



2 August 2020

Important Notice

Dear Valued Guests,

On behalf of Dream Cruises, we look forward to welcoming you aboard Explorer Dream on its 4D3N cruise departing from Keelung on 2 August 2020 (Sunday).

As we continue with our cruise voyage together, kindly be informed current weather advisory reports indicate unfavourable weather forecast in the Penghu and Kinmen region due to Tropical Storm Sinlaku, resulting in unsafe tendering operations. As such, we regret to inform that Explorer Dream will be required to change its 4D3N Penghu / Kinmen cruise to a 4D3N Matsu Island / Hualien cruise for safety reasons.

The revised schedule is as follows:

Date	Destination (Port)	Arrival Time	Departure Time
2 August 2020 (Sun)	Keelung	-	1800
3 August 2020 (Mon)	Matsu Island	0800	1800
4 August 2020 (Tue)	Hualien	0800	1800
5 August 2020 (Wed)	Keelung	1000	-

Kindly be informed we are closely monitoring the latest weather forecast including the development of Tropical Storm Hagupit in the east of Taiwan, which may result in strong winds and continued adverse weather. Due to this, the revised itinerary may be subjected to further changes should it be necessary and we will update our guests and crew on any new developments based on the local weather advisories.

Any inconvenience is regrettable and we thank you for your kind understanding and cooperation on this necessary change of itinerary, as the safety and comfort of our guests and crew members is our highest priority.

In light of the current change of itinerary, 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 box "" with $\sqrt{\quad}$ and supplying the requested information below by 2 August 2020.

Continue Cruise

- Guests may choose to continue to cruise on Explorer Dream's revised itinerary, which is the 4D3N Matsu Island / Kinmen cruise departing on 2



August 2020 from Keelung, Taiwan.

- Dream Cruises will offer affected guests an onboard credit of NTD 500 per night per cabin and will also incur the difference in additional port charges for this cruise as a gesture of goodwill. The onboard credit is only applicable for on board food and beverage, shore excursions, spa & wellness, photography and entertainment credit. Please contact the ship's reception for any on board credit related enquiries.
- 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.

Transfer Cruise

- Alternatively, guests can transfer to another Explorer Dream cruise departing before 14 October 2020. Please contact your original travel office or agency by 31 August 2020 for available options. Booking conditions, cabin category, type of booking remain the same as the original cruise package (Subject to cabin availability).
- If the new cruise fare or port charges are higher than the original, guests will be required to top up the price difference; If the new cruise fare or port charges are lower than the original, the difference will be refunded.
- Administrative fees shall apply for any change(s) to the guest name.
- 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.

Cancel Cruise

- Affected guests who do not wish to take the Continue / Transfer Cruise option may choose to cancel their bookings and receive a cruise credit for the full amount of their cruise (Paid Cabin Fare + Paid Port Charges + paid shore excursion fee, as applicable) to be redeemed on any Star Cruises / Dream Cruises' itinerary within 6 months of the cancellation (subject to cabin availability). You may contact your original travel office or agency within 30 days of this Notice for the arrangements.
- If the new cruise fare is higher than the original, the guest will be required to top up the price difference.
- Administrative fees shall apply for any change(s) to the guest name.



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

The above cruise options are applicable for confirmed bookings only and once agreed shall be considered as full and final. Should you have any further enquiries on the above options, please contact your original travel office for assistance.

Itinerary of Affected Cruise: Explorer Dream's 4D3N Penghu / Kinmen cruise departing from Keelung on 2 August 2020

Name of Guest: _____

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: mcceng@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.

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