



It's Different Out Here™

July 6, 2026

IMPORTANT INFORMATION

Voyage Cancellation

Dear Valued Guests and Travel Partners,

As we look ahead to Spring 2028, we're excited to expand the variety of experiences available across our fleet. As such, we will be modifying Norwegian Prima's current deployment. These thoughtfully designed voyages will offer a broader range of destinations and more time to enjoy the places guests love most. As a result of this new update, the April 22, 2028, voyage aboard Norwegian Prima, will no longer operate as planned and has been canceled. Travel partners are kindly asked to ensure impacted guests review this information.

For guests interested in alternative Caribbean options, we're pleased to offer comparable sailings aboard Norwegian Prima on different departure dates. These voyages feature many of the same destinations you originally selected, making it easy to continue your planned Caribbean getaway.

Alternative options:

Norwegian Prima

November 3, 2027: 10-day Caribbean from New York to San Juan: Bermuda & Barbados

Norwegian Prima

April 15, 2028: 7-day Caribbean round-trip from Orlando: San Juan

Below, you'll find important details regarding what happens next:

A full monetary refund of the cruise fare paid will be automatically returned to the original form of payment used at the time of booking. No further action is required. Refunds will be processed within 30 business days, and funds typically appear on the original form of payment within seven to ten business days after processing, subject to your financial institution's policies. For reservations paid using a previously issued Future Cruise Credit (FCC), 100% of the FCC applied will be automatically reissued to your Latitudes account within 10 days of the cancellation date. No further action is required.

Future Cruise Credit (FCC)

We recognize this change wasn't part of your original travel arrangements, and as a token of our appreciation for your patience, we are pleased to offer a 10% Future Cruise Credit, valid toward any published sailing through December 31, 2028. This credit will be available beginning July 13, 2026, and we hope it helps bring you closer to your next unforgettable journey with us.

Our dedicated team is ready to assist you with rebooking or planning a future cruise when you're ready. Please contact us at 1-800-327-7030 or reach out to your travel professional for assistance. Guests residing outside the U.S. or Canada may visit www.ncl.com for local contact information.

We truly appreciate your understanding as we continue to evolve our deployment in ways that create even more memorable journeys ahead. We look forward to welcoming you on board soon.

As always, we are at your service.

Sincerely,

Norwegian Cruise Line