

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 February 21, 2026. In addition, the departure time from Miami, Florida, has been adjusted from 5:00 p.m. to 4:00 p.m. local time. 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 be visiting Cozumel, Mexico. The good news? We've added a call to Great Stirrup Cay, Bahamas, our private island exclusively for Norwegian Cruise Line guests. From pristine white sand beaches to exhilarating water sports and nature trails, there's something for everyone to enjoy in this tropical paradise. Your updated itinerary is below.

Original Itinerary				
Day	Date	Port Name	Arrival	Depart
Sat	2/21/26	Miami, FL		5:00 PM
Sun	2/22/26	At Sea		
Mon	2/23/26	Harvest Caye, Belize	11:00 AM	6:00 PM
Tue	2/24/26	Roatan, Bay Islands	8:00 AM	5:00 PM
Wed	2/25/26	Costa Maya, Mexico	8:00 AM	5:00 PM
Thu	2/26/26	Cozumel, Mexico	7:00 AM	5:00 PM
Fri	2/27/26	At Sea		
Sat	2/28/26	Miami, FL	7:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Miami, FL		4:00 PM
At Sea		
Harvest Caye, Belize	10:30 AM	6:00 PM
Roatan, Bay Islands	8:00 AM	5:00 PM
Costa Maya, Mexico	8:00 AM	5:00 PM
At Sea		
Great Stirrup Cay, Bahamas	9:00 AM	6:00 PM
Miami, FL	7:00 AM	

Guests Who Purchased Flights Directly Through NCL

If you booked your airfare through Norwegian Cruise Line, we've got you covered. Your flights will be automatically updated to reflect the new departure time, if needed, so no action required on your part.

Guests with Independent Flights

If you arranged your own flights, we encourage you to reach out to your airline to make any necessary adjustments. We also recommend working directly with your travel insurance provider and airline carrier (if applicable) to explore reimbursement options for any added expenses. If you're charged change or cancellation fees that aren't covered by your insurance or the airline, we'll reimburse up to \$300 USD per person. Simply submit your receipts, along with documentation showing your claim was denied, at www.ncl.com/case-submission for review.

SHORE EXCURSIONS

If you booked a shore excursion through NCL for Cozumel, 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. Shore excursions for Great Stirrup Cay, Bahamas, 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.

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