

July 23, 2025

IMPORTANT INFORMATION

Itinerary Change

Dear Valued Guests and Travel Partners,

We've made an update to your itinerary for the upcoming Norwegian Gem cruise setting sail on January 20, 2026. 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 pop up, such as 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 are informed that space is no longer available.

With that in mind, we want to let you know that, due to updated port availability, our previously scheduled stop in Grand Bahama Island, Bahamas, has been canceled. In addition, our time in port for the scheduled stops in Puerto Plata, Dominican Republic, and Tortola, British Virgin Islands, has been adjusted to maximize your time ashore and ensure punctual arrivals at each port. These changes are often beyond our control, and as passionate cruisers ourselves, we truly understand how disappointing they can be.

An unexpected day at sea means even more time to dive into everything Norwegian Gem has to offer. From gourmet dining and award-winning entertainment to poolside lounging and well-earned "me time" at the spa, this is your chance to truly settle in and enjoy the ride. For all the details on today's activities, entertainment, and dining, check out your Freestyle Daily or open up the NCL App, your go-to guide for making the most of every moment onboard. Please see the revised itinerary below.

Original Itinerary			
Date	Port Name	Arrival	Depart
1/20/26	Jacksonville, FL		3:00 PM
1/21/26	Grand Bahama Island, Bahamas	11:00 AM	5:30 PM
1/22/26	Great Stirrup Cay, Bahamas	8:00 AM	5:00 PM
1/23/26	At Sea		
1/24/26	Puerto Plata, Dominican Republic	7:00 AM	4:00 PM
1/25/26	Tortola, British Virgin Islands	12:30 PM	8:00 PM
1/26/26	Philipsburg, St. Maarten	8:00 AM	5:00 PM
1/27/26	Basseterre, Saint Kitts - Nevis	8:00 AM	5:00 PM
1/28/26	St. Thomas, Virgin Islands	8:00 AM	5:00 PM
1/29/26	San Juan, PR	7:00 AM	5:00 PM
1/30/26	At Sea		
1/31/26	At Sea		
2/1/26	Jacksonville, FL	7:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Jacksonville, FL		3:00 PM
At Sea		
Great Stirrup Cay, Bahamas	8:00 AM	5:00 PM
At Sea		
Puerto Plata, Dominican Republic	7:00 AM	3:00 PM
Tortola, British Virgin Islands	11:30 AM	7:00 PM
Philipsburg, St. Maarten	8:00 AM	5:00 PM
Basseterre, Saint Kitts - Nevis	8:00 AM	5:00 PM
St. Thomas, Virgin Islands	8:00 AM	5:00 PM
San Juan, PR	7:00 AM	5:00 PM
At Sea		
At Sea		
Jacksonville, FL	7:00 AM	

SHORE EXCURSIONS

If you booked a shore excursion through NCL for Grand Bahamas 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 Puerto Plata, Dominican Republic, and/or Tortola, British Virgin Islands, no worries, we've got those handled too. 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.

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