



17 November 2023

## Resorts World One Important Notice

### **Hong Kong Departure on 19 November 2023 (Sunday); Change of Itinerary from a 4 Day / 3 Night Sanya Cruise to a 4 Day / 3 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, we would like to express our sincere apologies, as we have to inform you that the Resorts World One 4 Day / 3 Night Sanya cruise departing on 19 November 2023 (Sunday) has been amended to a 4 Day / 3 Night High Seas cruise. Due to a non-safety related technical issue, the ship will be cruising at a limited speed on the high seas and will not be able to fulfill its journey to the planned destination.

We hope you will continue to join us on this revised 4 Day / 3 Night High Seas cruise from Hong Kong, as we have put together a variety of exciting activities to enhance your experience with us at sea.

Any inconvenience caused is highly regrettable, but this itinerary change is necessary in view of these unforeseen circumstances. We thank you in advance for your kind understanding and support.

Below is the updated 4 Day / 3 Night High Seas cruise schedule for your easy reference:-

Date	Destination (Port)	Arrival Time	Departure Time
19 November 2023 (Sunday)	Hong Kong	-	15:00
20 November 2023 (Monday)	Cruising at Sea	-	-
21 November 2023 (Tuesday)	Cruising at Sea	-	-
22 November 2023 (Wednesday)	Hong Kong	07:00	-

We understand this change of itinerary 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 on 19 November 2023 (Sunday) from Hong Kong for the 4 Day / 3 Night High Seas Cruise on the Resorts World One.



- Affected guests Continuing to Cruise will receive a refund of difference in pre-paid destination port charges amounting to HK\$150 / CNY137\*\* per guest (or amount equivalent to the local currencies), as well as pre-paid Sanya shore excursions via the original booking sources.
  - In addition, affected guests 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, spa & wellness, photography and entertainment credit. Please contact the ship's reception for any onboard credit-related enquiries.  
*\*\*Not Applicable for complimentary / redemption bookings*
- **Transfer Cruise**
    - 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).
    - As a gesture of goodwill, affected guests opting for the Transfer Cruise option will also receive an onboard credit of HK\$600\*\* per cabin, which is applicable for onboard food and beverages, shore excursions, spa & wellness, photography, and entertainment credit. Please contact the ship's reception for any onboard credit related enquiries.  
*\*\*Not Applicable for complimentary / redemption bookings*
- **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).
    - 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**  
(Not Applicable for complimentary / redemption bookings)
    - 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 1 December 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 any inconvenience caused and we look forward to welcoming you aboard the Resorts World One.

For further enquiries, please contact:-

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

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