



June 18, 2024

IMPORTANT INFORMATION
Voyage Cancellation

Dear Valued Guests and Travel Partners,

Norwegian Jade's sailings on October 21, 2024, and on October 25, 2024, have been canceled as a result of a full ship charter. We sincerely apologize for any inconvenience this may cause. Travel Partners are asked to share this information with impacted guests.

A full monetary refund of the fare paid for the canceled cruise will be automatically returned to the original form of payment provided at the time of reservation. No further action is required; the refund will be automatically processed within 30 business days. You will see the refund returned to the original form of payment seven to 10 business days from the processed date. The visibility of the funds is dependent on each financial institution's internal policies.

For those reservations paid via a previously issued Future Cruise Credit (FCC), 100% of the FCC used will be automatically re-applied to your Latitudes account within 10 days of the cancellation date. No further action is required.

As a genuine acknowledgement of the inconvenience caused, we will be extending a 10% discount in the form of a FCC to be used towards any of our published sailings through December 31, 2025. The FCC will be available for use beginning on June 24, 2024.

GUESTS WHO PURCHASED FLIGHTS DIRECTLY THROUGH NCL

Flights for all guests who arranged airfare through Norwegian Cruise Line will be automatically canceled and refunded to the original form of payment.

GUESTS WITH INDEPENDENT FLIGHTS

We recommend that all guests with independent flights work directly with their travel insurance provider, and airline carrier if applicable, for reimbursement options related to any cancellation 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.

As a company, we are committed to providing exceptional vacation experiences, both aboard our ships and at the many destinations we cruise to worldwide. While we share your disappointment, we look forward to the opportunity to rebook your dream cruise vacation and to welcome you aboard soon.

Should you wish to consider an alternate date of travel with a similar itinerary, we have the below options available for you:

Norwegian Jade

August 22, 2024: 4-Day Bahamas Round-Trip Orlando: Great Stirrup Cay & Nassau

October 18, 2024: 3-Day Bahamas Round-Trip Miami: Great Stirrup Cay & Nassau

November 11, 2024: 4-Day Bahamas Round-Trip Miami: Great Stirrup Cay, Key West & Nassau

Norwegian Joy

October 23, 2024: 3-Day Bahamas Round-Trip Miami: Great Stirrup Cay & Nassau

Norwegian Epic

October 30, 2024: 3-Day Bahamas Round-Trip Orlando: Great Stirrup Cay & Nassau

To use the abovementioned FCC towards one of these sailings, you may book your vacation now and apply the FCC to your reservation once it becomes available.

Our dedicated team is available to help you rebook, or to plan a new cruise vacation, when you are ready. Please contact us at 1-800-327-7030, or your travel professional, to get started. Guests residing outside of the U.S. or Canada should visit www.ncl.com for local contact information.

As always, we are at your service and appreciate your understanding.

Sincerely,

Norwegian Cruise Line