

11 August 2023

RESORTS WORLD CRUISES ANNOUNCEMENT

[Resorts World One: New Okinawa Cruise Itineraries for Hong Kong Departures]

Dear Guest,

On behalf of Resorts World Cruises, we look forward to welcoming you onboard *Resorts World One* departing weekly from the Kai Tak Cruise Terminal in Hong Kong.

We are pleased to inform you that we are adding new destinations to enhance your cruise experience with us. Starting 1 October 2023, *Resorts World One* will launch the 5-Night Okinawa cruise from Hong Kong to Naha, Miyakojima and selected sailings to Ishigaki. The ship will depart from Hong Kong every alternate Sunday for Okinawa and will also continue to offer the 2 & 3-Night Sanya cruise, together with the 2-Night Weekend Getaway Cruise.

Please refer to the updated schedule below for the alternate weekly departures from Hong Kong with highlights of the destinations and arrival / departure timings.

5-NIGHT OKINAWA CRUISE				2 & 3-NIGHT SANYA CRUISE				
Day	Port	Arrival	Departure	Alternate Weekly Departures	Port	Arrival	Departure	
Sun	Hong Kong	-	1500			Hong Kong	-	1500
Mon	Cruising at Sea	-	-			Sanya	1200	2100
Tue	Naha	1000(1100)	2000(2100)			Cruising at Sea	-	-
Wed	Miyakojima	1000(1100)	2000(2100)			Hong Kong	0700	1300
Thu	Cruising at Sea	-	-			Sanya	1000	1900
Fri	Hong Kong	1200	2100			Hong Kong	1600	2100
Sat	Cruising at Sea	-	-			Cruising at Sea	-	-
Sun	Hong Kong	1000	-			Hong Kong	1000	-

() Indicates local time.

- Please note for 1 Oct 2023 & 3 Mar 2024 departures, the ship will instead arrive in Miyakojima on Tuesdays and Naha on Wednesdays.
- Please note for 15 Oct 2023; 21 Jan & 4 Feb 2024 departures, the ship will arrive in Naha on Tuesdays and Ishigaki on Wednesdays.

We understand with the addition of new destinations, this will affect some of our guests with paid bookings for selected departure dates. As such, we have made the following arrangements for your convenience to choose and please tick [✓] one of the options below:

Transfer Cruise

- *Resorts World One* affected guests departing Hong Kong from 1 October 2023 onwards for the 2 and 3-Night Sanya cruise may choose one of the following Transfer Cruise options:-
 - Choose another Sanya cruise itinerary with a new departure date based on the same duration of itinerary **OR**
 - Choose the 5-Night Okinawa cruise by topping up the additional cruise fare and port charges.



- The same cabin category and seasonal sailing period applies for the Transfer Cruise options with all affected guests required to sail before 31 December 2023. (Subject to cabin availability)
- As a gesture of goodwill, affected guests selecting the 'Transfer Cruise' option will receive an onboard credit of HK\$ 400 per cabin during the voyage. The onboard credit is only applicable for onboard food and beverages, shore excursions, spa & wellness, photography and entertainment credit.
- Please contact your original booking source for refunds of prepaid Sanya shore excursions, where applicable.

Cancel Cruise with Cruise Credit

- Alternatively, 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 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.
- As a gesture of goodwill, affected guests selecting the 'Cancel Cruise with Cruise Credit' option will receive an onboard credit of HK\$ 400 per cabin during their voyage. The onboard credit is only applicable for onboard food and beverages, shore excursions, spa & wellness, photography and entertainment credit.

Cancel Cruise with Full Refund

- Affected guests who do not wish to take the Transfer Cruise option 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).

Please contact your original booking source for available options and submit your completed option by 31 August 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 on the change of itinerary. Wishing you a pleasant voyage aboard *Resorts World One*.

For further enquiries, please contact: -

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

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