



It's Different Out Here™

August 3, 2026

IMPORTANT INFORMATION

Voyage Cancellation

Dear Valued Guests and Travel Partners,

Thank you for your patience as we've continued to closely monitor conditions for your upcoming September 9, 2026, sailing aboard Norwegian Sky. Travel Partners are asked to please share the information below with impacted guests.

Following our recent itinerary updates, we committed to keeping you informed as the situation in the Middle East continued to evolve. After careful review, and with the safety and security of our guests and crew as our guiding priority, we have made the difficult decision to cancel this sailing.

We know this is not the news anyone was hoping to receive. Throughout this process, many of you have shown remarkable patience, flexibility, and understanding, and we are truly sorry that this voyage can no longer move forward as planned. Given the ongoing uncertainty in the region, we no longer have the level of confidence needed to deliver the experience you expect and deserve. While this was a difficult decision, the safety and well-being of our guests and crew guided every step of the process, and we believe it is the right one.

Refund Information

In addition to the 15% refund that was previously issued, guests will automatically receive a full monetary refund of the remaining cruise fare paid to the original form of payment used at the time of booking. No action is required. Refunds will be processed within 30 business days and typically appear within seven to 10 business days after processing, depending on your financial institution. For reservations paid using a previously issued Future Cruise Credit (FCC), 100% of the FCC applied to the reservation will be automatically reissued to your Latitudes Rewards account within 10 days of the cancellation date. No action is required.

A Thank You for Your Patience and Understanding

We recognize the flexibility, grace, and understanding so many of you have shown throughout this process, and we are sincerely grateful. As a gesture of appreciation, and in addition to the previously issued 15% discount in the form of a Future Cruise Credit (FCC), we are offering an additional FCC valued at 50% of the current voyage fare remaining after the previous refund adjustment. This FCC may be used toward any published Norwegian Cruise Line sailing through December 31, 2027, and will be available in your Latitudes Rewards account beginning August 14, 2026. While we know this cannot replace the vacation you had planned, we hope it helps bring you aboard a future sailing and gives us the opportunity to welcome you on the memorable getaway you deserve.

Guests Who Purchased Flights Through Norwegian Cruise Line

If your airfare was booked through Norwegian Cruise Line, your flights will be automatically canceled and refunded to the original form of payment used at purchase. No action is required on your part.

Guests with Independent Flight Arrangements

If you arranged your own flights, we recommend contacting your airline and travel insurance provider regarding any available reimbursement options. If you incur airline change or cancellation fees that are not reimbursed by either your airline or travel insurance provider, Norwegian Cruise Line will reimburse eligible expenses up to \$300 USD per person. To request reimbursement, please submit your receipts along with documentation showing your claim was denied for review at www.ncl.com/case-submission.

We're Here to Help

Whenever you're ready to plan your next vacation, our team is here to help. 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.



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Thank you again for your patience, understanding, and loyalty throughout this process. While we are disappointed that this voyage can no longer move forward as planned, we remain committed to welcoming you aboard for a future cruise and delivering the unforgettable experiences you expect from Norwegian Cruise Line.

As always, we are at your service.

Sincerely,

Norwegian Cruise Line