DOCUMENTATION**

A passport, visa, and/or other documentation may be required for your cruise, depending on your nationality and itinerary. If traveling internationally, the countries you are transiting through to join your cruise may also have additional mandatory travel requirements. Printed travel documents must be presented at check-in on embarkation day. As it is your responsibility to secure all necessary documentation, any guest arriving without meeting the proper travel requirements or documentation may be denied boarding at embarkation.

For the most accurate and up-to-date information, we recommend visiting the official government and airport websites (if applicable), of the destinations you will travel to as well as <https://www.ncl.com/freestyle-cruise/cruise-travel-documents>. For assistance with visas, NCL has partnered with VisaCentral to provide you with comprehensive information, visa application kits, and



assistance obtaining the necessary visas (if applicable). Please visit <https://visacentral.com/Norwegian-cruise-line-splash?login=103407> for more information.

You're at the heart of everything we do at Norwegian Cruise Line, and we're genuinely grateful you've chosen to sail with us. Here's to smooth seas, unforgettable memories, and a vacation that's everything you dreamed of and MORE.

As always, we are at your service.

Sincerely,

Norwegian Cruise Line