



25 March 2025

Resorts World Cruises has officially announced that the brand will start transitioning into the iconic and legendary brands – **StarCruises** and **Dream Cruises**. The transition will be completed by end April 2025.

As part of this historic revival, our fleet will transition under both iconic brands:-

- The *Resorts World One* cruise ship will be renamed *Star Navigator*, joining *Star Voyager* under the StarCruises banner.
- *Genting Dream* will continue under the Dream Cruises brand.

### **Star Voyager Notice**

#### **Cancelled 3 Night Kuala Lumpur (via Melaka) – Medan Cruise from Singapore for the 8 June 2025 (Sun) departure.**

Dear Guests,

Due to a change in the operational schedule, kindly be informed that the *Star Voyager* will be required to cancel its departure on 8 June 2025 (Sunday) for the 3 Night Kuala Lumpur (via Melaka) – Medan Cruise from the Singapore Cruise Centre (SCC)

We apologize for any inconvenience caused and in view of this, affected guests with confirmed paid bookings sailing on 8 June 2025 may choose one of the options listed below in Appendix 1.

We invite RW@Sea Members to contact the Membership Care for options, as per the email addresses below.

We thank you for your support and look forward to welcoming you aboard the *Star Voyager*.

Thank you.

For further enquiries, please contact:-

	Country	Contact Numbers	Email
<b>Resorts World Cruises Reservation Service Centre</b>	Malaysia	1800 814 852	<a href="mailto:reservations.en@rwcruises.com">reservations.en@rwcruises.com</a>
	Singapore	+65 800 852 8188	(English language)
	India	+91-8062961525	<a href="mailto:reservations.ts@rwcruises.com">reservations.ts@rwcruises.com</a>
	Hong Kong	+852 800 938 887	(Chinese language)
	UAE	+971-45401313	<a href="mailto:enquire@rwcruises.com">enquire@rwcruises.com</a>
<b>RW@Sea Membership Care</b>	-	-	<a href="mailto:member.en@rwcruises.com">member.en@rwcruises.com</a> (English language)
	-	-	<a href="mailto:member.cn@rwcruises.com">member.cn@rwcruises.com</a> (Chinese language)

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 25 April 2025**. 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:-

<b>Original Affected Itinerary / Date:</b>	<b>Name:</b>
<b>Reservation Number:</b>	<b>Signature:</b>

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.

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

**Continue to Cruise\*\***

- Continue to Cruise on the same departure date on 8 June 2025 with the revised 2 Night Kuala Lumpur (via Port Klang) Cruise, sailing from the Singapore Cruise Centre (SCC) on the *Star Voyager*.
  - As a gesture of goodwill, passengers continuing to cruise will receive Onboard Credits^ of SGD\$ 50\*\* per cabin as a gesture of goodwill.
  - If the new Continue to Cruise fare and port charges are lower than the original booking fare, passengers will receive a refund for the price difference.
  - Refunds for affected pre-paid shore excursions are available via original booking source. Complimentary shore excursions are non-refundable

**Transfer Cruise\*\***

- Transfer your Cruise to any Star Voyager 3 Night Kuala Lumpur (via Port Klang) – Medan Cruise itinerary departing on either 27, 30 May; 2 or 5 June 2025 based on the following terms:-
  - Receive Onboard Credits^ of SGD\$ 50\*\* per cabin as a gesture of goodwill.
  - 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.

**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.