



31 December 2019

Important Notice

Dear Valued Guests,

Please be advised that due to a change in Genting Dream's cruise operations, the 4D3N Penang / Phuket cruise departing from Singapore on 1 November 2020 is impacted.

Dream Cruises strives to ensure the best cruise experience for our valued guests and would like to convey our sincere apologies for any inconvenience caused.

In light of this change, Dream Cruises would like to offer our affected guests to choose one of the following options below suited to your convenience. Please confirm your option by marking the appropriate "☐" with a ✓ and supplying the requested information below to the Dream Cruises Reservations or the original booking source by 30 January 2020:-

☐ **Transfer Cruise**

- Affected guests can transfer to another Genting Dream cruise itinerary departing until 18 November 2020.
- As a gesture of goodwill, affected guests will be entitled to an onboard credit as per below, which is **only applicable** for on board food and beverage, shore excursions, WiFi, The Dream Store & Souvenir Mart, spa & wellness, photography and entertainment credit. Please contact the ship's reception for any on board credit related enquiries.

New cruise length	Onboard credit entitled per person
5-night (Sun)	SGD125
3-night (Sun)	SGD75
2-night (Wed)	SGD50

- Booking conditions, cabin category, types of booking remain the same as the original cruise package with no amendment fees (Subject to cabin availability).
- Should there be difference of cruise fare or port charges, the amount will be refunded, or guests will be required to top up should they opt for a longer cruise itinerary.

☐ **Cancellation**

- Affected guests who do not wish to take the Transfer Option can receive a full refund of their paid cruise fares including Cabin Fare, Port Charges and Paid shore excursion fees (if applicable).



The above cruise options are applicable for confirmed bookings only and once agreed shall be considered as full and final.

Ship/Itinerary of Affected Cruise: Genting Dream's 4D3N Penang / Phuket cruise
[Departing on 1 November 2020]

Name of Guest _____ (Please print)

Signature: _____

Reservation Number: _____

Please contact our hotlines for assistance:

Genting Rewards members	
Mainland China: +86 4001 203 233	Hong Kong: +852 2110 3838
Singapore: +65 6220 7801	Taiwan: +886 2 2175 9590
Malaysia: +603 2302 1388(Kuala Lumpur) +603 2302 1388 (Penang)	Email: mccenq@resortsworldatsea.com
Genting Cruise Lines reservation counters	
Hong Kong: +852 2317 7711	Penang: +604 2628388
Singapore: +65 6808 2288	
General Customer Services	
Mainland China: +86 20 400 881 0348	Hong Kong: +852 2317 7711
Singapore: +65 6223 0002	Philippines: +632 8836 6080
Malaysia: +603 2302 1288(Kuala Lumpur) +604 263 1128 (Penang)	Email: reservations.en@gentingcruiselines.com

*Guests booked via travel agents: please contact your respective travel agencies for assistance.

Kindly refer to the terms and conditions of the Ticket Contract (Passage Contract) on your booking confirmation.