



January 27, 2025

IMPORTANT INFORMATION
Voyage Cancellation

Dear Valued Guests and Travel Partners,

We regret to inform you that your upcoming cruise on board Norwegian Joy on January 24, 2026, has been canceled as a result of a full-ship charter. We understand this news may come as a disappointment, particularly given the itinerary change we communicated to you last month, and we sincerely apologize for this unexpected change in circumstances. Travel Partners are asked to share this information with impacted guests.

Please know that this decision was not made lightly, and we deeply regret inconvenience this may have caused. Our team is committed to providing you with the highest level of service throughout this process and have outlined alternative options below to ensure your future cruise plans exceed your expectations.

A full monetary refund of the fare paid 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.

As a genuine acknowledgement of the inconvenience caused, we will be extending a 10% discount in the form of a FCC to be used towards any of our published sailings through December 31, 2026. The FCC will be available for use beginning on February 3, 2025.

Should you wish to consider an alternate date of travel with a similar itinerary, we have the below options available for you:

Norwegian Joy

January 10, 2026: 7-Day Caribbean Roundtrip from Orlando: Great Stirrup Cay & Dominican Republic

February 13, 2026: 7-Day Caribbean Roundtrip from Orlando: Great Stirrup Cay & Dominican Republic

Norwegian Prima

January 25, 2026: 7-Day Caribbean Roundtrip from Orlando: Great Stirrup Cay & Cozumel

To use the abovementioned FCC towards one of these sailings, you may book your vacation now and apply the FCC to your reservation once it becomes 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.

Once again, we deeply regret any disruption this has caused to your plans and thank you for your understanding as we work to make this right. As always, we are at your service and look forward to welcoming you on board in the future.

Sincerely,

Norwegian Cruise Line