



7 June 2023

Important Notice: Genting Dream Cancelled Departures on 30 Oct & 1 Nov

Dear Guests,

On behalf of Resorts World Cruises, we regret to inform you that the initial departures for the *Genting Dream* on the following dates below will be cancelled due to a schedule change in operations.

Affected Cancelled Cruise Departures & Itineraries

Departure Dates	Port of Departure	Cancelled Cruise Itineraries
30 October 2023 (Monday)	Port Klang Cruise Terminal (PKCT)	4 Day / 3 Night Penang – Singapore Cruise
1 November 2023 (Wednesday)	Marina Bay Cruise Centre Singapore (MBCCS)	3 Day / 2 Night Kuala Lumpur Cruise

We understand you have been looking forward to your cruise vacation and we truly apologize for the inconvenience caused due to this cancellation of itineraries. However, in view of this, we have made the following arrangements for your convenience and affected guests with paid bookings may choose and tick [√] one of the options below: -

Transfer Cruise

- Affected guests originally scheduled to cruise on the above-mentioned cancelled dates may choose to transfer to another cruise date with the same itinerary on the *Genting Dream* before 29 April 2024, excluding mid and peak season.
- Affected guests choosing the Transfer Cruise option will also receive an onboard credit of SG\$ 50 per guest during the voyage as a gesture of goodwill. The onboard credit is only applicable for on board food and beverages, shore excursions, spa & wellness, photography and entertainment credit.
- Other than the details mentioned above, booking conditions and cabin category remain the same as the original cruise package (Subject to cabin availability).

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 30 June 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-mentioned 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 thank you in advance and we look forward to welcoming you aboard the *Genting Dream*.

For further enquiries, please contact: -

Resorts World Cruises Customer Services Centre	<u>Toll Free Line</u> <ul style="list-style-type: none">• Singapore: +65 800 852 8188• Malaysia: 1800 814 852• Hong Kong: +852 800 938 887 <u>Email</u> reservations.en@rwcruises.com (English language version) reservations.ts@rwcruises.com (Chinese language version)
RW@Sea Members	<u>Email</u> member.booking@rwcruises.com (Singapore / Malaysia) member.hk@rwcruises.com (Hong Kong / Taiwan)

Kindly refer to the terms and conditions of the Ticket Contract (Passage Contract) on your booking confirmation.