

18 June 2024

RESORTS WORLD CRUISES ANNOUNCEMENT
Genting Dream: Change of Itinerary for Port Klang departure
on 13 January 2025

Dear Guest,

On behalf of Resorts World Cruises, we look forward to welcoming you aboard the Genting Dream.

Kindly be informed there is a change in itinerary for the Monday departure from Port Klang on 13 January 2025, due to a series of berth congestions at selected ports during this sailing period. **In view of this, the original roundtrip 3 Night Port Klang-Singapore-Penang-Port Klang Cruise has been changed to a 3 Night Port Klang-Singapore-Port Klang-Penang Cruise with the ship ending and disembarking guests in Penang (Swettenham Pier Cruise Terminal) at 9am.**

Below are the updated itineraries for your reference on the affected dates:-

DAY	DATE	PORT	SHIP ARRIVAL TIME	SHIP DEPARTURE TIME
Mon	13 Jan	Port Klang		6pm
Tue	14 Jan	Singapore	6pm	11pm
Wed	15 Jan	Port Klang #	12 noon	8pm
Thu	16 Jan	Penang #	9am	-

All timings listed in local time.

Guests have the option to disembark in Port Klang (2N) or Penang (3N).

We understand this change of itinerary will affect our guests and as such, paid booking guests 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 at the email 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: Malaysia: 1800 814 852 Hong Kong: +852 800 938 887 Singapore: +65 800 852 8188	Email: reservations.ts@rwcruises.com (Chinese language) reservations.en@rwcruises.com (English language)
RW@Sea Members		Email: member.booking@rwcruises.com (Singapore / Malaysia) member.hk@rwcruises.com (Hong Kong / Taiwan)

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 15 July 2024**. For further enquiries, please contact your original booking source for assistance.
- The cruise options below are only available for confirmed guests with 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 Singapore-Penang Cruise departing from Port Klang on 13 Jan 2025	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

- Continue to Cruise on the departure date on 13 January 2025 following your original booking itinerary from Port Klang on Monday to join either:-
 - The 3 Night Port Klang–Singapore–Port Klang-Penang Cruise** with the ship ending and disembarking guests in Penang (Swettenham Pier Cruise Terminal). As a gesture of goodwill, guests will receive complimentary Onboard Credits^ of SGD\$ 50** per cabin.
OR
 - The Roundtrip **2 Night Port Klang–Singapore-Port Klang Cruise** and receive complimentary Onboard Credits^ of SGD\$ 80** per cabin with additional refunds in Onboard Credits^ for the difference in port charges amounting to SGD\$ 20** per person.
- Refunds for affected pre-paid shore excursions are available via original booking source

Transfer Cruise

- Transfer your Cruise following your original booking itineraries to any of the Genting Dream 3 Night Singapore-Penang Cruise departing from Port Klang on / before 7 Apr 2025.
- As a gesture of goodwill, affected guests will receive complimentary Onboard Credits^ of SGD\$ 50** per cabin.
- Refunds for affected pre-paid shore excursions are available via original booking source
- 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. Top-up of fare difference is required for new Transfer Cruise bookings made for a different seasonality period (where applicable).

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 via original booking source, as applicable).
- **Guests that do not revert to their original booking source by 15 July 2024 deadline will automatically fall under the category of Cancel Cruise with Full Refund.**