

18 June 2024

**RESORTS WORLD CRUISES ANNOUNCEMENT**  
**Genting Dream: Cancellation of Itineraries for Port Klang departure**  
**on 13 February 2025**

Dear Guest,

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

With regards to the Thursday departure from Port Klang on 13 February 2025, we regret to inform you that the original 4 Night Singapore Discovery Cruise and the 1 Night Singapore Cruise itineraries have been cancelled, due to a series of berth congestions at selected ports during this sailing period.

We understand many of you are looking forward to cruising with us and we sincerely apologize for the inconvenience caused. In view of these cancellation of itineraries, 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.

Thank you again for your kind understanding in advance and we look forward to welcoming you onboard our ship soon.

For further enquiries, please contact:-

Resorts World Cruises Reservation Service Centre	<b>Toll Free Line:</b> Malaysia: 1800 814 852 Hong Kong: +852 800 938 887 Singapore: +65 800 852 8188	<b>Email:</b> <a href="mailto:reservations.ts@rwcruises.com">reservations.ts@rwcruises.com</a> (Chinese language) <a href="mailto:reservations.en@rwcruises.com">reservations.en@rwcruises.com</a> (English language)
RW@Sea Members		<b>Email:</b> <a href="mailto:member.booking@rwcruises.com">member.booking@rwcruises.com</a> (Singapore / Malaysia) <a href="mailto:member.hk@rwcruises.com">member.hk@rwcruises.com</a> (Hong Kong / Taiwan)

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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 guests with 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:-

<b>Original Affected Itinerary / Date:</b> 4N Singapore Cruise / 1N Singapore Cruise departing from Port Klang on 13 Feb 2025	<b>Name:</b>
<b>Reservation Number:</b>	<b>Signature:</b>

*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 your Cruise following your original booking itineraries to any of the Genting Dream 4 Night Singapore Discovery Cruise / 1 Night Singapore Cruise departing from Port Klang on / before 27 Mar 2025.
- As a gesture of goodwill, affected guests will receive complimentary Onboard Credits<sup>^</sup> of SGD\$ 50\*\* per cabin (applicable for 4 Night Cruises) and SGD\$20\*\* per cabin (applicable for 1 Night Cruises).
- 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.**