



8 July 2020

## Important Notice

Dear Valued Guests,

In light of the evolving COVID-19 situation globally, Dream Cruises' fleet remains in hiatus during this challenging period due to the ongoing cessation of port of calls for all cruise vessels in the Southeast Asia region. As such, kindly be advised that Genting Dream's initial deployment from Singapore with itineraries between 31 July 2020 and 30 August 2020 will be cancelled.

Kindly note the affected sailings departing from Singapore are as per below:-

- 2-Night Bintan Cruise (31 July; 14, 21 & 28 August)
- 2-Night Melaka (Port Dickson) Cruise (5 & 19 August)
- 2-Night Kuala Lumpur Cruise (26 August)
- 3-Night Langkawi / Phuket Cruise (2 & 30 August)
- 3-Night Penang / Phuket Cruise (7 & 23 August)
- 3-Night Penang / Langkawi Cruise (16 August)
- 4-Night Melaka / Phuket Cruise (10 August)

Genting Dream is tentatively scheduled to commence her deployment in Singapore from 2 September 2020 onwards, subject to further confirmation from the local authorities. Any inconvenience is regrettable and we thank you for your kind understanding on this necessary change of itinerary. Should there be any further updates, we will inform our guests soonest possible as we continue to monitor the situation and work closely with the respective regional authorities.

During this hiatus period, Dream Cruises has carefully reviewed its prevention and response plan with the COVID-19 pandemic in mind to devise and provide enhanced and comprehensive measures across its ships. These include implementing comprehensive crew training to reinforce effective cleaning procedures, health and hygiene protocols and efficient guest interaction, which we will adopt as the new safety norm for our fleet in upcoming deployments in the near future.

Dream Cruises strives to ensure the best cruise experience for our guests and in light of this 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 ✓ and supplying the requested information below by 31 July 2020.

**Transfer Cruise**

- Affected guests will 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 another Genting Dream cruise departing from Singapore between 2 September 2020 and 31 March 2021. Please contact your original travel office or agency by 31 July 2020 for available options (Subject to cabin availability).
- As a gesture of goodwill, affected guests will be entitled to the following on board credits:-
  - SGD 125 per guest for the 5-Night cruise
  - SGD 100 per guest for the 4-Night cruise
  - SGD 75 per guest for the 3-Night cruise
  - SGD 50 per guest for the 2-Night cruise
- The transferred cruise will be at the prevailing rates with no amendment fees imposed. 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.

**Cancellation**

- Affected guests may also choose to cancel their cruise and receive a full refund of their paid cruise fares including Cabin Fare, Port Charges and Paid Dream Cruises shore excursion fees (if applicable).
- 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.

Should you have any further enquiries on the above options, please contact your original travel office for assistance.

Itinerary of Affected Cruise : \_\_\_\_\_



## DREAM CRUISES

Name of Guest : \_\_\_\_\_

Signature : \_\_\_\_\_

Reservation Number : \_\_\_\_\_

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: +603 2302 1388 (Kuala Lumpur) +603 2302 1388 (Penang)	Email: <a href="mailto:mccenq@resortsworldatsea.com">mccenq@resortsworldatsea.com</a>
<b>Genting Cruise Lines reservation counters</b>	
Hong Kong: +852 2317 7711	Penang: +604 2628388
Singapore: +65 6808 2288	
<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>

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

Once again, we wish you a pleasant voyage with Dream Cruises.

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