



22 July 2023

Important Notice
Resorts World One Hong Kong Departure on 23 July 2023 (Sunday)

Dear Guest,

On behalf of Resorts World Cruises, we look forward to welcoming you aboard Resorts World One with the ship departing on schedule on 23 July 2023 (Sunday) at 5:00pm from Hong Kong.

Prior to your cruise departure, we would like to provide you with an update that we are closely monitoring the development and movement of Tropical Storm Doksuri in the region. For the safety of our guests and crew, we regret to inform you there is a possibility that guests who are extending their land stay in Kaohsiung may not be able to re-embark on the ship on 27 July 2023 (Thursday) from Kaohsiung to return to Hong Kong, as the ship may not be able to berth due to adverse weather conditions.

Any inconvenience caused is highly regrettable and we thank you in advance for your kind understanding and cooperation due to these unforeseen circumstances. Please note that any change or cancelation is based on local weather advisories. We will continue to monitor the weather conditions and update our crew and guests accordingly.

We understand this change of itinerary will affect our guests and as such, we have made the following arrangements for your convenience. Affected paying guests may choose and tick “√” one of the options and complete their details below:-

Continue Cruise

- Affected guests may choose to continue to cruise on the Resorts World One departing from Hong Kong on 23 July 2023.
- However, affected guests will be required to make their own personal arrangements or via their original booking source to return from Kaohsiung to Hong Kong.
- Affected guests continuing to cruise will also receive a one-way cruise refund and a partial refund of pre-paid port charges via their original booking source.



Transfer Cruise

- Alternatively, guests can transfer to another *Resorts World One* cruise departing before 17 September 2023. Booking conditions, cabin category, type of booking remain the same as the original cruise package (Subject to cabin availability).
- As a gesture of goodwill, Resorts World Cruises will also offer affected guests that choose the Transfer Cruise option an onboard credit of HK\$ 400 per cabin during the voyage.
- The onboard credit is only applicable for on board food and beverage, shore excursions, spa & wellness, photography and entertainment credit.
- If the new cruise fare or port charges are higher than the original, guests will be required to top up the price difference; If the new cruise fare or port charges are lower than the original, the difference will be refunded.
- Administrative fees shall apply for any change(s) to the guest's name.

Cancel Cruise with Cruise Credit

- Affected guests who do not wish to take the Transfer Cruise option may choose to cancel their bookings and receive a cruise credit for the full amount of their cruise (Paid Cabin Fare + Paid Port Charges + paid shore excursion fee, as applicable) to be redeemed on the *Resorts World One* itinerary within 6 months of this notice (subject to cabin availability).
- If the new cruise fare is higher than the original, the guest will be required to top up the price difference.
- Administrative fees shall apply for any change(s) to the guest's name.

Please contact your original booking source for available options and submit your completed option by 23 July 2023.

The above cruise options are applicable for confirmed paid bookings only and once agreed shall be considered as final. Should you have any further enquiries on the above options, please contact your original booking source for assistance.



Itinerary of Affected Cruise: _____

Name of Guest: _____

Signature: _____

Reservation Number: _____

Please be informed the above options are not applicable for RW@Sea members. Affected RW@Sea members using Membership Points or cabin promotions are invited to contact our RW@Sea members' email listed below.

Once again, we apologize for the any inconvenience caused and we thank you in advance for your kind understanding. Wishing you a pleasant voyage aboard the *Resorts World One*.

For further enquiries, please contact: -

Resorts World Cruises Customer Services Centre	<p><u>Toll Free Line</u></p> <ul style="list-style-type: none"> • Hong Kong: +852 800 938 887 • Singapore: +65 800 852 8188 • Malaysia: 1800 814 852 <p><u>Email</u> reservations.ts@rwcruises.com (Chinese language version) reservations.en@rwcruises.com (English language version)</p>
RW@Sea Members	<p><u>Email</u> member.hk@rwcruises.com (Hong Kong / Taiwan) member.booking@rwcruises.com (Singapore / Malaysia)</p>

Kindly refer to the terms and conditions of the Ticket Contract (Passage Contract) on your booking confirmation.