

13 June 2025

Genting Dream Guest Notice
25 February 2026 Melaka ICQS Departure Cancelled

Dear Valued Guests,

We regret to inform you that the **3 Night Penang - Singapore Cruise departing 25 February 2026 (Wednesday) from Melaka ICQS has been cancelled** due to berth congestion at Marina Bay Cruise Centre Singapore the day prior, which impacted this sailing.

We apologize for any inconvenience caused and in view of this, affected guests departing on 25 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
StarDream Cruises Reservation Service Centre	Malaysia	1800 814 852	reservations.ts@stardreamcruises.com
	Singapore	+65 800 852 8188	(Chinese language)
	Hong Kong	+852 800 938 887	reservations.en@stardreamcruises.com
	Taiwan	00 (801) 498 887	(English language)
StarDream Rewards Membership Care	-	-	member.en@stardreamcruises.com (English language)
	-	-	member.cn@stardreamcruises.com (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:-

Original Affected Itinerary / Date: 3N Penang – Singapore Cruise departing from Melaka ICQS on 25 February 2026	Name:
Reservation Number:	Signature:

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 Penang – Singapore or 3 Night Singapore - Penang Cruise departing from Melaka ICQS between 30 June 2025 and 6 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.