



June 3, 2025

IMPORTANT INFORMATION
Voyage Cancellation

Dear Valued Guests and Travel Partners,

Your planned cruise on Norwegian Joy's October 23, 2026, sailing has unfortunately been canceled due to the ship being fully chartered for this voyage. As passionate cruisers ourselves, we understand this was not in your plans, and we sincerely apologize for any disappointment this may cause. We truly appreciate your understanding and want to assure you that we're here to make this process as smooth as possible. Travel partners are asked to please ensure that impacted guests review this information.

Now, let's talk about what happens next. Below is everything you need to know:

A full monetary refund of the fare paid for the canceled cruise 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.

We recognize this change wasn't part of your original travel arrangements, and as a token of our appreciation for your patience, we're pleased to offer you 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 June 9, 2025.

If you're still dreaming of that perfect getaway, below are some fantastic alternative sailings similar to your original itinerary:

Norwegian Getaway

October 28, 2026: 5-Day Caribbean Round-trip from Orlando: Great Stirrup Cay and Dominican Republic

Norwegian Luna

October 24, 2026: 7-Day Caribbean Round-trip from Miami: Great Stirrup Cay, Dominican Republic and Tortola

Norwegian Aqua

October 25, 2026: 7-Day Caribbean Round-trip from Miami: Harvest Caye and Cozumel

If one of these options, or any other adventure, catches your eye, you're welcome to book now and apply your FCC once it's 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.

As always, we are at your service and appreciate your understanding.

Sincerely,

Norwegian Cruise Line