



7 October 2023

Important Notice

**Resorts World One Hong Kong Departure on 8 October 2023 (Sunday):
Rescheduled to depart on 9 October 2023 (Mon) for a 2 Night High Seas Cruise**

Dear Guest,

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

Prior to your departure this weekend, we would like to inform you that the local weather advisories are forecasting severe adverse weather conditions, as Typhoon Koinu moves towards the Hong Kong region. In view of this, the Resorts World One is unable to return from a prior cruise to Hong Kong on 8 October 2023 (Sunday) and instead is now scheduled to arrive back in Hong Kong on 9 October 2023 (Monday).

As a result of this, we regret to inform you that the 4 Day / 3 Night Sanya cruise originally scheduled to depart on 8 October 2023 (Sunday) has been changed to a 3 Day / 2 Night High Seas cruise **with a new departure date on 9 October 2023 (Monday). Check-in will commence at 13:00 with the gate closing at 16:00, as the ship departs at 17:00.** We hope you will continue to join us on this revised 3 Day / 2 Night High Seas cruise from Hong Kong as we have put together a variety of activities to enhance your experience with us at sea.

Any inconvenience caused is highly regrettable, but the change to a new itinerary and departure date is necessary in view of the adverse forecast weather conditions. We thank you in advance for your kind understanding and co-operation on the matter. We will continue to monitor the weather conditions and update our crew and guests accordingly.

Below is the updated 3 Day / 2 Night High Seas cruise schedule for your easy reference:-

Date	Destination (Port)	Arrival Time	Departure Time
9 October 2023 (Monday)	Hong Kong	-	17:00
10 October 2023 (Tuesday)	Cruising at Sea	-	-
11 October 2023 (Wednesday)	Hong Kong	0700	-



We understand this change of departure date may 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 departure date on 9 October 2023 (Monday) from Hong Kong for the 3 Day / 2 Night High Seas Cruise on the Resorts World One.
- Only guests with paid bookings that had selected the Continue to Cruise option will receive an onboard credit of HK\$600 per cabin 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.
- Affected guests will also receive a refund for paid Resorts World Cruises Sanya shore excursion, Sanya port charges and the cruise fare difference of 1 night via the original booking source.

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 21 April 2024. Itinerary, booking conditions, cabin category, type of booking and seasonality of the cruising period for all Transfer Cruise bookings 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 27 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 look forward to welcoming you 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.