

October 24, 2024

IMPORTANT INFORMATION

Itinerary Change

Dear Valued Guests and Travel Partners,

The itinerary for your upcoming vacation on board Norwegian Joy on March 29, 2025, has changed. In addition, the arrival time in Los Angeles, California, has been updated to 7:00 a.m., local time. Travel Partners are asked to share this information with impacted guests.

We strive to create vacation experiences that delight our guests, but sometimes issues arise, and our itineraries need to be altered. From time to time, ports may become unavailable due to various reasons such as port congestion, maintenance work, or external events. These changes are unfortunately outside of our control and can happen even after we have confirmed dates and times with a port. While port changes may occur, rest assured that we are always working hard to provide you with a smooth and enjoyable journey.

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 Puntarenas, Costa Rica, we are pleased to share that we have added a visit to Puerto Caldera (Puntarenas), Costa Rica. Puerto Caldera is a gateway to Costa Rica's lush rainforests and national parks, such as Carara National Park and Monteverde Cloud Forest. You can explore incredible biodiversity, including vibrant birdlife, monkeys, sloths, and exotic plant species.

Please note, we will now arrive in Los Angeles, California, at 7:00 a.m., local time. The revised itinerary is as follows:

Original Itinerary			
Date	Port Name	Arrival	Depart
3/29/25	Miami, FL		4:00 PM
3/30/25	At Sea		
3/31/25	At Sea		
4/1/25	Cartagena, Colombia	6:00 AM	2:00 PM
4/2/25	Transit Panama Canal		
4/2/25	Panama City, Panama	8:00 PM	OVN
4/3/25	Panama City, Panama	OVN	8:00 PM
4/4/25	At Sea		
4/5/25	Puntarenas, Costa Rica	7:00 AM	6:00 PM
4/6/25	At Sea		
4/7/25	Puerto Quetzal, Guatemala	7:00 AM	6:00 PM
4/8/25	At Sea		
4/9/25	At Sea		
4/10/25	Puerto Vallarta, Mexico	7:00 AM	4:00 PM
4/11/25	Cabo San Lucas, Mexico	7:00 AM	3:00 PM
4/12/25	At Sea		
4/13/25	Los Angeles, CA	8:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Miami, FL		4:00 PM
At Sea		
At Sea		
Cartagena, Colombia	6:00 AM	2:00 PM
Transit Panama Canal		
Panama City, Panama	8:00 PM	OVN
Panama City, Panama	OVN	8:00 PM
At Sea		
Puerto Caldera (Puntarenas), Costa Rica	7:00 AM	6:00 PM
At Sea		
Puerto Quetzal, Guatemala	7:00 AM	6:00 PM
At Sea		
At Sea		
Puerto Vallarta, Mexico	7:00 AM	4:00 PM
Cabo San Lucas, Mexico	7:00 AM	2:00 PM
At Sea		
Los Angeles, CA	7:00 AM	

SHORE EXCURSIONS

Shore excursions booked through NCL for Puntarenas, Costa Rica, 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 Cabo San Lucas, Mexico, will be automatically adjusted to coincide with the new 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 Puerto Caldera (Puntarenas), Costa Rica, 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