



28 August 2023

Important Notice
Cancelled Resorts World One Kaohsiung Departure
on 31 August 2023 (Thursday)

Dear Guest,

It is with deep regret we have to inform you in advance that the *Resorts World One* cruise departure from Kaohsiung on 31 August 2023 (Thursday) for the 5 Day / 4 Night Cruise needs to be cancelled due to adverse weather conditions related to Typhoon Saola.

While we look forward to having you onboard and cruising with us, the cancelation 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 cancelation. 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:-

Transfer Cruise

- Alternatively, guests can transfer to another *Resorts World One* cruise departing before 14 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\$ 600 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.



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 any cruise itineraries under Resorts World Cruises within 9 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.

Please contact your original booking source for available options and submit your completed option by 4 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.

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	Email member.hk@rwcruises.com (Hong Kong / Taiwan) member.booking@rwcruises.com (Singapore / Malaysia)
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Kindly refer to the terms and conditions of the Ticket Contract (Passage Contract) on your booking confirmation.