



2 September 2023

**Important Notice**  
**Cancelled Resorts World One Kaohsiung Departure**  
**on 4 September 2023 (Monday)**

Dear Guest,

It is with deep regret we have to inform you in advance that the *Resorts World One* cruise departure from Kaohsiung on 4 September 2023 (Monday) for the 4 Day / 3 Night Penghu – Hong Kong Cruise needs to be cancelled due to adverse weather conditions related to Typhoon Haikui.

While we look forward to having you onboard and cruising with us, the cancellation is necessary as the safety and well-being of our guests and crew is our highest priority. Any inconvenience caused is highly regrettable and we thank you in advance for your kind understanding and cooperation on the required cancellation. Please note that any change or cancellation 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:-

**Cancel Cruise with Cruise Credit**

- Affected guests 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 any cruise itineraries under Resorts World Cruises within 9 months of this notice (subject to cabin availability).

**Cancel Cruise with Full Refund**

- Alternatively, affected guests may choose to cancel their bookings and receive a full refund amount of their cruise (Paid Cabin Fare + Paid Port Charges + paid shore excursion fee, as applicable).



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Please contact your original booking source for available options and submit your completed option by 15 September 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: \_\_\_\_\_

Once again, we apologize for the any inconvenience caused and we thank you in advance for your kind understanding.

For further enquiries please contact your original booking source.

Thank you.

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



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We understand this change of itinerary will affect our members and as such, affected RW@Sea members using Membership Points or cabin promotions are invited to contact our RW@Sea members' email listed below for available options.

Once again, we apologize for the any inconvenience caused and we thank you in advance for your kind understanding.

Thank you.

For further enquiries, please contact: -

RW@Sea Members	<b>Email</b> <a href="mailto:member.hk@rwcruises.com">member.hk@rwcruises.com</a> (Hong Kong / Taiwan) <a href="mailto:member.booking@rwcruises.com">member.booking@rwcruises.com</a> (Singapore / Malaysia)
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