



5 February 2020

## Important notice

Dear Guests,

In view of the recent outbreak of the 2019 novel coronavirus in the region, kindly be advised that the Hong Kong cruise ports will be closed from today (5 February 2020, Wednesday) until further notice and as a result, Star Cruises will temporarily suspend Star Pisces' operations in Hong Kong pending further updates.

Guests will have the option to change their cruise date or cancel their cruise with a full refund. Please contact the original booking source for the necessary arrangements and on behalf of Star Cruises, we apologize for any inconvenience caused and we thank you in advance for your kind understanding and support in light of these unforeseen circumstances.

Star 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:

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

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