



December 10, 2024

IMPORTANT INFORMATION
Voyage Cancellation

Dear Valued Guests and Travel Partners,

Norwegian Joy's sailing on April 11, 2026, has been canceled as a result of port availability. We sincerely apologize for any inconvenience this may cause. Travel Partners are asked to share this information with impacted guests.

At Norwegian Cruise Line, we strive to create extraordinary vacation experiences that delight our guests. 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 unfortunately cancellations may arise, please rest assured that we are always working hard to provide you with world-class cruise vacations to bucket-list destinations. We sincerely apologize for any inconvenience or disappointment this cancellation may cause.

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.

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 December 16, 2024.

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

Norwegian Encore

April 11, 2026: 22-Day Panama Canal from Miami to Seattle: Mexico & Costa Rica

Norwegian Jade

April 3, 2025: 25-Day Panama Canal from Tampa to Whittier: Alaska & Mexico

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.

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

Sincerely,

Norwegian Cruise Line