

15 May 2024

**Resorts World One Notice [UPDATED on 16 MAY 2024 @ 6.15PM]:
Cancellation Departures from Hong Kong from 30 August – 22 September 2024 & 6
October 2024 sailing**

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.

Affected Cancelled Cruise Departures & Itineraries from Hong Kong

Cancelled Departure Dates	Cancelled Cruise Itineraries
Friday departures on: 30 August 2024; 6, 13 & 20 September 2024	3 Day / 2 Night Weekend Cruising at Sea
Sunday departures on: 15 September 2024	6 Day / 5 Night Okinawa, Japan Cruise [Naha – Miyakojima]
Sunday departures on: 1 September 2024	6 Day / 5 Night Okinawa, Japan Cruise [Naha – Ishigaki]
Sunday departures on: 8 & 22 September 2024 6 October 2024	6 Day / 5 Night Vietnam Cruise [Sanya- Da Nang-Ha Long Bay]

We understand this cancellation of departures for the above-mentioned dates may affect our guests and as such, paid booking passengers 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' email as listed below for the available options. Once again, we apologize for the inconvenience caused and look forward to welcoming you onboard our ship.

Any inconvenience caused is regretted and we thank you in advance for your kind understanding.

Thank you.

For further enquiries, please contact:-

Resorts World Cruises Reservation Service Centre	Toll Free Line <ul style="list-style-type: none"> Hong Kong: +852 800 938 887 Singapore: +65 800 852 8188 Malaysia: 1800 814 852 	Email: reservations.ts@rwcruises.com (Chinese language version) reservations.en@rwcruises.com (English language version)
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 to original booking source **by 15 June 2024**. For further enquiries, please contact your original booking source for assistance.
- The cruise options below are only available for 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:-

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. Please contact the ship's reception for any onboard credit-related enquiries.

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

Transfer Cruise

- Transfer Cruise to any Resorts World One sailing of the same duration [departing before / on 29 September, which is the Hong Kong holiday season, **as well 4 October 2024**; and also receive complimentary onboard credits^ of HK\$ 400** per cabin (2 Night Cruise) or \$600** per cabin (5 Night Cruise).
- Bookings subject to cabin availability with the duration, type and booking conditions, cabin category remaining the same as per original booking.

Cancel Cruise with Cruise Credit (Not Applicable for complimentary / redemption bookings)

- 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 the Resorts World One or Genting Dream itinerary in the region within 6 months of this notice (subject to cabin availability).
- If the new cruise fare or port charges are higher than the original, guests will be required to top up the price difference.

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