



15 December 2023

RESORTS WORLD CRUISES ANNOUNCEMENT
Resorts World One periodic drydock maintenance:
Cancelled Hong Kong departures for 7 and 10 April 2024

Dear Guest,

On behalf of Resorts World Cruises, thank you for booking a cruise with us.

Prior to your departure, we are sorry to have to notify you that the Resorts World One will be required to be drydocked to undergo a periodic maintenance, resulting in the cancelation of departures from Hong Kong to Sanya on 7 and 10 April 2024.

As these cancelations will understandably affect your bookings, we sincerely apologize for the inconvenience caused. As such, we would like to offer our affected paid booking passengers to choose one of the following options below in Appendix 1.

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

Once again, we thank you in advance for your kind understanding and continued support.

We look forward to welcoming you aboard the Resorts World One soon.

Thank you.

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)

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 29 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:-

Original Affected Itinerary / Date: 7 April 2024 Departure (4 Day / 3 Night Sanya Cruise) / 10 April 2024 Departure (3 Day / 2 Night Sanya Cruise)	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.

Transfer Cruise

- Transfer to any Resorts World One cruise to Sanya, following your original booking itinerary (4 Day / 3 Night Sanya or 3 Day 2 Night Sanya cruise) before or on 24 April 2024; and also receive complimentary onboard credits^ of HK\$600** per cabin (for the 3 Night Cruise) and HK\$400** per cabin (for the 2 Night Cruise).
- 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).