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25 March 2020

## **Important notice**

Dear Guests,

In light of the global outbreak of COVID-19, Dream Cruises has been monitoring the situation and working closely with authorities to support all possible precautionary measures. As always, the health and safety of our guests and crew is our utmost priority.

Regretfully, these unprecedented circumstances have brought us to the difficult decision that we must cancel all cruise itineraries for Explorer Dream which were scheduled to depart between 8 October 2020 and 21 February 2021. We are deeply saddened by this decision however we must take these extraordinary precautionary measures in order to limit the spread of the virus.

Affected guests originally booked on Explorer Dream's cruises during this period may choose to cancel their cruise and receive a future cruise credit in the amount of paid cruise fare, port charges, gratuities and any pre-booked Dream Cruises shore excursions, to be used towards any future Dream Cruises voyage departing before 31 December 2021.

If the new cruise fare is lower than the original, the difference will be refunded. If the new cruise fare is higher than the original, guests will be required to top up the price difference. Any onboard credits which may have been applied to their original cruise booking will be cancelled.

As a gesture of goodwill, Dream Cruises will offer an onboard credit of AUD250 per cabin for any guests who choose to take a future cruise credit. This onboard credit will be converted to the onboard currency according to the vessel's designated homeport of the future cruise booking. For example, Singapore Dollar (SGD) for Genting Dream that is homeported in Singapore.

Alternatively, guests can choose a full refund of paid cruise fare, port charges, gratuities and any pre-booked Dream Cruises shore excursions. Please contact your original booking office for further arrangements.

On behalf of Dream Cruises, we sincerely apologise for any inconvenience caused and we thank you in advance for your kind understanding and support in light of these unforeseen circumstances.

Please contact your original booking office by 8 April 2020 for available options.

Dream Cruises would like to reiterate that it maintains the highest preventative hygiene and sanitation standards on board its fleet and is committed to safeguarding the health of all guests and crew. Should there be any new developments; updates will be provided to our guests and relevant parties accordingly.

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

Guests booked directly through Dream Cruises, please contact our hotlines for assistance:

<b>Genting Rewards members</b>	
Mainland China: +86 4001 203 233	Hong Kong: +852 2110 3838
Singapore: +65 6220 7801	Taiwan: +886 2 2175 9590
Malaysia: +60 3 2302 1388 (Kuala Lumpur) +60 3 2302 1388 (Penang)	Email: <a href="mailto:mcceng@resortsworldatsea.com">mcceng@resortsworldatsea.com</a>
<b>Genting Cruise Lines reservation counters</b>	
Hong Kong: +852 2317 7711	Penang: +604 2628388
Singapore: +65 6808 2288	Australia / New Zealand: + 61 2 9212 6288 FIT Reservations: <a href="mailto:psafit.en@gentingcruiselines.com">psafit.en@gentingcruiselines.com</a>  Group Reservations: <a href="mailto:psagroups.en@gentingcruiselines.com">psagroups.en@gentingcruiselines.com</a>
<b>General Customer Services</b>	
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: <a href="mailto:reservations.en@gentingcruiselines.com">reservations.en@gentingcruiselines.com</a>

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