



It's Different Out Here™

August 24, 2026

IMPORTANT INFORMATION

Voyage Cancellation

Dear Valued Guests and Travel Partners,

We are committed to providing exceptional vacation experiences, both aboard our ships and by taking our guests to some of the most sought-out destinations around the world. While we try to maintain original itineraries as much as possible, at times modifications are made due to changing port availability. As a result, Norwegian Encore's sailing on April 9, 2028, will no longer operate as scheduled and has been canceled. Travel partners are kindly asked to ensure that impacted guests review this information.

For guests considering alternative options in the Mexican Riviera, we're pleased to offer sailings aboard Norwegian Encore, which continues to explore this sought-after region. Guests can enjoy the same itinerary and destinations they originally selected, while experiencing all that Norwegian Encore has to offer.

Alternative Options:

Norwegian Encore

March 26, 2028: 7-Day Mexican Riviera round-trip Los Angeles: Cabo & Puerto Vallarta

April 2, 2028: 7-Day Mexican Riviera round-trip Los Angeles: Cabo & Puerto Vallarta

If one of these options or any other adventure catches your eye, our dedicated team is available to help you rebook or 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.

Below is everything you need to know about what happens next:

Refund Information

A full monetary refund of the fare paid for the canceled cruise 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.

Future Cruise Credit (FCC)

We recognize this change wasn't part of your original travel arrangements, and as a token of our appreciation for your patience, we're pleased to offer you a 10% discount in the form of an FCC to be used towards any of our published sailings through December 31, 2028. The FCC will be available for use beginning on August 31, 2026.

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

Sincerely,

Norwegian Cruise Line