

7 August 2025

**Genting Dream Notice [UPDATED 8 AUGUST 2025]
30 November 2025 (Sunday) Singapore Departure:
Itinerary Changed: 2 Night Kuala Lumpur (via Melaka) Cruise Cancelled
& Upgraded to 5 Night South & North Bali Cruise**

Dear Valued Guest,

We would like to share with you an important update regarding your upcoming cruise with us.

Due to operational adjustments, the originally scheduled **2 Night Kuala Lumpur (via Melaka) Cruise aboard *Genting Dream*, departing on 30 November 2025 has been cancelled.** However, we're delighted to offer you an exclusive opportunity to rebook on our **brand-new and limited 5 Night South & North Bali Cruise, departing on the same date.**

This special sailing promises an unforgettable journey, and as a token of our appreciation for your understanding and continued support, **we're offering priority booking access and exclusive offers available only to affected guests with confirmed paid bookings.**

Below is the update cruise itinerary for your reference:

Date	Port	Arrival Time	Departure Time
30 Nov (Sun)	Singapore (MBCCS)	-	5:00 PM
1 Dec (Mon)	Cruising at Sea	-	-
2 Dec (Tue)	South Bali (Benoa)	5:00 PM	-
3 Dec (Wed)	South Bali (Benoa)	-	2:00 AM
	North Bali (Celukan Bawang)	9:00 AM	6:00 PM
4 Dec (Thu)	Cruising at Sea	-	-
5 Dec (Fri)	Singapore (MBCCS)	3:00 PM	

We sincerely apologize for any inconvenience this may cause and truly appreciate your understanding. To support your decision, please refer to **Appendix 1 for available options tailored specifically for guests with confirmed paid bookings.**

For assistance, you may contact your original booking source.
StarDream Rewards members may email Membership Care for support.

Thank you for choosing *Genting Dream* - we look forward to welcoming you onboard.

Warm regards,
Dream Cruises Team

For further enquiries, please contact:-

	Country	Contact Numbers	Email
StarDream Cruises Reservation Service Centre	Singapore	+65 800 852 8188	reservations.en@stardreamcruises.com
	Malaysia	1800 814 852	(English language)
	Hong Kong	+852 800 938 887	reservations.ts@stardreamcruises.com
	Taiwan	00 (801) 498 887	(Chinese 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 31 August 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: 2N Kuala Lumpur (via Melaka) Cruise departing from MBCCS on 30 November 2025.	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.*

Continue to Cruise**

- We're excited to invite you to continue your cruise experience with us on the **revised 5-Night South and North Bali Cruise**, departing **30 November 2025 (Sunday)** from Singapore aboard the **Genting Dream**.
- As a valued guest affected by this change, you'll enjoy the following exclusive benefits:
 - **Cruise Fare Waived for the Additional 3 Nights**
You'll only be responsible for:
 - Port charges** for the additional 3 nights (SG\$90 per person or the local currency equivalent as specified by the company)
 - Gratuities** for the additional 3 nights
Interior / Oceanview: SG\$81 per person
Balcony: SG\$ 99 per person
Palace Suite: SG\$ 120 per person
 - **Pre-paid shore excursions** will be **refunded via your original booking source**. (Please note: Complimentary shore excursions are non-refundable.)

Transfer Cruise**

- Transfer your Cruise to any Genting Dream 2 or 3 Night Cruise departing from MBCCS in Singapore up to 12 April 2026 based on the following terms:
 - As a gesture of goodwill, affected guests will receive **complimentary onboard credits**^** based on the new choice of itinerary:
 - SGD 60** per cabin per cruise for 2 Night cruises
 - SGD 90** per cabin per cruise for 3 Night cruises
 Bookings are subject to cabin availability at the time of transfer.
 - If the fare of your selected cruise is higher than your original booking, a top-up will be required. Should the new fare be lower, the difference will be refunded to you accordingly.

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.