

October 1, 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 May 11, 2026. 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 are delighted to let you know that we've added a scenic cruise through Glacier Bay National Park, one of Alaska's most breathtaking treasures. Imagine sailing past towering ice-capped mountains, watching massive glaciers calve into the sea, and keeping your eyes peeled for wildlife such as humpback whales, sea otters, and bald eagles. It is a once-in-a-lifetime experience that few travelers ever get to see, and we are thrilled to share it with you.

To accommodate this incredible addition, we have adjusted the timing of our scheduled visit to Icy Strait Point, Alaska. Your updated itinerary is below, so you can start picturing all the unforgettable moments waiting for you on board.

| Original Itinerary |         |                            |          |         |
|--------------------|---------|----------------------------|----------|---------|
| Day                | Date    | Port Name                  | Arrival  | Depart  |
| Mon                | 5/11/26 | Whittier, AK               |          | 4:00 PM |
| Tue                | 5/12/26 | Cruise Hubbard Glacier, AK |          |         |
| Wed                | 5/13/26 | Icy Strait Point, AK       | 7:00 AM  | 6:00 PM |
| Wed                | 5/13/26 |                            |          |         |
| Thu                | 5/14/26 | Juneau, AK                 | 7:00 AM  | 6:00 PM |
| Fri                | 5/15/26 | Skagway, AK                | 7:00 AM  | 5:00 PM |
| Sat                | 5/16/26 | Ketchikan, AK              | 12:00 PM | 7:00 PM |
| Sun                | 5/17/26 | Cruise Inside Passage      |          |         |
| Mon                | 5/18/26 | Vancouver, Canada          | 7:00 AM  |         |

| Revised Itinerary          |          |          |
|----------------------------|----------|----------|
| Port Name                  | Arrival  | Depart   |
| Whittier, AK               |          | 4:00 PM  |
| Cruise Hubbard Glacier, AK |          |          |
| Cruise Glacier Bay, AK     |          |          |
| Icy Strait Point, AK       | 5:15 PM  | 10:00 PM |
| Juneau, AK                 | 7:00 AM  | 6:00 PM  |
| Skagway, AK                | 7:00 AM  | 5:00 PM  |
| Ketchikan, AK              | 12:00 PM | 7:00 PM  |
| Cruise Inside Passage      |          |          |
| Vancouver, Canada          | 7:00 AM  |          |

**SHORE EXCURSIONS**

If you booked a shore excursion through NCL for Icy Strait Point, Alaska, no worries, we've got it 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 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