

7 August 2025

Genting Dream Notice [UPDATED 8 AUGUST 2025]
2 December 2025 (Tuesday) Singapore Departure:
Itinerary Changed: 3 Night Phuket Cruise Cancelled
& Upgraded to 5 Night South and 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 **3 Night Phuket Cruise aboard *Genting Dream*, departing on 2 December 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 30 November 2025 (Sunday)** from **Singapore.**

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: 3N Phuket Cruise departing from MBCCS on 2 December 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 2 Nights**
You'll only be responsible for:
 - Port charges** for the additional 2 nights (SG\$60 per person or the local currency equivalent as specified by the company)
 - Gratuities** for the additional 2 nights
Interior / Oceanview: SG\$54 per person
Balcony: SG\$ 66 per person
Palace Suite: SG\$ 80 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.