

June 17, 2025

IMPORTANT INFORMATION
Disembarkation Port Update

Dear Valued Guests and Travel Partners,

The disembarkation port for your upcoming cruise aboard Norwegian Jade on March 14, 2027, has changed from Tokyo, Japan, to Yokohama, Japan, due to limited port availability in Tokyo. Travel Partners are asked to please ensure that impacted guests review this information.

We know a lot goes into planning the perfect vacation: endless daydreams of ocean breezes, last-minute packing decisions, and a countdown clock that's getting harder to ignore the closer you get to embarkation day. So, when we adjust an itinerary, it's never just a line on a map, it's something we weigh carefully, always with your experience at the heart of it.

Every now and then, unexpected changes come our way, like port congestion, that can shake up even the best-laid plans. While we work closely with port authorities to secure every detail well in advance, circumstances can still shift, and occasionally we're informed that space is no longer available. These changes are outside our control, and as passionate cruisers ourselves, we truly understand how disappointing this can be. We're genuinely sorry for any disruption and want to assure you we're here to make the process as smooth as possible. The updated itinerary is as follows:

Original Itinerary			
Date	Port Name	Arrival	Depart
3/14/2027	Incheon, South Korea		4:00 PM
3/15/2027	Jeju (Jeju Island), South Korea	9:00 AM	5:00 PM
3/16/2027	Nagasaki, Japan	7:00 AM	5:00 PM
3/17/2027	Kagoshima, Japan	7:00 AM	2:30 PM
3/18/2027	Hiroshima, Japan	9:00 AM	6:00 PM
3/19/2027	Kochi, Japan	8:00 AM	5:00 PM
3/20/2027	Osaka, Japan	6:30 AM	6:30 PM
3/21/2027	Nagoya, Japan	9:00 AM	7:00 PM
3/22/2027	Shimizu, Japan	7:00 AM	5:00 PM
3/23/2027	Tokyo, Japan	7:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Incheon, South Korea		4:00 PM
Jeju (Jeju Island), South Korea	9:00 AM	5:00 PM
Nagasaki, Japan	7:00 AM	5:00 PM
Kagoshima, Japan	7:00 AM	2:30 PM
Hiroshima, Japan	9:00 AM	6:00 PM
Kochi, Japan	8:00 AM	5:00 PM
Osaka, Japan	6:30 AM	6:30 PM
Nagoya, Japan	9:00 AM	7:00 PM
Shimizu, Japan	7:00 AM	5:00 PM
Yokohama, Japan	7:00 AM	

GUESTS WHO PURCHASED TRANSFERS, AIRFARE, POST-CRUISE HOTEL, OR LAND PACKAGES THROUGH NCL

If you booked post-cruise transfers, airfare, a hotel stay, or a land package with us, your new pick-up/airport location has already been updated to reflect the Yokohama, Japan. No further action is required.

GUESTS WITH INDEPENDENT TRANSFERS

If you arranged your own transportation from the pier to the airport, please update your plans to reflect our new disembarkation point: Yokohama Shinko Pier Cruise Terminal (Hammerhead), located at 2-5-14 Shinko Cruise Terminal, Naka-ku, Yokohama-Shi, Kanagawa Prefecture 231-0001. 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 our company, and we are grateful that you've chosen to sail with us!

As always, we're at your service.

Sincerely,

Norwegian Cruise Line