

2 March 2026

Genting Dream Notice
Cancelation of Melaka & Port Klang Cruise Departures from 7 - 24 September 2026

Dear Valued Guest,

We regret to inform you that our scheduled 2 & 3 Night Cruises departing from Melaka and Port Klang between **7 until 24 September 2026** will be **cancelled** as the **Genting Dream will be undergoing scheduled routine works in dry dock** during this period.

The cancelled itineraries departing from **Melaka** include:

Itinerary	Cancelled Departure Dates
3 Night Cruise to Singapore & Penang	7 Sept 2026
1 Night one-way Cruise to Singapore	10 Sept 2026

The cancelled itineraries departing from **Port Klang** include:

Itinerary	Cancelled Departure Dates
3 Night Cruise to Singapore & Penang	21 Sept 2026
1 Night one-way Cruise to Singapore	24 Sept 2026

We understand that this update may affect your travel plans and we sincerely apologize for these adjustments.

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 (9 AM – 6 PM)	Email
StarDream Cruises Reservation Service Centre	Malaysia	1800 814 852	reservations.en@stardreamcruises.com (English language)
	Singapore	+65 800 852 8188	reservations.ts@stardreamcruises.com (Chinese language)
	Hong Kong	+852 800 938 887	reservations.ts@stardreamcruises.com (Chinese language)
	Taiwan	00 (801) 498 887	reservations.ts@stardreamcruises.com (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 March 2026**. 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: 1 & 3 Night Cruises from Melaka & Port Klang departing from 7 until 24 September 2026	Name:
Reservation Number:	Signature:

Note: ^Applicable only for onboard food and beverages, spa & wellness, photography, shore excursions 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**

- Guests may transfer their booking to any **cruise itinerary departing from Melaka or Port Klang aboard the Genting Dream (on or before 13 April 2027)**, under these terms:
 - If the new cruise costs less, the price difference (including port charges and gratuities) will be refunded via the original booking source. If it costs more, guests will need to pay the difference.
 - Fees for any paid shore excursions impacted by the cancellation will also be refunded.
 - As a gesture of goodwill, guests who choose the Transfer Cruise option will **receive SGD 50 onboard credit[^] per cabin for 2 Night cruises or SGD 100 per cabin for 3 Night cruises**.
 - Bookings are subject to cabin availability, with the cabin category remaining the same as the original booking.

Cancel Cruise with Full Refund**

- Cancel your Cruise and receive a full refund amount of your cruise (Paid Cabin Fare + Paid Port Charges) and shore excursions (if applicable) via your original booking source. You may contact your original booking source for the full refund arrangements