

22 January 2025

RESORTS WORLD CRUISES ANNOUNCEMENT

Resorts World One: New Start Date of Resorts World One Deployment in Keelung

Dear Guest,

Due to a change in the operational schedule, kindly be informed that the *Resorts World One*, which was originally scheduled to depart from Keelung on 30 April 2025, will now commence sailings from 13 June 2025 onwards.

On behalf of Resorts World Cruises, we apologize for any inconvenience caused. In view of this, affected guests with sailings between 30 April and 11 June 2025, may choose one of the options listed in Appendix 1 below.

Kindly note the listed options are only applicable for passengers with confirmed paid bookings.

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 our Resorts World Cruises ships.

Thank you.

For further enquiries, please contact:-

	Country	Contact Numbers	Email
Resorts World Cruises Reservation Service Centre	UAE	+971-45401313	enquire@rwcruises.com
	Singapore	+65 800 852 8188	reservations.en@rwcruises.com (English language)
	Malaysia	1800 814 852	reservations.ts@rwcruises.com (Chinese language)
	India	+91-8062961525	reservations.ts@rwcruises.com (Chinese language)
	Hong Kong	+852 800 938 887	
RW@Sea Membership Care	-	-	member.en@rwcruises.com (English language)
	-	-	member.cn@rwcruises.com (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 28 February 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:-

Original Affected Itinerary / Date:	Name:
Reservation Number:	Signature:

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

Transfer Cruise**

- Transfer your Cruise to any of the *Resorts World One* cruise itineraries departing from Keelung from 13 June 2025 onwards based on the following terms:-
 - Bookings are subject to cabin availability with the duration of itinerary, type and booking conditions, cabin category and seasonality of the cruising period remaining the same as per original booking.
 - As a gesture of goodwill, guests continuing to cruise will also receive a complimentary dining credit of NTD 400** per person per sailing.
 - 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 Cruise Credit**

- Affected guests with paid bookings who do not wish to take the Transfer Cruise option may choose to cancel their bookings and receive a Cruise Credit for the full amount of their cruise (Paid Cabin Fare + Paid Port Charges + paid shore excursion fee, as applicable) to be redeemed on any ship under Resorts World Cruises within 1 year of this notice (subject to cabin availability).
- Bookings under the Cruise Credit are subject to cabin availability with the duration of itinerary, type and booking conditions, cabin category and seasonality of the cruising period remaining the same as per original booking.
- As a gesture of goodwill, guests opting for the Cruise Credit option will also receive a complimentary dining credit of NTD 400** per person per sailing.
- 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**

- 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.