



November 6, 2024

IMPORTANT INFORMATION
Itinerary Change

Dear Valued Guests and Travel Partners,

The itinerary for Norwegian Encore's sailings from April 20, 2025, through and including May 11, 2025, have changed. In addition, the departure time from Seattle, Washington, has been updated to 4:00 p.m. local time, and the arrival time is now scheduled for 7:00 a.m. local time. Travel Partners are asked to share this information with impacted guests.

We strive to create vacation experiences that delight our guests, but occasionally issues arise, and our itineraries need to be altered. Sometimes, to improve efficiency and/or the guest experience, we may adjust the arrival and departure times at various destinations to provide a more seamless, immersive experience and to ensure punctual arrivals at each port on the itinerary. While changes may occur, rest assured that we are always working hard to provide you with a smooth and enjoyable journey.

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 visit in Skagway, Alaska.

Please note, we will now depart Seattle, Washington, at 4:00 p.m., and we will now arrive in Seattle, Washington, for disembarkation at 7:00 a.m. local time. The modified itinerary is as follows:

Original Itinerary			
Day	Port Name	Arrival	Depart
Sun	Seattle, WA		5:00 PM
Mon	At Sea		
Tue	Juneau, AK	2:30 PM	11:00 PM
Wed	Skagway, AK	7:00 AM	8:15 PM
Thu	Cruise Glacier Bay, AK		
Fri	Ketchikan, AK	7:00 AM	1:15 PM
Sat	Victoria, BC, Canada	8:00 PM	11:59 PM
Sun	Seattle, WA	6:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Seattle, WA		4:00 PM
At Sea		
Juneau, AK	2:30 PM	10:00 PM
Skagway, AK	6:00 AM	8:00 PM
Cruise Glacier Bay, AK		
Ketchikan, AK	7:00 AM	1:15 PM
Victoria, BC, Canada	8:00 PM	11:59 PM
Seattle, WA	7:00 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 updated departure and arrival times, if required.

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.

SHORE EXCURSIONS

Shore excursions booked through NCL for Juneau and Skagway, Alaska, will be automatically adjusted to coincide with the new 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. 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 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. 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.

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 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.

Our guests are the heart of Norwegian Cruise Line, and we are grateful that you've chosen to sail with us!

As always, we are at your service.

Sincerely,

Norwegian Cruise Line