

August 13, 2025

IMPORTANT INFORMATION

Itinerary Change

Dear Valued Guests and Travel Partners,

We've made an update to your itinerary for the upcoming Norwegian Jade cruise setting sail on April 11, 2026. In addition, the departure time from San Diego, California, has been adjusted from 5:00 p.m. to 4:00 p.m. 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, we want to let you know that due to updated port availability, we will no longer visit Ensenada, Mexico, or Santa Barbara, California. The good news is that we've extended our time in San Francisco, California, and Astoria, Oregon, and will simply be calling on slightly different dates and times than originally planned.

Even better, we've added two amazing destinations to your cruise adventure, including Seattle, Washington, and Victoria, British Columbia, Canada. In Seattle, you can soak in iconic views from the Space Needle, wander through the bustling Pike Place Market, or enjoy a scenic stroll along the waterfront. Then in Victoria, get ready to be charmed by colorful Butchart Gardens, stroll quaint streets filled with unique shops and cafés, and take in the perfect blend of old-world elegance and coastal beauty.

We're also kicking things off a little earlier, departing from San Diego, California, at 4:00 p.m. local time, so you can start your vacation at sea even sooner. Your updated itinerary is below.

| Original Itinerary | | | |
|--------------------|-------------------|---------|---------|
| Date | Port Name | Arrival | Depart |
| 4/11/26 | San Diego, CA | | 5:00 PM |
| 4/12/26 | Ensenada, Mexico | 7:00 AM | 4:00 PM |
| 4/13/26 | Santa Barbara, CA | 7:00 AM | 4:00 PM |
| 4/14/26 | At Sea | | |
| 4/15/26 | San Francisco, CA | 9:00 AM | OVN |
| 4/16/26 | San Francisco, CA | OVN | 5:00 PM |
| 4/17/26 | At Sea | | |
| 4/18/26 | Astoria, OR | 7:00 AM | 2:00 PM |
| 4/19/26 | Vancouver, Canada | 6:00 AM | |

| Revised Itinerary | | |
|----------------------|----------|----------|
| Port Name | Arrival | Depart |
| San Diego, CA | | 4:00 PM |
| At Sea | | |
| San Francisco, CA | 8:00 AM | OVN |
| San Francisco, CA | OVN | 6:00 PM |
| At Sea | | |
| Astoria, OR | 7:00 AM | 3:00 PM |
| Seattle, WA | 9:00 AM | 6:00 PM |
| Victoria, BC, Canada | 11:00 AM | 10:30 PM |
| Vancouver, Canada | 6:00 AM | |

SHORE EXCURSIONS

If you booked a shore excursion through NCL for Ensenada, Mexico, and/or Santa Barbara, California, 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. If you booked a shore excursion through NCL for San Francisco, California, and/or Astoria, Oregon, 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. Shore excursions for Seattle, Washington, and Victoria, British Columbia, Canada, 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.

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