

1 August 2024

Resorts World One Notice
Cancellation Departures from Hong Kong from 27 September – 4 October 2024

Dear Guests,

On behalf of Resorts World Cruises, we regret to inform you that the initial departures from Hong Kong for the Resorts World One on the following dates below will be cancelled due to a schedule change in operations.

Cancelled Departure Dates	Cancelled Cruise Itineraries
<u>Friday departures on:</u> 27 Sept & 4 Oct 2024	3 Day / 2 Night Weekend Cruise at Sea
<u>Sunday departures on:</u> 29 Sept 2024	6 Day / 5 Night Okinawa, Japan Cruise [Naha – Miyakojima]

We apologize for the inconvenience caused and in view of this, we invite you to choose one of the options listed in Appendix 1 below.

Kindly note the listed options are only applicable for passengers with confirmed paid bookings. RW@Sea Members please email RW@Sea for options.

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	<u>Toll Free Line</u> Hong Kong: +852 800 938 887 Singapore: +65 800 852 8188 Malaysia: 1800 814 852	<u>Email:</u> reservations.ts@rwcruises.com (Chinese language) reservations.en@rwcruises.com (English language)
RW@Sea Members	<u>Email:</u> 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 your original booking source by **20 September 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:	Name:
Reservation Number:	Signature:

Note: ^Complimentary Onboard Credits 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.

***Not Applicable for complimentary / redemption bookings.*

Cancel Cruise with Cruise Credit**

- 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 any Resorts World One or Genting Dream itinerary within 6 months of this notice (subject to cabin availability).
- Passengers will be entitled to a complimentary Onboard Credit^ of HK\$800 per cabin (2 Night Cruise) or HK\$2,000 per cabin (5 Night Cruise) for the new bookings.
- If the new cruise fare / port charges are higher or lower than the original booking fare, passengers will be required to top up or receive a refund for the price difference.

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, as applicable).

