



DREAM CRUISES

27 March 2020

Important notice

Dear Guests,

Due to the global outbreak of the 2019 novel coronavirus as well as the ongoing cessation of port of calls for all cruise vessels announced by the Taiwan Centers for Disease Control, we regret to inform that World Dream's 2D1N Kaohsiung cruise departing from Hong Kong on 5 July and 23 August 2020, 4D3N Naha / Ishigaki cruise departing from Kaohsiung on 6 July 2020, 4D3N Naha / Miyakojima cruise departing from Kaohsiung on 24 August 2020 as well as 2D1N Hong Kong cruise departing from Kaohsiung on 9 July and 27 August 2020 will be cancelled.

Affected guests will be entitled to a full refund. Please contact your original booking source for the necessary arrangements.

Please note for affected Genting Rewards members who are sailing using Genting Points or cabin promotions, please contact our Genting Rewards members' customer service hotline.

Dream Cruises strives to ensure the best cruise experience for our guests and would like to apologize for any inconvenience caused.

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: +60 3 2302 1388 (Kuala Lumpur) +60 3 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.