



12 February 2020

Dear Valued Guest,

Warmest greetings from Dream Cruises.

We hope that you are enjoying a well-deserved rest back home with your family and loved ones. Over the past few days, we stood united and braved challenging times, yet we emerged safely and stronger from our time together on board World Dream. We would like to convey our sincerest apologies for the inconvenience caused due to her delayed disembarkation.

At Dream Cruises, the safety of our guests and crew is our top priority and we strive to provide you with the highest preventive hygiene and sanitation standards at sea. We would like to express our heartfelt thanks for placing your trust in Dream Cruises.

On behalf of World Dream's Captain, our ship crew and the staff of Dream Cruises, we sincerely wish you and your loved ones the best of health and that you will continue to stay safe.

Once again, we look forward to welcoming you back on board one of Dream Cruises' ships soon. For further assistance, please do not hesitate to connect with us:

Customer Hotline : Hong Kong (+852 2317 7711) / International (+632 8836 6080)

Email : [customerservice@gentingcruiselines.com](mailto:customerservice@gentingcruiselines.com)

Yours sincerely,

Michael Goh  
President - Dream Cruises