
26 July 2024

RESORTS WORLD CRUISES ANNOUNCEMENT

Resorts World One : Change on Itinerary for 26 July 2024 (Friday) Keelung departure

Dear Guest,

On behalf of Resorts World Cruises, we look forward to welcoming you aboard the *Resorts World One* departing from Keelung tonight at 9pm.

Prior to your departure, we would like to update you in advance that the sea conditions to Naha in Okinawa remain unfavorable from the after effect of Typhoon Gaemi, which will also cause a major delay in arrival at Naha and a short port stay. In order to provide our passengers with a comfortable journey and a better experience; and for you to continue your weekend cruise, *Resorts World One* will change its itinerary from a 2 Night Naha Cruise to a 2 Night Ishigaki Cruise. The voyage to Ishigaki will be smoother. At Ishigaki, passengers will have an improved and longer port stay time of 12 hours to discover more of the island.

Below is the updated itinerary for your kind reference with the highlighted changes.

Date	Original Itinerary			New Updated Itinerary		
	Port	Arrival	Departure	Port	Arrival	Departure
26 July (Fri)	Keelung	-	9:00pm	Keelung	-	9:00pm
27 July (Sat)	Naha	2:00pm	9:00pm	Ishigaki	10:00am	10:00pm
28 July (Sun)	Keelung	4:00pm	-	Keelung	1:00pm	-

All timings based on Ship (Taiwan) time

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.

APPENDIX 1

- Please submit to original booking source **by 26 July 2024 before cruise departure.** 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 any complimentary / redemption bookings and 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: 3D/2N Naha Cruise departing from Keelung on 26 July 2024	Name:
Reservation Number:	Signature:

Continue to Cruise

- Continue to Cruise on the departure date on 26 July 2024 (Friday) from Keelung to join the 2 Night Ishigaki Cruise. As a gesture of goodwill, passengers continuing to cruise will receive complimentary Onboard Credits[^] of NTD\$ 1,600 per cabin. (Not Applicable for complimentary / redemption bookings.)
- Refunds for affected pre-paid Naha shore excursions are available via original booking source. Complimentary Naha shore excursions are non-refundable.
- [^]Complimentary Onboard Credits only applicable for onboard food and beverages, shore excursions, spa & wellness, photography, gratuities, Japan International Tourist Tax and entertainment credit. Unspent onboard credits are non-refundable or exchangeable for cash. Please contact the ship's reception for any onboard credit-related enquiries.

Transfer Cruise

- Transfer your Cruise to any of the Resorts World One Cruise itinerary departing from Keelung within 2024. 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. Top-up of fare difference is required for new Transfer Cruise bookings made for a different itinerary or seasonality period (where applicable). Refund in fare difference will also be available should the new Transfer Cruise bookings fare be lower.
- Refunds for affected pre-paid Naha shore excursions are available via original booking source. Complimentary Naha shore excursions are non-refundable.
- Guests that do not revert to their original booking source by 31 August 2024 will automatically fall under the category of Cancel Cruise with Full Refund.

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).
- Please contact your original booking source for the full refund arrangements.

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 thank you for kind understanding and look forward to welcoming you onboard our ship tonight.



For further enquiries, please contact:-

Resorts World Cruises Reservation Service Centre	<u>Toll Free Line:</u> Hong Kong: +852 800 938 887 Malaysia: 1800 814 852 Singapore: +65 800 852 8188	<u>Email:</u> reservations.en@rwcruises.com (English language) reservations.ts@rwcruises.com (Chinese 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