

October 1, 2025

IMPORTANT INFORMATION

Itinerary Change

Dear Valued Guests and Travel Partners,

We've made an update to your itinerary for your upcoming Norwegian Jade cruise setting sail on March 28, 2026. In addition, the departure time from San Diego, California, has been adjusted from 5:00 p.m. to 4:00 p.m. local time. Travel partners are asked to please ensure that impacted guests review this information.

We know planning a vacation is practically a full-time job with researching, planning, 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 something we think about carefully, always with your experience at the heart of it.

Every now and then, unexpected changes arise, like port availability, that can shake up even the best-laid plans. While we work closely with port authorities to lock in every detail well in advance, circumstances can still shift, and sometimes we're 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 small timing adjustment for your scheduled stops in Puerto Vallarta and Mazatlan, Mexico. Additionally, we've extended our visits to Mazatlán and Cabo San Lucas, giving you extra time to explore, relax, and soak up everything these amazing destinations have to offer!

As a reminder, we will now depart from San Diego, California, at 4:00 p.m. local time. Your updated itinerary is below.

Original Itinerary			
Date	Port Name	Arrival	Depart
3/28/26	San Diego, CA		5:00 PM
3/29/26	At Sea		
3/30/26	At Sea		
3/31/26	Puerto Vallarta, Mexico	9:00 AM	8:00 PM
4/1/26	Mazatlan, Mexico	9:00 AM	4:00 PM
4/2/26	Cabo San Lucas, Mexico	6:30 AM	1:30 PM
4/3/26	At Sea		
4/4/26	San Diego, CA	7:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
San Diego, CA		4:00 PM
At Sea		
At Sea		
Mazatlan, Mexico	7:00 AM	6:00 PM
Puerto Vallarta, Mexico	7:00 AM	3:00 PM
Cabo San Lucas, Mexico	6:30 AM	3:30 PM
At Sea		
San Diego, CA	7:00 AM	

Guests Who Purchased Flights Directly Through NCL

If you booked your airfare through Norwegian Cruise Line, we've got you covered. Your flights will be automatically updated to reflect the new departure time, if needed, so no action required on your part.

Guests with Independent Flights

If you arranged your own flights, we encourage you to reach out to your airline to make any necessary adjustments. We also recommend working directly with your travel insurance provider and airline carrier (if applicable) to explore reimbursement options for any added expenses. If you're charged change or cancellation fees that aren't covered by your insurance or the airline, we'll reimburse up to \$300 USD per person. Simply submit your receipts, along with documentation showing your claim was denied, at www.ncl.com/case-submission for review.

SHORE EXCURSIONS

If you booked a shore excursion through NCL for Mazatlan and/or Puerto Vallarta, Mexico, no worries, we've got it 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 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