



DREAM CRUISES

2 June 2020

Important notice

Dear Guests,

These are indeed unprecedented times as the evolving COVID-19 situation continues to impact businesses and operations worldwide. The health and safety of our guests and crew remain our utmost priority. As such, these circumstances have brought us to the difficult decision that we must cancel all cruise itineraries for Explorer Dream departing from Tianjin and Shanghai between 3 July 2020 and 4 October 2020.

On behalf of Dream Cruises, we seek your kind understanding and we thank you in advance as we continue to take these necessary and extraordinary measures to help curb the spread of pandemic across the region. We will continue to monitor the situation closely and work with the respective local authorities on resuming operations in a safe manner in the very near future. We hope to welcome you soon on board Explorer Dream.

Guests originally booked on Explorer Dream cruises departing between 3 July 2020 and 4 October 2020 from Tianjin and Shanghai may choose to cancel their cruise and receive a cruise credit of paid cruise fare, port charges and Dream Cruises shore excursion for their next Dream Cruises voyage departing before 31 December 2021. If the new cruise fare is higher than the original, guests will be required to top up the price difference. If the new cruise fare is lower than the original, the difference will be refunded. Onboard credits offered in the original cruise will be cancelled. As a gesture of goodwill, Dream Cruises will offer an onboard credit of HKD400 per cabin for guests booking a new 4-night cruise and HKD500 per cabin for guests booking a new 5-night cruise.

Alternatively, guests can choose a full refund of paid cruise fare, port charges and Dream Cruises shore excursion. Please contact your original booking office for further arrangements from 3 July 2020 onwards.

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.

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: 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.

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