



August 18, 2025

**IMPORTANT INFORMATION**  
**Embarkation Date & Port Change**

Dear Valued Guests and Travel Partners,

We've made an important update to the embarkation date and port for your upcoming cruise aboard Norwegian Gem, originally scheduled for May 10, 2026. Your journey will now begin on May 11, 2026, in Civitavecchia (Rome), Italy. Travel partners are kindly asked to ensure that all impacted guests review this updated information.

Every now and then, unexpected changes come up that can affect even the best-laid plans. In this case, we've identified the need for an additional day to complete Norwegian Gem's dry dock in Marseille, France. While changes like this are never ideal, they are sometimes essential, and we truly appreciate your understanding and flexibility as we work to get our ship in tip-top shape for your upcoming voyage.

We understand how disappointing it can be when plans change unexpectedly, especially when you're looking forward to a well-deserved getaway. We sincerely apologize for any inconvenience this one-day delay in embarkation may cause. Please know that we're committed to making everything ahead as smooth, seamless, and enjoyable as possible.

To help ensure everything flows smoothly, we've made a few changes to your itinerary. While we'll no longer be visiting Palamós, Spain, or Nice (Villefranche), France, we're excited to share that we've added a stop in the stunning coastal city of Cannes, France.

From its sparkling shoreline to its charming cafés and unmistakable Riviera flair, Cannes is a true gem. Whether you're strolling along the iconic La Croisette or exploring tucked-away boutiques and seaside bistros, it's the kind of place that turns every moment into a postcard.

Please note your journey will now begin on May 11, 2026, embarking in Civitavecchia (Rome), Italy. The updated itinerary is shown below.

Original Itinerary			
Date	Port Name	Arrival	Depart
5/10/26	Barcelona, Spain		4:00 PM
5/11/26	Palamos, Spain	7:00 AM	6:00 PM
5/12/26	Nice (Villefranche), France	8:00 AM	7:00 PM
5/13/26	Livorno (Florence/Pisa), Italy	7:00 AM	11:59 PM
5/14/26	At Sea		
5/15/26	Messina, Italy	7:00 AM	6:00 PM
5/16/26	Amalfi Coast (Salerno), Italy	7:00 AM	6:00 PM
5/17/26	Civitavecchia (Rome), Italy	6:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Civitavecchia (Rome), Italy		4:00 PM
Cannes, France	8:00 AM	6:00 PM
Livorno (Florence/Pisa), Italy	7:00 AM	11:59 PM
At Sea		
Messina, Italy	7:00 AM	6:00 PM
Amalfi Coast (Salerno), Italy	7:00 AM	6:00 PM
Civitavecchia (Rome), Italy	6:00 AM	

**COMPENSATION**

As a heartfelt thank you for your understanding, we've arranged for all guests to receive a 15% prorated refund based on the adjusted length of the cruise. This includes the original voyage fare paid, prepaid service charges, and applicable charges for the More at Sea Beverage Package. Port taxes for Palamós, Spain, and Nice (Villefranche), France, will also be refunded. Refunds will be processed to your original form of payment within 14 business days, and once issued, should appear within seven to ten business days depending on your financial institution. Due to the revised sailing length, guests who selected the More at Sea dining package will receive the number of specialty dining meals, along with any related charges, associated with a six-night sailing.

**SHORE EXCURSIONS**

If you booked a shore excursion through NCL for Palamos, Spain, or Nice (Villefranche), France, 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. Shore excursions for Cannes, France, will be available to book in approximately three weeks. 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).

#### **GUESTS WITH INDEPENDENT FLIGHTS**

We encourage all guests with independent flights to contact their airline provider and reschedule their flights. We recommend that all guests work directly with their travel insurance provider, and airline carrier if applicable, for reimbursement options related to any expenses incurred. Should any airline-imposed change/cancellation fees not be covered by your insurance provider or the airline, we will reimburse up to \$300 USD per person. Please submit your receipts including documentation of denied claim for review at [www.ncl.com/case-submission](http://www.ncl.com/case-submission).

#### **GUESTS WHO PURCHASED TRANSFERS, AIRFARE, PRE-CRUISE HOTEL, OR LAND PACKAGES THROUGH NCL**

If you booked pre-cruise transfers, airfare, a hotel stay, or a land package with us, your travel arrangements will be automatically updated to reflect the new embarkation date of May 11, 2026, and the updated port in Civitavecchia (Rome), Italy. No further action is required.

#### **GUESTS WITH INDEPENDENT TRANSFERS**

If you arranged your own transportation from the airport to the pier, please update your plans to reflect the new embarkation date of May 11, 2026, and the updated port in Civitavecchia (Rome), Italy. No further action is required.

#### **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.

Our guests are the heart of everything we do, and we're truly grateful you've chosen to sail with us. While plans may have shifted a bit, an unforgettable cruise experience still awaits, and we can't wait to share it with you.

As always, we're at your service and ready to make every moment at sea something special.

Sincerely,

Norwegian Cruise Line