

July 23, 2025

**IMPORTANT INFORMATION**

Itinerary Change

Dear Valued Guests and Travel Partners,

We've made an update to your itinerary for the upcoming Norwegian Jewel cruise setting sail on January 4, 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.

Every now and then, unexpected changes such as port and transit slot availability can shake up even the best-laid plans. While we work closely with the port and Panama Canal authorities to lock in every detail well in advance, circumstances can still shift, and at times we are informed that a transit slot or port 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 transit slot availability for the Panama Canal transit on January 9, 2025, as well as port availability, our itinerary has been adjusted, as shown below.

The good news? While we will no longer be visiting Cozumel, Mexico, and George Town, Cayman Islands, we are excited to share that we've added calls to Costa Maya, Mexico, and Roatán, Bay Islands, which both offer stunning scenery, vibrant culture, and plenty of opportunities for exploration and relaxation. Your updated itinerary is below.

Original Itinerary			
Date	Port Name	Arrival	Depart
1/4/26	Miami, FL		4:00 PM
1/5/26	At Sea		
1/6/26	George Town, Cayman Islands	8:00 AM	5:00 PM
1/7/26	At Sea		
1/8/26	Cartagena, Colombia	6:00 AM	2:00 PM
1/8/26			
1/9/26	Panama Canal/Gatun Lake, Panama	5:00 AM	3:00 PM
1/9/26	Colon, Panama	5:00 PM	8:00 PM
1/10/26	Puerto Limon, Costa Rica	7:00 AM	4:00 PM
1/11/26	At Sea		
1/12/26	Harvest Caye, Belize	9:00 AM	4:00 PM
1/13/26	Cozumel, Mexico	11:00 AM	8:00 PM
1/14/26	At Sea		
1/15/26	Miami, FL	7:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Miami, FL		4:00 PM
At Sea		
At Sea		
Cartagena, Colombia	6:00 AM	2:00 PM
Panama Canal/Gatun Lake, Panama	5:00 AM	3:00 PM
Colon, Panama	5:00 PM	8:00 PM
Puerto Limon, Costa Rica	7:00 AM	4:00 PM
At Sea		
Roatan, Bay Islands	8:00 AM	5:00 PM
Harvest Caye, Belize	8:00 AM	5:00 PM
Costa Maya, Mexico	8:00 AM	5:00 PM
At Sea		
Miami, FL	7:00 AM	

**SHORE EXCURSIONS**

If you booked a shore excursion through NCL for Cozumel, Mexico, and/or George Town, Cayman Islands, 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 Cartagena, Colombia; Colón, Panama; Puerto Limón, Costa Rica; and/or Harvest Caye, Belize, no worries. We've got those handled too. 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 and a full monetary refund will be credited directly to the original payment method used at the time of reservation.

Looking to book new excursions for your upcoming vacation? Shore excursions for Costa Maya, Mexico, and Roatán, Bay Islands, will be available to book in approximately three weeks. 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