

July 23, 2025

IMPORTANT INFORMATION

Itinerary Change

Dear Valued Guests and Travel Partners,

We've made a small update to your itinerary for the upcoming Norwegian Gem cruise setting sail on January 4, 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.

With that said, we want to let you know that our time in port for the scheduled stops in Puerto Plata, Dominican Republic, and Tortola, British Virgin Islands, has been slightly adjusted as shown below. These shifts were made to maximize your time ashore and ensure punctual arrivals at each port.

Original Itinerary				
Day	Date	Port Name	Arrival	Depart
Sun	1/4/26	Jacksonville, FL		3:00 PM
Mon	1/5/26	Grand Bahama Island, Bahamas	11:00 AM	5:30 PM
Tue	1/6/26	Great Stirrup Cay, Bahamas	8:00 AM	5:00 PM
Wed	1/7/26	At Sea		
Thu	1/8/26	Puerto Plata, Dominican Republic	7:00 AM	4:00 PM
Fri	1/9/26	Tortola, British Virgin Islands	12:30 PM	8:00 PM
Sat	1/10/26	Basseterre, Saint Kitts - Nevis	8:00 AM	5:00 PM
Sun	1/11/26	Philipsburg, St. Maarten	8:00 AM	5:00 PM
Mon	1/12/26	St. Thomas, Virgin Islands	7:00 AM	5:00 PM
Tue	1/13/26	San Juan, PR	7:00 AM	5:00 PM
Wed	1/14/26	At Sea		
Thu	1/15/26	At Sea		
Fri	1/16/26	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	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
Basseterre, Saint Kitts - Nevis	8:00 AM	5:00 PM
Philipsburg, St. Maarten	8:00 AM	5:00 PM
St. Thomas, Virgin Islands	7:00 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 Puerto Plata, Dominican Republic, and/or Tortola, British Virgin Islands, 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.

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