

6 September 2023

**IMPORTANT NOTICE**

**[Cancelled Itineraries for Resorts World One Hong Kong Departures to Sanya on 11 & 14 February 2024]**

Dear Guest,

On behalf of Resorts World Cruises, we thank you in advance for booking a cruise on the Resorts World One departing weekly from the Kai Tak Cruise Terminal in Hong Kong.

Kindly be informed due to an operational scheduling change, we regret to inform you that the cruise itineraries departing from Hong Kong on 11 and 14 February 2024 to Sanya have been cancelled in replacement of the 6 Day / 5 Night Okinawa Cruise (11 – 16 February 2024).

Below is the updated cruise itinerary for the Resorts World One departure from 11 – 16 February 2024 for your kind reference:

DAY	Port	ARRIVAL	DEPARTURE
11 February 2024 (Sundays)	Hong Kong		1500
12 February 2024 (Mondays)	Cruising at Sea	-	-
13 February 2024 (Tuesdays)	Naha	1000 (1100)	2000 (2100)
14 February 2024 (Wednesdays)	Miyakojima	1000 (1100)	2000 (2100)
15 February 2024 (Thursdays)	Cruising at Sea	-	-
16 February 2024 (Fridays)	Hong Kong	1200	-

( ) Local time

Any inconvenience caused is truly regrettable. In view of this scheduling change, we would like to offer our affected guests with paid bookings the following arrangements for their consideration. Please choose and tick [√] one of the options below: -

**Transfer Cruise**

- Affected guests with paid bookings for the 11 or 14 February 2024 departures can transfer to another Resorts World One cruise departing before 24 April 2024 respectively. Booking conditions, cabin category, type of booking remain the same as the original cruise package (Subject to cabin availability).
- As a gesture of goodwill, Resorts World Cruises will also offer affected guests that choose the Transfer Cruise option an onboard credit of HK\$ 200 per cabin per night during the 2 Night or 3 Night voyage to Sanya.
- The onboard credit is only applicable for on board food and beverages, shore



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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 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 15 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.



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

For further enquiries, please contact: -

Resorts World Cruises Customer Services Centre	<b><u>Toll Free Line</u></b> <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> <b><u>Email</u></b> <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	<b><u>Email</u></b> <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.