

August 27, 2025

IMPORTANT INFORMATION

Itinerary Change

Dear Valued Guests and Travel Partners,

We've made an update to your itinerary for your upcoming Norwegian Gem cruise setting sail on November 16, 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 Grand Bahama Island, Bahamas. The good news? We've extended our visit to Nassau, Bahamas, and will now remain overnight from November 17th through November 18th. Your updated itinerary is below.

Original Itinerary				
Day	Date	Port Name	Arrival	Depart
Sun	11/16/25	Jacksonville, FL		3:00 PM
Mon	11/17/25	Grand Bahama Island, Bahamas	11:00 AM	5:30 PM
Tue	11/18/25	Great Stirrup Cay, Bahamas	8:00 AM	5:00 PM
Wed	11/19/25	Nassau, Bahamas	8:00 AM	5:00 PM
Thu	11/20/25	At Sea		
Fri	11/21/25	Jacksonville, FL	7:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Jacksonville, FL		3:00 PM
Nassau, Bahamas	7:00 PM	OVN
Nassau, Bahamas	OVN	5:00 PM
Great Stirrup Cay, Bahamas	8:00 AM	5:00 PM
At Sea		
Jacksonville, FL	7:00 AM	

SHORE EXCURSIONS

If you booked a shore excursion through NCL for Grand Bahama Island, Bahamas, 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 Great Stirrup Cay, Bahamas, no worries, we've got those handled too. We're working to adjust those tours to match the revised port dates. 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. 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