



2 September 2023

Resorts World One Important Notice

Hong Kong 4 Day / 3 Night and 1N +1N Departure on 3 September 2023 (Sunday) Cancelled; and Replaced with a Complimentary 3 Day / 2 Night High Seas Cruise

Dear Guest,

On behalf of Resorts World Cruises, we thank you for booking a cruise with us on the Resorts World One.

Kindly be advised the Taiwan Central Weather Bureau (CWB) has forecasted unfavorable weather conditions of strong winds and waves due to Typhoon Haikui, which will affect the safety of berthing and tendering operations in Kaohsiung (4 September 2023) and Penghu (5 September 2023). As such, we regret to inform you that Resorts World One departure from Hong Kong on 3 September 2023 (Sunday) for the 4 Day / 3 Night Cruise to both destinations, as well as the 1 Night Sunday + 1 Night Thursday Cruise will be cancelled for safety reasons.

However, as a gesture of goodwill, we would like to invite all affected guests with paid bookings to join us on a special complimentary 3 Day / 2 Night High Seas cruise that will depart on 3 September 2023 (Sunday). Cruising guests joining the complimentary cruise will only need to pay HK\$350 for port charges per person, as well as the required gratuities.

In addition, affected guests that opt for the complimentary cruise or decide to cruise on another date will also 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).

The schedule for the 3 Day / 2 Night High Seas Cruise is as highlighted as follows:

Dates	Port	Check In Time	Gate Closing Time	Departure Time	Arrival Time
3 September 2023 (Sunday)	Hong Kong	1400	1600	1700	-
4 September 2023 (Monday)	Cruising at High Seas				
5 September 2023 (Tuesday)	Hong Kong	-	-	-	1000



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.

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: _____

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