



December 20, 2024

IMPORTANT INFORMATION
Itinerary Change

Dear Valued Guests and Travel Partners,

The itinerary for your upcoming vacation on board Norwegian Joy on May 12, 2025, has changed. In addition, the departure time in Seattle, Washington, has been updated, and will now commence at 4:00 p.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 occasionally issues arise, and our itineraries need to be altered. Sometimes, to improve efficiency and/or the guest experience, we may adjust the arrival and departure times at various destinations to provide a more seamless, immersive experience and to ensure punctual arrivals at each port on the itinerary. While changes may occur, rest assured that we are always working hard to provide you with a smooth and enjoyable journey.

We recognize the important role that destinations play in our guests' vacation decision-making process and assure you that these modifications were made with an optimal guest experience in mind. While we will no longer cruise Endicott Arm & Dawes Glacier, Alaska, we are pleased to share that we have added the experience of cruising Glacier Bay, Alaska. You will be treated to one of the most awe-inspiring natural wonders in the world. This UNESCO World Heritage Site offers breathtaking views of massive tidewater glaciers, pristine fjords, and dramatic snow-capped peaks. As Norwegian Joy navigates the serene waters, you can witness glaciers calving spectacularly into the sea and spot incredible wildlife, including humpback whales, sea lions, and the occasional bear along the shoreline. In addition, we have added a visit to Sitka, Alaska. You can immerse yourself in the unique blend of Russian and Native Alaskan heritage, explore historic sites, and enjoy stunning coastal views.

Please note, we will now depart Seattle, Washington, at 4:00 p.m. local time. The revised itinerary is as follows:

Original Itinerary			
Date	Port Name	Arrival	Depart
5/12/25	Seattle, WA		5:00 PM
5/13/25	At Sea		
5/14/25	Ketchikan, AK	7:00 AM	5:00 PM
5/15/25	Icy Strait Point, AK	9:00 AM	8:00 PM
5/16/25	Juneau, AK	7:00 AM	7:00 PM
5/16/25			
5/17/25	Skagway, AK	7:00 AM	8:00 PM
5/18/25	Endicott Arm & Dawes Glacier		
5/19/25	At Sea		
5/20/25	Victoria, BC, Canada	1:00 PM	11:59 PM
5/21/25	Seattle, WA	6:00 AM	

Revised Itinerary		
Port Name	Arrival	Depart
Seattle, WA		4:00 PM
At Sea		
Ketchikan, AK	7:00 AM	5:00 PM
Juneau, AK	9:00 AM	10:00 PM
Cruise Glacier Bay, AK		
Icy Strait Point, AK	5:00 PM	10:00 PM
Skagway, AK	6:30 AM	6:00 PM
Sitka, AK	8:00 AM	6:00 PM
At Sea		
Victoria, BC, Canada	1:00 PM	11:59 PM
Seattle, WA	6:00 AM	

GUESTS WHO PURCHASED FLIGHTS DIRECTLY THROUGH NCL

Flights for all guests who arranged airfare through Norwegian Cruise Line will be automatically reticketed to coincide with the updated departure time, if required.

GUESTS WITH INDEPENDENT FLIGHTS

All guests with independent flights are encouraged to contact their airline provider and reschedule their flights, if applicable. We recommend that all guests work directly with their travel insurance provider, and airline carrier if applicable, for reimbursement options related to any expenses incurred. Should any airline-imposed change/cancelation

fees not be covered by your insurance provider or the airline, we will reimburse up to \$300 USD per person. Please submit your receipts including documentation of denied claim for review at www.ncl.com/case-submission.

SHORE EXCURSIONS

Shore excursions booked through NCL for Icy Strait Point, Juneau and Skagway, Alaska, 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 Sitka, Alaska, 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.

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.

Our guests are the heart of our company and we are grateful that you've chosen to sail with us!

Sincerely,

Norwegian Cruise Line