

August 5, 2025

IMPORTANT INFORMATION

Itinerary Change

Dear Valued Guests and Travel Partners,

We've made an update to your itinerary for the upcoming Norwegian Escape cruise setting sail on January 11, 2026. In addition, the departure time from New Orleans, LA, has been updated to 4:00 p.m. local time. Travel partners are kindly asked to ensure that impacted guests review this information.

We know that planning a vacation is practically a full-time job. Between researching, coordinating, 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 a decision we consider carefully, always keeping your experience at the heart of it.

Every now and then, unexpected changes like port availability can shake up even the best-laid plans. While we work closely with port authorities to lock in every detail well in advance, circumstances may still shift, and sometimes we are 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, our visit to Costa Maya, Mexico, has been canceled. We've also made a few small adjustments to the timing of your scheduled stops in Harvest Caye, Belize, Roatan, Bay Islands, and Cozumel, Mexico, to help you make the most of your time ashore and enjoy a more seamless, immersive journey from port to port.

With more time in port in Harvest Caye, Belize, and Roatan, Bay Islands, you'll have even greater opportunities to explore, relax, and enjoy the vibrant culture and natural beauty of these incredible destinations. Please note we'll now be setting sail from New Orleans, LA, at 4:00 p.m. local time. Your updated itinerary is below.

Original Itinerary				
Day	Date	Port Name	Arrival	Depart
Sun	1/11/26	New Orleans, LA		5:30 PM
Mon	1/12/26	At Sea		
Tue	1/13/26	Cozumel, Mexico	7:00 AM	5:00 PM
Wed	1/14/26	Harvest Caye, Belize	11:00 AM	5:00 PM
Thu	1/15/26	Roatan, Bay Islands	7:00 AM	5:00 PM
Fri	1/16/26	Costa Maya, Mexico	7:00 AM	3:00 PM
Sat	1/17/26	At Sea		
Sun	1/18/26	New Orleans, LA	8:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
New Orleans, LA		4:00 PM
At Sea		
At Sea		
Roatan, Bay Islands	7:00 AM	6:00 PM
Harvest Caye, Belize	7:00 AM	2:00 PM
Cozumel, Mexico	9:00 AM	7:00 PM
At Sea		
New Orleans, LA	8:00 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 cancelation 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 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 Cozumel, Mexico, Harvest Caye, Belize, and/or Roatan, Bay Islands, no worries, we've got those handled too. We're working to adjust those tours to match the revised port dates and times. If we're unable to make it work, the impacted excursions will be canceled, and a full refund will be automatically and a full monetary refund will be credited directly to the original payment method used at the time of reservation. 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