

3 January 2024

RESORTS WORLD CRUISES ANNOUNCEMENT

Resorts World One: Kai Tak Cruise Terminal (KTCT) Berth Congestion on 27 March 2024
New itinerary for 24 March 2024 (Sunday) Departure

Dear Guest,

On behalf of Resorts World Cruises, we look forward to welcoming you aboard the Resorts World One for her cruise to Sanya departing from Hong Kong.

We would like to inform you in advance that the port authority has updated Resorts World Cruises of a berth congestion situation at the Kai Tak Cruise Terminal (KTCT) on 27 March 2024 (Wednesday), resulting in a disruption in scheduling for selected departures during that week.

In view of this, the Resorts World One that is originally scheduled to depart on 24 March 2024 (Sunday) for the 3 Night Sanya Cruise will be required to change its cruise itinerary to a 2 Night Sanya Cruise departing from the Kai Tak Cruise Terminal (KTCT). Kindly note the new timing details below.

DATE	PORT / DESTINATION	CHECK-IN START TIME	BOARDING TIME	CHECK-IN / BOARDING GATE CLOSURE TIME	SHIP ARRIVAL TIME	SHIP DEPARTURE TIME
24 March 2024 (Sunday)	Kai Tak Cruise Terminal, Hong Kong	0800	1000	1200	-	1300
25 March 2024 (Monday)	Sanya	-		-	1000	1900
26 March 2024 (Tuesday)	Ocean Terminal, Hong Kong	-		-	1600	-

Upon completion of the 2 Night Sanya cruise, the ship will return to the Ocean Terminal (Address: 2/F, Cruise Passenger Hall, Ocean Terminal Extension Building, Harbour City, Tsim Sha Tsui, Kowloon) in Hong Kong on 26 March 2024 (Tuesday) for disembarkation.

We understand this change of 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: 4D/3N Sanya Cruise departing on 24 March 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 24 March 2024 (Sunday) with the new 3 Day / 2 Night Sanya Cruise on the Resorts World One from the Kai Tak Cruise Terminal in Hong Kong and receive the following:-
 - i) Complimentary onboard credits^ of HK \$400** per cabin as a token of our gratitude.
 - ii) Refunds via original booking sources for:-
 - a) Pre-paid cruise fare difference for 1 Night
 - b) Pre-paid destination shore excursions.

Transfer Cruise

- Transfer Cruise to the 4 Day / 3 Night Sanya cruise departing on 26 March 2024 (Tuesday) from the Ocean Terminal in Hong Kong or any Resorts World One 4 Day / 3 Night Sanya cruise departing on / before 24 April 2024 (not applicable for 28 January 2024 departures); and also receive complimentary onboard credits^ of HK\$600** 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)