



It's Different Out Here™

March 23, 2026

IMPORTANT INFORMATION

Voyage Cancellation

Dear Valued Guests and Travel Partners,

At Norwegian Cruise Line, our focus is always on creating vacations that feel seamless, special, and thoughtfully curated. While it is always our intention to sail as scheduled, there are occasions when changes are required due to planning considerations across our fleet. As part of this ongoing process, Norwegian Jade's sailing scheduled for September 20, 2027, has unfortunately been canceled. Travel partners are asked to please ensure that impacted guests review this information.

Below is everything you need to know about what happens next:

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.

We recognize this change wasn't part of your original travel arrangements, and as a token of our appreciation for your patience, we're pleased to offer you a 10% discount in the form of an FCC to be used towards any of our published sailings through December 31, 2027. The FCC will be available for use beginning on March 30, 2026.

If you're still dreaming of that perfect getaway, we have some fantastic alternative sailings with a similar itinerary:

Norwegian Jade

September 6, 2027: 7-Day Alaska from Whittier to Vancouver: Glaciers, Skagway, Juneau & Ketchikan

August 30, 2027: 7-Day Alaska from Vancouver to Whittier: Glaciers, Skagway, Juneau & Ketchikan

Norwegian Bliss

September 18, 2027: 7-Day Alaska Round-Trip Seattle: Dawes Glacier, Juneau & Sitka

If one of these options, or any other adventure, catches your eye, you're welcome to book now and apply your FCC once it's 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