

13 June 2025

**Genting Dream Guest Notice**  
**24 February 2026 Singapore Departure Cancelled**

Dear Valued Guests,

We regret to inform you that the **3 Night Kuala Lumpur (via Melaka) - Penang Cruise departing 24 February 2026 (Tuesday) from Marina Bay Cruise Centre Singapore (MBCCS) has been cancelled due to berth congestion.**

We apologize for any inconvenience caused and in view of this, affected guests departing on 24 February 2026 with confirmed paid bookings may choose one of the options listed below in **Appendix 1**.

For enquiries, you may contact your original booking source.

StarDream Rewards members with credit cabin redemptions may email StarDream Rewards Membership Care for assistance.

We thank you for your support and look forward to welcoming you aboard.

Warm regards,  
**Dream Cruises Team**

For further enquiries, please contact:-

	Country	Contact Numbers	Email
<b>StarDream Cruises Reservation Service Centre</b>	Singapore	+65 800 852 8188	<a href="mailto:reservations.ts@stardreamcruises.com">reservations.ts@stardreamcruises.com</a> (Chinese language)
	Malaysia	1800 814 852	<a href="mailto:reservations.en@stardreamcruises.com">reservations.en@stardreamcruises.com</a> (English language)
	Hong Kong	+852 800 938 887	
	Taiwan	00 (801) 498 887	
<b>StarDream Rewards Membership Care</b>	-	-	<a href="mailto:member.en@stardreamcruises.com">member.en@stardreamcruises.com</a> (English language)
	-	-	<a href="mailto:member.cn@stardreamcruises.com">member.cn@stardreamcruises.com</a> (Chinese language)

## **APPENDIX 1**

- Please submit your preferred choice and completed details to the original booking source **by 15 July 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> 3N Kuala Lumpur (via Melaka) – Penang Cruise departing from MBCCS on 24 February 2026	<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.*

### **Transfer Cruise\*\***

- Transfer your Cruise to any Genting Dream 3 Night Kuala Lumpur (via Melaka) - Penang or 3 Night Penang - Kuala Lumpur (via Melaka) Cruise departing from MBCCS in Singapore between 1 July 2025 and 7 April 2026 based on the following terms:
  - As a gesture of goodwill, affected guests will receive complimentary onboard credits\*\*^ of SGD 90 per cabin per cruise
  - 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 than the original booking fare, passengers 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.