DREAM CRUISES

2 March 2026

Genting Dream Notice
Cancelation of Singapore Cruise Departures from 6 until 22 September 2026

Dear Valued Guest,

We regret to inform you that our scheduled 2 and 3 Night Cruises departing from Singapore between **6 until 22 September 2026** will be **cancelled** as the **Genting Dream will be undergoing scheduled routine works in drydock** during this period.

The cancelled itineraries departing from Singapore include:

Itinerary	**Cancelled Departure Dates**
1 Night One-Way Cruise to Melaka	6 & 10 Sept 2026
2 Night Cruise to Melaka	6 & 13 Sept 2026
2 Night High Seas Cruise	11 & 18 Sept 2026
2 Night Cruise to Kuala Lumpur (via Port Klang)	20 Sept 2026
3 Night Cruise to Penang & Kuala Lumpur (via Melaka)	8 Sept 2026
3 Night Cruise to Penang & Kuala Lumpur (via Port Klang)	22 Sept 2026
3 Night Cruise to Phuket	15 Sept 2026

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

For your convenience, please refer to **Appendix 1** for options available to 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 (9 AM – 6 PM)**	**Email**
StarDream Cruises Reservation Service Centre	Singapore	+65 800 852 8188	reservations.en@stardreamcruises.com (English language) reservations.ts@stardreamcruises.com (Chinese language)
	Malaysia	1800 814 852	
	Hong Kong	+852 800 938 887	
	Taiwan	00 (801) 498 887	
StarDream Rewards Membership Care	-	-	member.en@stardreamcruises.com (English language)
	-	-	member.cn@stardreamcruises.com (Chinese language)

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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: 1N, 2N & 3N Cruises from Singapore departing between 6 until 22 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 Singapore on Genting Dream (sailings on or before 13 Apr 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