

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 April 2, 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.

With that in mind, we've made a few small adjustments to your itinerary to maximize your time ashore and to make the most of your time in paradise. We've modified our call to Grand Bahama Island and extended your stay on our private island in Great Stirrup Cay, Bahamas, because more beach time is always a good thing.

Please note, we will now depart Jacksonville, Florida, at 3:00 p.m., local time. Please see the revised itinerary below.

Original Itinerary				Revised Itinerary		
Date	Port Name	Arrival	Depart	Port Name	Arrival	Depart
4/2/26	Jacksonville, FL		4:00 PM	Jacksonville, FL		3:00 PM
4/3/26	Grand Bahama Island, Bahamas	12:00 PM	7:00 PM	Grand Bahama Island, Bahamas	11:00 AM	6:00 PM
4/4/26	Great Stirrup Cay, Bahamas	8:00 AM	5:00 PM	Great Stirrup Cay, Bahamas	8:00 AM	7:00 PM
4/5/26	At Sea			At Sea		
4/6/26	Jacksonville, FL	7:00 AM		Jacksonville, FL	7:00 AM	

**SHORE EXCURSIONS**

If you booked a shore excursion through NCL for Grand Bahama Island 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 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](http://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