



20 November 2023

## Resorts World One Important Notice

### Hong Kong Departure on 22 November 2023 (Wednesday)

#### Change of Itinerary from a 3 Day / 2 Night Sanya Cruise to a 3 Day / 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, we would like to express our sincere apologies, as we have to inform you that the Resorts World One 3 Day / 2 Night Sanya cruise departing on 22 November 2023 (Wednesday) has been amended to a 3 Day / 2 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 3 Day / 2 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 change in itinerary is necessary in view of these unforeseen circumstances. We thank you in advance for your kind understanding and support.

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

Date	Destination (Port)	Arrival Time	Departure Time
22 November 2023 (Wednesday)	Hong Kong	-	13:00
23 November 2023 (Thursday)	Cruising at Sea	-	-
24 November 2023 (Friday)	Hong Kong	16:00	-

We understand this change of itinerary may affect our guests and as such, paid booking passengers may refer to Appendix 1 below to choose one of the available options suited to their convenience.

For our RW@Sea members using Membership Points or cabin promotions, we invite you to contact our RW@Sea members' email as listed below for the available options.

Once again, we apologize for the inconvenience caused and look forward to welcoming you onboard our ship.

For further enquiries, please contact:-

Resorts World Cruises Reservation Service Centre	Toll Free Line: Hong Kong: +852 800 938 887 Singapore: +65 800 852 8188 Malaysia: 1800 814 852	Email: <a href="mailto:reservations.ts@rwcruises.com">reservations.ts@rwcruises.com</a> (Chinese language) <a href="mailto:reservations.en@rwcruises.com">reservations.en@rwcruises.com</a> (English language)
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)

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



**APPENDIX 1**

- Please submit to original booking source **by 1 December 2023**. For further enquiries, please contact your original booking source for assistance.
- The cruise options below are only available for confirmed paid bookings (not applicable to RW@Sea Members) and once agreed shall be considered as final.

Please fill in your particulars and choose / tick “√” one of your preferred options below:-

<b>Original Affected Itinerary / Date:</b> 3D/2N Sanya Cruise departing on 22 November 2023	<b>Name:</b>
<b>Reservation Number:</b>	<b>Signature:</b>

*Note: ^Complimentary Onboard Credits only 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.*

- **Continue to Cruise**
  - Sail on 22 November 2023 (Wednesday) from Hong Kong for the 3 Day / 2 Night High Seas Cruise on the Resorts World One; and receive the following:-
    - Complimentary onboard credits^ of HK \$400\*\* per cabin as a token of our gratitude.
    - Refunds via original booking sources for:-
      - Difference in pre-paid destination port charges of HK\$150\*\* per guest. (equivalent to CNY ¥137 / USD \$19 / SGD \$27 / NT\$594 / MYR RM 89).
      - Pre-paid destination shore excursions.
- **Transfer Cruise**
  - Transfer Cruise to another Resorts World One cruise departing on / before 21 April 2024; and also receive complimentary onboard credits^ of HK\$400\*\* per cabin.
  - Bookings subject to cabin availability with the itinerary, type and booking conditions, cabin category and seasonality of the cruising period remaining the same as per original booking.
- **Cancel Cruise with Cruise Credit** (Not Applicable for complimentary / redemption bookings)
  - Cancel your cruise and receive a cruise credit for the full amount of your 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)
  - Cancel your cruise and receive a full refund amount of your cruise (Paid Cabin Fare + Paid Port Charges + paid shore excursion fee, as applicable).