

October 3, 2024

IMPORTANT INFORMATION

Itinerary Change

Dear Valued Guests and Travel Partners,

The itinerary for your upcoming vacation on board Norwegian Joy on January 5, 2025, has changed. Travel Partners are asked to share this information with impacted guests.

We are committed to providing the best vacations at sea and have been working tirelessly to continue elevating the quality of the overall guest experience while positively impacting society and the environment. As we continue to optimize itineraries for fuel efficiency, as a part of our commitment to the environment and sustainability efforts, we have adjusted the itinerary as shown below. We apologize for any inconvenience the below adjustment may cause.

We recognize the importance that destinations play in our guests' vacation decision-making process and assure you that these modifications were made with an optimal guest experience top-of-mind. As such, while we will no longer visit Acapulco, Mexico; Panama City, Panama; or George Town, Cayman Islands, we are pleased to share that we have preserved the original amount of time scheduled for our visit to Cartagena, Colombia, and we have extended our visits in Puerto Vallarta, Mexico, and Puerto Quetzal, Guatemala.

Additionally, we have added a visit to Mazatlan, Mexico, Puerto Caldera (Puntarenas), Costa Rica, and Colon, Panama. From surfing and snorkeling to deep-sea fishing and golf, Mazatlán offers a wide range of outdoor adventures for all interests. Costa Rica is home to diverse wildlife, and visitors can experience opportunities to see exotic animals, such as monkeys, sloths, and a variety of bird species. Colón is surrounded by lush rainforests and diverse ecosystems and offers a mix of cultures, reflected in its markets, local cuisine, and festivals. You can enjoy authentic Panamanian dishes and local crafts. The revised itinerary is as follows:

Original Itinerary			
Date	Port Name	Arrival	Depart
1/5/25	Los Angeles, CA		4:00 PM
1/6/25	At Sea		
1/7/25	Cabo San Lucas, Mexico	11:00 AM	7:00 PM
1/8/25	Puerto Vallarta, Mexico	12:00 PM	9:00 PM
1/9/25	At Sea		
1/10/25	Acapulco, Mexico	9:00 AM	6:00 PM
1/11/25	At Sea		
1/12/25	Puerto Quetzal, Guatemala	7:00 AM	5:00 PM
1/13/25	At Sea		
1/14/25	Panama City, Panama	6:00 PM	OVN
1/15/25	Panama City, Panama	OVN	10:00 PM
1/16/25	Transit Panama Canal		
1/17/25	Cartagena, Colombia	10:00 AM	6:00 PM
1/18/25	At Sea		
1/19/25	George Town, Cayman Islands	7:00 AM	5:00 PM
1/20/25	At Sea		
1/21/25	Miami, FL	7:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Los Angeles, CA		4:00 PM
At Sea		
Cabo San Lucas, Mexico	11:00 AM	7:00 PM
Mazatlan, Mexico	8:00 AM	6:00 PM
Puerto Vallarta, Mexico	8:00 AM	8:00 PM
At Sea		
At Sea		
Puerto Quetzal, Guatemala	7:00 AM	6:00 PM
At Sea		
Puerto Caldera (Puntarenas), Costa Rica	7:00 AM	6:00 PM
At Sea		
Transit Panama Canal		
Colon, Panama	7:00 AM	5:30 PM
Cartagena, Colombia	11:00 AM	7:00 PM
At Sea		
At Sea		
Miami, FL	7:00 AM	

COMPENSATION

As a gesture of appreciation for choosing to sail with us, and a genuine acknowledgment of the inconvenience caused by these adjustments, we have arranged for a \$100 non-refundable onboard credit per stateroom (restrictions may apply). This will reflect as a \$50 non-refundable onboard credit for guest one and guest two on your onboard account.



SHORE EXCURSIONS

Shore excursions booked through NCL for Acapulco, Mexico; Panama City, Panama; and George Town, Cayman Islands, will be automatically canceled, and a full monetary refund of the fare paid will be returned to the form of payment used at the time of reservation; no further action is required. Shore excursions booked through NCL for Puerto Vallarta, Mexico; and Cartagena, Colombia, will be automatically adjusted to coincide with the new dates and times in port; no further action is required. If we are unable to make the necessary adjustments, impacted shore excursions will be automatically canceled, and a full monetary refund of the fare paid will be returned to the form of payment used at the time of reservation; no further action is required. Shore Excursions for Mazatlan, Mexico, Puerto Caldera (Puntarenas), Costa Rica, and Colon, Panama, will be available to book in three weeks. If you are interested in booking new excursions for your upcoming vacation, please login to your MyNCL account or contact us directly at (866) 625-1167. Guests residing outside of the U.S. or Canada should visit www.ncl.com for local contact information.

TRAVEL DOCUMENTS

Depending on nationality, guests may require a passport and/or a visa to visit certain ports of call. All necessary documentation should be printed and available to present at check-in on embarkation day. Guests who fail to obtain these documents will be denied boarding. For more information on the necessary documentation to sail and for all ports of call, please visit www.ncl.com/freestyle-cruise/cruise-travel-documents. Requirements and policies are subject to change.

YOUR HEALTH AND SAFETY

It is the responsibility of the guest to be aware of, and to satisfy, any local protocols and/or travel restrictions in place at the visiting destinations at the time of sailing to avoid denial of boarding. For additional information on our health and safety protocols, please visit www.ncl.com/sail-safe.

Please note that destination specific travel requirements supersede any NCL embarkation protocols. As such, we strongly encourage you to visit www.ncl.com/travel-requirements-by-country to ensure you are in compliance and avoid any chance of being denied boarding. We encourage you to check these sites often, as regulations change frequently and with very short notice.

Our guests are the heart of Norwegian Cruise Line, and we are grateful that you've chosen to sail with us!

As always, we are at your service.

Sincerely,

Norwegian Cruise Line