



30 September 2023

Important Notice

Resorts World One Hong Kong Departure on 1 October 2023 (Sunday): Change of Okinawa Itinerary to Vietnam due to forecast adverse weather conditions

Dear Guest,

On behalf of Resorts World Cruises, thank you for booking a cruise on the Resorts World One departing from Hong Kong tomorrow (1 October 2023 ,Sunday).

Prior to your departure, we would like to update you that the local weather advisories are forecasting adverse weather conditions due to Tropical Storm Koinu, which will possibly affect the region and selected destinations in Okinawa in the coming days. As your safety together with the crew is our number one priority, we regret to inform you that the Resorts World One departure tomorrow for the 6 Day / 5 Night Okinawa cruise will be amended and replaced with a new 6 Day / 5 Night Nha Trang – Da Nang cruise in Vietnam.

The 6 Day / 5 Night Vietnam cruise from Hong Kong will be Resorts World One's first sailing to Vietnam and we hope you will take this opportunity to join us for this maiden voyage. It will be a great chance to visit one of Southeast Asia's popular destinations, filled with stunning nature and breath-taking beaches, colourful cultures and cuisines.

Below is the updated 6 Day / 5 Night Nha Trang – Da Nang cruise schedule for your easy reference with the highlighted changes:-

Date	Destination (Port)	Arrival Time	Departure Time
1 October 2023 (Sunday)	Hong Kong	-	1500
2 October 2023 (Monday)	Cruising at Sea	-	-
3 October 2023 (Tuesday)	Nha Trang	0800 (0700)	1800 (1700)
4 October 2023 (Wednesday)	Da Nang	1100 (1000)	2100 (2000)
5 October 2023 (Thursday)	Cruising at Sea	-	-
6 October 2023 (Friday)	Hong Kong	1200	-

() Denotes Local Time



Any inconvenience caused is highly regrettable and we thank you in advance for your kind understanding and cooperation due to the present forecast weather conditions. 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 guests with paid bookings may choose and tick “✓” one of the options and complete their details below:-

Continue Cruise

- Affected guests may choose to continue to cruise with the new amended Vietnam itinerary (as per the above schedule) on the Resorts World One departing from Hong Kong on 1 October 2023.
- Only guests with paid bookings (not applicable for complimentary / redemption bookings) will receive an onboard credit of HK\$600 per cabin for the cancellation of the Okinawa itinerary as a gesture of goodwill.
- The onboard credits are applicable for on board food and beverages, shore excursions, spa & wellness, photography and entertainment credit. Please contact the ship's reception for any onboard credit related enquiries.
- Refund of Resorts World Cruises' prepaid shore excursion fees in Okinawa will be accorded to affected guests. Please contact your original booking source for refund arrangements.
- Visa On Arrival (VOA) fees for Vietnam (applicable for selected nationalities) amounting to HK\$ 130 per guest will be charged onboard to their respective cabins at the guest's own expense.

Transfer Cruise (Not Applicable for complimentary / redemption bookings)

- Alternatively, affected guests with paid bookings can transfer to another *Resorts World One* cruise departing on or before 28 April 2024. 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 (Not Applicable for complimentary / redemption bookings)

- Affected guests with paid bookings 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).

Please contact your original booking source for available options and submit your completed option by 20 October 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	Toll Free Line <ul style="list-style-type: none">• Hong Kong: +852 800 938 887• Singapore: +65 800 852 8188• Malaysia: 1800 814 852
--	--



	Email reservations.ts@rwcruises.com (Chinese language version) reservations.en@rwcruises.com (English language version)
RW@Sea Members	Email 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.