



31 August 2023

Important Notice
Cancelled Resorts World One Hong Kong Departure on 1 September 2023 (Friday)

Dear Guest,

It is with deep regret we have to inform you in advance that the Resorts World One cruise departure from Hong Kong on 1 September 2023 (Friday) for the 3 Day / 2 Night Cruise needs to be cancelled. This is due to adverse forecast weather conditions related to Typhoon Saola and the closure of the port in Hong Kong.

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:-

Transfer Cruise

- Affected guests can transfer to another Resorts World One cruise departing on or before 8 December 2023. Itinerary, booking conditions, cabin category, type of booking remain the same as the original cruise package (Subject to cabin availability).

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.

Please contact your original booking source for available options and submit your completed option by 8 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: _____

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 look forward to welcoming you aboard the *Resorts World One* soon.

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.