



February 13, 2020

### **IMPORTANT INFORMATION**

Dear Valued Guests and Travel Partners,

On behalf of Norwegian Cruise Line, thank you very much for your loyalty and for making us your vacation of choice.

Due to growing concerns regarding coronavirus in Asia, the ports we planned to visit in Vietnam are no longer open to accepting cruise ships. As omitting Vietnam would substantially change the planned itinerary with no viable replacement, we are forced to cancel the Norwegian Jade sailing on February 17, 2020 from Singapore. We sincerely apologize for any inconvenience this may cause.

All guests currently booked on this sailing will receive a full refund that will be processed automatically to the form of payment provided at the time of booking. In addition, and as a goodwill gesture, you will receive a future cruise credit worth 25% towards your future cruise. This credit can be used for up to one year from today's date and can be applied towards any of our currently published sailings. Given the cancellation, please note that the previously offered 10% refund and 25% future cruise credit is no longer valid.

Furthermore, we will cover up to USD \$300 per person for any airfare penalties or change fees associated. All receipts should be submitted at [www.ncl.com/case-submission](http://www.ncl.com/case-submission).

If you are interested in another sailing, please contact your travel professional or contact Norwegian Cruise Line at 1.866.234.7350.

For any guests booked outside of the U.S. or Canada, please visit [www.ncl.com](http://www.ncl.com) for our local contact information.

We greatly appreciate your understanding. We look forward to welcoming you onboard in the very near future.

Sincerely,

Katty Byrd  
Vice President Guest Services