

9 October 2023

IMPORTANT NOTICE

[Introducing New Destinations for Resorts World One's 5-Night Itineraries for selected departure dates from Hong Kong]

Dear Guest,

On behalf of Resorts World Cruises, we look forward to welcoming you on board Resorts World One.

Resorts World Cruises is pleased to announce that it will be adding Vietnam and the Philippines as new destinations for Resorts World One's 5 -Night cruises departing from Hong Kong. In order to provide you with more options and varieties, the 5-Night Okinawa cruise for selected departure dates will be replaced with the 5-Night Nha Trang – Da Nang cruise or the 5-Night Boracay - Manila cruise. Both Vietnam and the Philippines are go-to holiday destinations that offer stunning beaches with unforgettable local cultural experiences, cuisine and amazing natural attractions that are unique to the region.

Below are the schedules of the affected departure dates from Hong Kong to Okinawa and Sanya, which are being replaced with the 5-Night itineraries to Vietnam and the Philippines: -

New 5-Night Vietnam Itineraries Departure Dates:

12 Nov & 10 Dec 2023 / 18 Feb; 17 Mar; 14 Apr 2024

DAY	Port	ARRIVAL	DEPARTURE
Sundays	Hong Kong		1500
Mondays	Cruising at Sea	-	-
Tuesdays	Nha Trang	0800 (0700)	1800 (1700)
Wednesdays	Da Nang	1100 (1000)	2100 (2000)
Thursdays	Cruising at Sea	-	-
Fridays	Hong Kong	1200	-

() Local time

New 5-Night Philippines Itineraries Departure Dates:

21 Jan; 4 Feb & 3 Mar 2024

DAY	Port	ARRIVAL	DEPARTURE
Sundays	Hong Kong		1500
Mondays	Cruising at Sea	-	-
Tuesdays	Boracay	1000	2000
Wednesdays	Manila	1100	2100
Thursdays	Cruising at Sea	-	-
Fridays	Hong Kong	1200	-

In view of these amended itineraries for selected departure dates, we understand it may affect the consideration for some of our guests to cruise. As such, we would like to offer our affected guests with paid bookings the following arrangements. Please choose and tick [√] one of the options below: -

Continue Cruise

Note: Not applicable for affected Hong Kong departures on 14 & 17 April 2024 to Sanya.

- Guests with affected bookings for the 5-Night Okinawa cruise have the option to Continue to Cruise on the original departure dates, following the updated 5-Night itineraries from Hong Kong on the Resorts World One.
- As a gesture of goodwill, guests Continuing to Cruise will receive an onboard credit of HK\$600 per cabin during this voyage.
- The onboard credit is only applicable for onboard food and beverages, shore excursions, spa & wellness, photography and entertainment credit.
- Affected guests will receive a refund of prepaid Resorts World Cruises shore excursion fees for Okinawa. Please contact your original booking source for refund arrangements.
- Visa On Arrival (VOA) fees for Vietnam and the Philippines (applicable for selected nationalities) will be charged at the guest's own expense.

Transfer Cruise

- Alternatively, guests with affected bookings for the 5-Night Okinawa cruise have the option to Transfer to another Okinawa cruise of the same itinerary with a new departure date on or before 28 April 2024.
- In addition, guests with affected bookings for departures on 14 & 17 April 2024 to Sanya have the option to Transfer to another Sanya cruise of the same itinerary with a new departure date on or before 21 April and 24 April 2024 respectively.
- Kindly note the 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).
- As a gesture of goodwill, Transfer Cruise confirmed bookings will receive an onboard credit of HK\$ 600 per cabin (applicable for the 3 & 5-Night cruise) and HK\$ 400 per cabin (applicable for the 2-Night cruise) during the voyage.
- The onboard credit is only applicable for on board food and beverage, shore excursions, spa & wellness, photography and entertainment credit.



Cancel Cruise with Cruise Credit

- Alternatively, affected guests 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 *Resorts World One* itinerary within 6 months of this notice (Subject to cabin availability).
- If the new cruise fare or port charges are higher than the original, guests will be required to top up the price difference.

Cancel Cruise with Full Refund

- Affected guests who do not wish to take the Transfer Cruise option may choose to cancel their bookings and receive a full refund amount of their cruise (Paid Cabin Fare + Paid Port Charges + paid shore excursion fee, as applicable).

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, any inconvenience caused is regretted and we thank you in advance for your kind understanding on this change of itinerary. Wishing you a pleasant voyage aboard *Resorts World One*.



For further enquiries, please contact: -

Resorts World Cruises Customer Services 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.