

July 24, 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 March 23, 2026. In addition, the departure time from Jacksonville, Florida, has been updated to 3:00 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, due to updated port availability, we've made a slight change to the order of ports on your itinerary. Don't worry, all the incredible stops are still on the schedule, just in a new sequence. Even better, we've added a little extra time at our private island in Great Stirrup Cay, Bahamas, because let's be honest, more beach time is never a bad thing.

Please note, we will now depart Jacksonville, Florida, at 3:00 p.m., local time. Your updated itinerary is below.

Original Itinerary			
Date	Port Name	Arrival	Depart
3/23/26	Jacksonville, FL		4:00 PM
3/24/26	Grand Bahama Island, Bahamas	11:00 AM	5:30 PM
3/25/26	Nassau, Bahamas	8:00 AM	5:00 PM
3/26/26	Great Stirrup Cay, Bahamas	8:00 AM	5:00 PM
3/27/26	At Sea		
3/28/26	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	9:00 AM	7:00 PM
Nassau, 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 Nassau, Bahamas, and/or Great Stirrup Cay, Bahamas, no worries, we've got that handled. 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