

28 September 2024

Resorts World One Notice
29 September 2024 (Sun) Departure from Keelung:
Changed of the 3 Night Ishigaki-Naha Cruise to a 2 Night High Seas Cruise

Dear Guests,

On behalf of Resorts World Cruises, we look forward to welcoming you aboard the Resorts World One departing from Keelung on 29 September 2024 (Sunday).

Prior to your departure, we would like to update you in advance that adverse weather conditions are forecasted across the region from the Taiwan Straits to the Okinawa islands, due to Tropical Storm Krathon. In view of this, it is important for us to safeguard your well-being during the voyage.

As your safety is our highest priority, kindly be advised that the original 3 Night Ishigaki-Naha Cruise will be **changed to a 2 Night High Seas Cruise with the ship returning to Keelung a day earlier on 1 October 2024 (Tuesday)**. Rest assured we will continue to monitor closely the weather advisories in the region. Enclosed below is the revised itinerary.

Date	Original Itinerary			New Revised Itinerary		
	Port	Arrival	Departure	Port	Arrival	Departure
29 Sept (Sun)	Keelung	-	9:00pm	Keelung	-	9:00pm
30 Sept (Mon)	Ishigaki	7:00am	7:00pm	Cruising at Sea	-	-
1 Oct (Tue)	Naha	9:00am	6:00pm	Keelung	11:00am	-
2 Oct (Wed)	Keelung	1:00pm	-			

All timings based on Ship (Taiwan) time

Any inconvenienced caused is deeply regretted and we thank you in advance for your kind understanding as safety is paramount. In view of this, we invite you to choose one of the options listed below in Appendix 1.

Kindly note the listed options are only applicable for passengers with confirmed paid bookings. RW@Sea Members may also refer to the Continue to Cruise Option below (where applicable) or email RW@Sea for more information.

We thank you for your support and look forward to welcoming you aboard our Resorts World Cruises ships. 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 your preferred choice and completed details to the original booking source **by 31 Oct 2024**. Passengers who do not revert by the given timeline will automatically fall under the category of **Cancel Cruise with Full Refund**. All submissions shall be considered as final.
- For enquiries and assistance, please contact your original booking source.

Please fill in your particulars and choose / tick “√” one of your preferred options below:-

Original Affected Itinerary / Date: 3 Night Ishigaki-Naha Cruise (29 Sept – 2 Oct 2024)	Name:
Reservation Number:	Signature:

Note: ^Complimentary Onboard Credits are only applicable for onboard food and beverages, shore excursions, spa & wellness, photography and entertainment credit. Unspent Onboard Credits are non-refundable or exchangeable for cash. During your voyage, you may contact the ship's reception for Onboard Credits related enquiries.

Remarks 1 & 2 are also applicable for RW@Sea Members

***Not applicable to passengers with any forms of redemption bookings.*

Continue to Cruise

- Continue to Cruise on your original departure date to join the new 2 Night High Seas Cruise departing from Keelung on 29 September (Sunday) and receive the following:-
 - Onboard Credits[^] of NTD\$ 1,600** per cabin as a gesture of goodwill (Remarks 1).
 - Onboard Credits[^] of NTD 640 per guest for the refund of difference in pre-paid port charges for the affected cancelled destinations (Remarks 2).
 - Refund of 1 Night Cruise fare & paid shore excursion fees for affected destinations via original booking source. Complimentary shore excursions are non-refundable.

Transfer Cruise**

- Transfer your Cruise to any of the Resorts World One Cruise itinerary departing from Keelung before / on 13 October 2024 or in 2025 based on the following terms:-
 - Bookings are 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.
 - If the new Transfer Cruise fare is higher or lower than the original booking fare, passengers will be required to top up or receive a refund for the price difference.
 - Receive a refund of paid shore excursion fees for affected destinations via original booking source. Complimentary shore excursions are non-refundable.

Cancel Cruise with Full Refund**

- Cancel your Cruise and receive a full refund amount of your cruise (Paid Cabin Fare + Paid Port Charges + paid shore excursion fee) via your original booking source. You may contact your original booking source for the full refund arrangements.