
4 January 2024

RESORTS WORLD CRUISES ANNOUNCEMENT

Resorts World One: Updated Vietnam Itineraries for the 5 Night Cruise departing from Hong Kong on 18 February 2024 (Sunday) due to berth congesting at Da Nang

Dear Guest,

On behalf of Resorts World Cruises, we look forward to welcoming you aboard the Resorts World One for her 5 Night cruise to Vietnam departing from Hong Kong on 18 February 2024 (Sunday).

We would like to inform you in advance that the Vietnam port authority has updated Resorts World Cruises of a berth congestion situation at Da Nang on 21 February 2024 (Wednesday). **In view of this, the Resorts World One will be required to update its itinerary from a 5 Night Nha Trang – Da Nang Cruise to a 5 Night Hue – Nha Trang Cruise in Vietnam as per the amended schedule below.**

DATE	PORT / DESTINATION	SHIP ARRIVAL TIME	SHIP DEPARTURE TIME
18 Feb 2024 (Sun)	Hong Kong	-	1500
19 Feb 2024 (Mon)	Cruising at Sea	-	-
20 Feb 2024 (Tue)	Hue (Chan May Port)	0800 (0700)	1800 (1700)
21 Feb 2024 (Wed)	Nha Trang	1100 (1000)	2100 (2000)
22 Feb 2024 (Thu)	Cruising at Sea	-	-
23 Feb 2024 (Fri)	Hong Kong	1200	

() Local Time

We understand this updated itinerary will 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.

APPENDIX 1

- Please submit to original booking source **by 22 January 2024**. 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:-

Original Affected Itinerary / Date: 6D/5N Nha Trang – Da Nang Cruise departing on 18 February 2024	Name:
Reservation Number:	Signature:

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 the original sailing date on 18 February 2024 (Sunday) with the new 6 Day / 5 Night Hue – Nha Trang Cruise in Vietnam on the Resorts World One from Hong Kong and receive the following:-
 - Complimentary onboard credits[^] of HK \$200** per cabin as a token of our gratitude.
 - Refunds via original booking sources for:-
 - Pre-paid Da Nang shore excursions.

Transfer Cruise

- Transfer Cruise to the 6 Day / 5 Night Nha Trang – Da Nang cruise departing on 17 March or 14 April 2024 (Sunday) from the Kai Tak Cruise Terminal in Hong Kong; and also receive complimentary onboard credits[^] of HK\$200** 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).

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: reservations.ts@rwcruises.com (Chinese language) reservations.en@rwcruises.com (English language)
RW@Sea Members		Email: member.hk@rwcruises.com (Hong Kong / Taiwan) member.booking@rwcruises.com (Singapore / Malaysia)