

18 September 2023

IMPORTANT NOTICE
[Changed of Itinerary for Resorts World One Hong Kong Departure
on 15 October 2023]

Dear Guest,

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

For our guests departing from Hong Kong on 15 October 2023 (Sunday), we would like to update you in advance that the original 6 Day / 5 Night Naha - Ishigaki cruise will be amended to a 6 Day / 5 Night Naha – **Miyakojima** cruise, as part our efforts to provide more options to visit different popular destinations within Okinawa. Miyakojima is also one the key destinations in Okinawa that is famous for some of Japan's best beaches and cultural attractions.

Below is the updated cruise itinerary from 15 – 20 October 2024 for your kind reference:

DAY	Port	ARRIVAL	DEPARTURE
15 October 2023 (Sunday)	Hong Kong		1500
16 October 2023 (Monday)	Cruising at Sea	-	-
17 October 2023 (Tuesday)	Naha	1000 (1100)	2000 (2100)
18 October 2023 (Wednesday)	Miyakojima	1000 (1100)	2000 (2100)
19 October 2023 (Thursday)	Cruising at Sea	-	-
20 October 2023 (Fridays)	Hong Kong	1200	-

() Local time

In view of this amended itinerary, we understand it may affect the consideration for some of our guests to cruise and 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

- Affected guests may choose to continue to cruise on the Resorts World One departing from Hong Kong on 15 October 2023 (Sunday) for the 6 Day / 5 Night Naha – **Miyakojima** Cruise.
- As a gesture of goodwill, guests continuing to cruise will receive an onboard credit of HK\$200 per cabin during this voyage.
- The onboard credit is only applicable for onboard food and beverages, shore excursions, spa & wellness, photography and entertainment credit.

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- Affected guests will receive a refund of prepaid Resorts World Cruises shore excursion fees for Ishigaki. Please contact your original booking source for refund arrangements.

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 the *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 25 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, 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.