



20 July 2021

Important notice (Updated)

Dear Guests,

With the latest rise in community cases associated with COVID-19 in Singapore, kindly be advised that Dream Cruises will heighten its safety and precautionary measures in line with prevailing national guidelines to safeguard the well-being of our guests and crew.

Kindly take note of the updated measures and policies as listed below, which are applicable for World Dream's sailings from 23 July until 18 August 2021:-

- Onboard guest capacity will be further reduced to 25%
- Guests bookings are to comply with the following:-
 - Traveling groups limited to 2 guests per cabin.
 - Guests of the same household with bookings for more than 2 guests per cabin may opt to continue cruise with proof of valid documentation of the individuals' household details. Kindly be advised guests are to comply with the current national guidelines and ensure accurate household details are provided to the cruise line.
 - Guests associated with the recent Jurong Fishery Port, KTV and any other active COVID-19 clusters in Singapore, including close contacts of these individuals, as well as individuals placed on a Stay Home Notice, Leave of Absence or issued a Quarantine Order will be prohibited from cruising.
- Dine-in service at on board restaurants will be temporarily suspended during this period. For the comfort and convenience of our guests, take-away and room service options will be made available, featuring a wide variety of exciting Asian, international and Halal cuisine.
- Temporary suspension of indoor mask-off activities in accordance with government guidelines
- Permitted onboard activities will continue to operate at reduced capacity and with enhanced social safe distancing measures

Dream Cruises will continue to operate its scheduled cruises during this period. However, in view of this temporary change of operations and the lowering of guest capacity as stipulated by the Singapore government, some of our guests' original bookings may be affected. As such, Dream Cruises would like to offer all guests departing from 23 July until 18 August 2021 the following options:-

1) Transfer Cruise

- Affected guests will receive a future cruise credit for the full amount of their cruise (Paid Cabin Fare + Paid Port Charges, as applicable) to be redeemed for another World Dream voyage departing from Singapore between 21 August 2021 - 31 March 2022. Please contact your original travel office or agency by 15 August 2021 for available options (Subject to cabin availability).
- Blackout periods apply:
 - 3 - 10 September 2021
 - 20 November – 31 December 2021
 - 30 January 2022 – 4 February 2022 (Chinese New Year 2022)
- As a gesture of goodwill, affected guests will be offered an onboard credit as listed below:
 - 3-night Sunday cruise – SGD75 per cabin
 - 2-night Wednesday / Friday cruise – SGD50 per cabin
- The promotional fare for the same itinerary and cabin category will be applicable to new bookings with the same itinerary duration; for new cruise bookings with a longer duration, guests will be required to pay the fare difference.
- 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.

2) Cancellation

- Affected guests may also choose to cancel their cruise and receive a full refund of their paid cruise fares including Cabin Fare and Port Charges
- 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.

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

We would like to reiterate that Dream Cruises maintains the highest preventative and safety measures on board its fleet and is committed to safeguarding the health of all guests and crew.

Dream Cruises will continue to monitor the local situation and work closely with the relevant authorities to support all possible precautionary measures. 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: +603 2302 1388	Email: mccenq@resortsworldatsea.com
Genting Cruise Lines – enquiries and reservation	
Singapore: +65 6808 2288	
General Customer Services	
Singapore: +65 6223 0002	Email: reservations.en@gentingcruiselines.com

Thank you.

#####