

Cancellation and Amendment Policy

Amendment Policy and Cancellation Policy

(applicable to those passengers who reside in Asian countries)

1. Amendment Policy

An amendment fees shall be charged at US\$20 (or its equivalent) per passenger for each of the following amendments per time after the acceptance of bookings by Dream Cruises Reservations Office:

- a. change of passenger's name
- b. swapping passenger / rooming list
- c. downgrading of cabins

Notes (for Normal Free Independent Traveller ("FIT") Bookings):

- a. Waiver of 1st time amendment fee will be offered in the following situation:
 - i. regarding change of passengers, at least 1 of the original passengers' names remains unchanged in each of the relevant original cabins.

- b. Change of all passengers in an original cabin will be treated as cancellation and prevailing rates of cabins will apply to new booking. Cancellation charges will be levied according to the Cancellation Policy.
- c. 100% of full cabin fare will be levied as cancellation charges for any amendment in case of sailing during Super Peak Seasons.

Notes (for Group Bookings):

- a. "Group bookings" shall mean bookings of not less than 8 fully paid cabins.
- b. Additional cabins to the existing group booking shall be charged at the current prevailing rates of cabins. Notwithstanding anything to the contrary herein, the passenger is allowed to use original rates to place bookings for additional cabins but numbers of the bookings shall be limited to not more than 20% of the original cabin blockage and subject to the availability of the cabins.
- c. 100% of full cabin fare will be levied as cancellation charges for any amendment in case of sailing during Super Peak Seasons.
- d. Waiver of 1st time amendment fees will be offered in the following situation:
 - i. change of passenger's name / downgrading of cabin category is not more than 10% of the group size.

Notes (for FIT and Group Bookings):

a. Subject to all other provisions of this Amendment Policy and Cancellation Policy:

- i. amendment fees are applicable to those amendment requests which have been received not less than 3 Working Days prior to the departure date;
- ii. any amendment request received 2 Working Days or less prior to the departure date, 100% of full cabin fare as cancellation charges will be levied. "Working Day" shall mean a day that is not a Saturday, Sunday or public holiday in the relevant areas.

b. No amendment charge shall be levied for pure upgrade of cabins in the same cruise.

c. No amendment charge shall be levied for up sold of cruise provided that the original departure date remains unchanged.

d. For split of booked cabin: the new cabin will be considered as new booking charged at prevailing rates of cabins.

e. Add passenger(s) in the same cabin will be charged at the prevailing rates of cabins.

f. Amendment request must be made to Dream Cruises Reservations Office in writing and shall be effective only upon actual receipt by Dream Cruises Reservations Office.

2. Cancellation Policy (for FIT and Group Bookings)

The Cancellation Policy of Dream Cruises shall apply as follows:

Cruise Length 5 Nights or More	
Cancellation Notice Received by	Cancellation Charges (per person)
45 – 30 days prior to departure	25% of full cabin fare
29 – 15 days prior to departure	50% of full cabin fare
14 – 8 days prior to departure	75% of full cabin fare

**7 days or less prior to
departure**

100% of full cabin fare

No Show

100% of full cabin fare

Cruise Length 4 Nights or Less but except 1 Night Cruises

Cancellation Notice Received by

Cancellation Charges (per person)

45 – 14 days prior to departure

25% of full cabin fare

13 – 8 days prior to departure

50% of full cabin fare

7 days or less prior to departure

100% of full cabin fare

No Show

100% of full cabin fare

Cruise Length 1 Night

Cancellation Notice Received by

Cancellation Charges (per person)

13 – 6 days prior to departure

50% of full cabin fare

5 days or less prior to departure

100% of full cabin fare

No Show

100% of full cabin fare

Notes:

- a. Cancellation notification must be made to Dream Cruises Reservations Office by telephone or in writing. If the cancellation notification is made in writing, passenger is reminded to confirm the cancellation notification by telephone in order to avoid disputes.
- b. 100% of full cabin fare will be levied as cancellation charges for any cancellation in case of sailing during Super Peak Seasons.
- c. Change of cruise departure dates, change of vessel and down sale of cruise (such as reduction of cruise length) will be regarded as cancellation of original bookings and place new bookings. Cancellation Policy will apply to cancellation of original bookings. Prevailing rates of cabins will apply to new bookings.

General Provisions

- a. Dream Cruises reserve the right to amend this Amendment Policy and Cancellation Policy at any time without prior notice.
- b. In case of any dispute, the decision of Dream Cruises shall be final.
- c. This Amendment Policy and Cancellation Policy is drawn up in the English language and translated into Chinese language. If there is any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.