

May 12, 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 December 21, 2025. Travel partners are asked to please ensure that impacted guests review this information.

We know a lot goes into planning the perfect vacation: countless dreams of ocean breezes, way too many shoes packed "just in case," and a countdown clock that's getting harder to ignore. 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.

That said, we want to let you know that due to updated port availability, we'll now call on Great Stirrup Cay, Bahamas, on December 23, 2025, and our visit to Nassau, Bahamas, has been replaced with a stop in Key, West, Florida.

But here's the upside: you'll now be swapping straw markets for pastel streets and conch fritters for Key lime pie. Sun, sand, and a bit of coastal charm? Sounds like a win to us. Your updated itinerary is below.

Original Itinerary			
Date	Port Name	Arrival	Depart
12/21/25	Jacksonville, FL		3:00 PM
12/22/25	Grand Bahama Island, Bahamas	11:00 AM	5:30 PM
12/23/25	Nassau, Bahamas	8:00 AM	5:00 PM
12/24/25	Great Stirrup Cay, Bahamas	9:00 AM	5:00 PM
12/25/25	At Sea		
12/26/25	Jacksonville, FL	7:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Jacksonville, FL		3:00 PM
Grand Bahama Island, Bahamas	11:00 AM	5:30 PM
Great Stirrup Cay, Bahamas	7:00 AM	4:00 PM
Key West, FL	9:00 AM	5:00 PM
At Sea		
Jacksonville, FL	7:00 AM	

SHORE EXCURSIONS

If you booked a shore excursion for Great Stirrup Cay, Bahamas, through NCL, no worries—we've got it handled. We're working to adjust those tours to match the revised port 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. If you booked a shore excursion through NCL for Nassau, Bahamas, 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. 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 official 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.



We look forward to welcoming you aboard for an unforgettable adventure. Your perfect vacation is just around the corner.

As always, we're at your service.

Sincerely,

Norwegian Cruise Line