

DREAM CRUISES RESERVATION PROCEDURES AND POLICY

1. Cooling Period Policy

Normal Free Independent Traveller ("FIT") Bookings	
Booking made	Cooling Period
30 days or more prior to departure	5 Working Days upon booking made; after which cancellation charges applicable
29 days - 21 days prior to departure	3 Working Days upon booking made; after which cancellation charges applicable
20 days - 15 days prior to departure	2 Working Days upon booking made; after which cancellation charges applicable
14 days to 8 days prior to departure	1 Working Day upon booking made; after which cancellation charges applicable
7 days or less prior to departure	100% of full cabin fare as cancellation charges

Notes:

- (a) (i) Cooling Period - grace period for consideration of bookings without cancellation charges levied.
(ii) Working Day - a day (other than a Saturday, Sunday or public holiday in the Territory).
 - (b) Cooling period policy is not applicable to the following situations :-
 - (i) group bookings;
 - (ii) sailing during super peak seasons, such as, Christmas, New Year and Chinese New Year;
 - (iii) the existing booking has been cancelled and rebooked or postponed.
4. The Sales Agent must furnish SCML with the proper passenger information which complies with the applicable immigration requirements. It should be faxed or electronically mailed to SCML immediately and no later than fourteen (14) Working Days prior to sailing. In the event the Sales Agent fails to submit the proper passenger information to Dream Cruises Reservation Office within the stipulated period, SCML reserves the right to reject or cancel such bookings. Passenger information shall include:
- (a) passenger's full name (as in passport)
 - (b) name of next-of-kin of passenger and contact details
 - (c) sex
 - (d) date of birth
 - (e) nationality
 - (f) passport number
 - (g) passport expiry date
5. The Sales Agent must make available or otherwise notify the passengers of the Terms and Conditions of Carriage of Dream Cruises.

6. The Sales Agent shall inform passengers of the immigration, health, quarantine, health and exchange controls regulations of the countries which the passengers will be visiting.

Upon receipt of passengers' all details, **Dream Cruises Reservations Department** will issue a **Booking Confirmation** (not valid for passage). It will show booking reference, passenger and cruise details along with the total amount payable. Upon receipt of full payment, **Dream Cruises Reservations Department** will issue a **Confirmation Slip**, which can be used to exchange for a boarding pass at the check-in counter.

7. **Amendment Policy**

An amendment fees shall be charged at S\$30 per passenger for each of the following amendments per time after the acceptance of bookings by Dream Cruises Reservations Office:-

- (a) change of passenger name
- (b) swapping passenger / rooming list
- (c) downgrading of cabins

Notes (for FIT Bookings):

- (a) Waiver of 1st time amendment fee will be offered in any of the following situations: -
 - (i) pure swapping of the cabins in the same cruise between the passengers who placed their bookings through the Sales Agent;
 - (ii) regarding change of passengers, at least 1 of the original passengers name remains unchanged in each of the relevant original cabins.
- (b) 100% of full cabin fare will be levied as cancellation charges in case of sailing during super peak seasons such as Christmas, New Year and Chinese New Year sailing.
- (c) 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.

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 Sales Agent 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) waiver of 1st time amendment fees will be offered in any of the following situations:
 - (i) Pure swapping of the cabins in the same cruise between the passengers who placed their bookings through the Sales Agent;
 - (ii) change of passengers' name / downgrading of cabin category is not more than 10% of the group size.

Notes (for FIT and Group Bookings)

- (a) Amendment fees are applicable to those amendment requests which have been received not less than 3 Working Days prior to the departure date. Any amendment request received 2 Working Days or less prior to departure, 100% of full cabin fare as cancellation charges will be levied.
- (b) No charge shall be levied for upgrading of cabins in the same cruise.
- (c) No charge shall be levied for up sold of cruise provided that the original departure date remains unchanged.
- (d) 100% of full cabin fare as cancellation charges will be levied in case of sailing during super peak seasons, such as Christmas, New Year and Chinese New Year;
- (e) Split of cabin: the new cabin will be considered as new booking charged at prevailing rates of cabins.
- (f) Add passengers in the same cabin will be charged at the original rates of cabins.

- (g) Amendment request must be made in writing to Dream Cruises Reservations Office and shall be effective only upon actual receipt by Dream Cruises Reservations Office. The Sales Agent is reminded to confirm the amendment request by telephone in order to avoid disputes.
- (h) The Sales Agent is required to notify its customers of Dream Cruises amendment fees above. Failure to do so will render the Sales Agent liable for any claims or compensation arising from disputes in the amendment fees levied.

8. **Cancellation Policy (FIT and Group Bookings)**

The cancellation policy of Dream Cruises shall apply as follows:-

Cruise Length 5 Nights or More (all Dream Cruises Vessels)	
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 / No Written Notice	100% of full cabin fare

Cruise Length 4 Nights or Less but except 1 Night Cruises (all Dream Cruises Vessels)	
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 / No Written Notice	100% of full cabin fare

Cruise Length 1 Night (all Dream Cruises Vessels)	
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 / No Written Notice	100% of full cabin fare

Notes:

- (a) Cancellation notification must be made in writing to Dream Cruises Reservations Office and shall be effective only upon actual receipt by Dream Cruises Reservations Office. Sales Agent is reminded to confirm the cancellation notification by telephone in order to avoid disputes.
- (b) The Sales Agent is required to notify its customers of Dream Cruises cancellation charges above. Failure to do so will render the Sales Agent liable for any claims or compensation arising from disputes in the cancellation charges levied.
- (c) 100% of full cabin fare will be levied as cancellation charges in case of sailing during super peak seasons such as Christmas, New Year and Chinese New Year.
- (d) Change of 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.

9. **Release Policy (Group Bookings)**

No. of cabins blocked	No. of cabins can be released
8 – 50 cabins	(a) 1 st and final review: Sales Agent shall have review 30 days before departure and release 25% of unused cabins. If the cabins released by the Sales Agent are more than 25% of unused cabins, cancellation charges as per Cancellation Policy will be levied.
51 – 100 cabins	(a) 1 st review : Sales Agent shall have review 46 days before departure and release 25% of unused cabins. If the cabins released by the Sales Agent are more than 25% of the unused cabins, 25% of full cabin fare as cancellation charges will be levied. (b) Final review: Sales Agent shall have review 30 days before departure and release 15% of unused cabins as per the latest cabin blockage. If the cabins released by the Sales Agent are more than 15%, cancellation charges will be levied as per Cancellation Policy.
101 - 499 cabins	(a) 1 st review: Sales Agent shall have review 60 days before departure and release 25% of unused cabins. If the cabins released by the Sales Agent are more than 25% of unused cabins, 25% of full cabin fare as cancellation charges will be levied. (b) Final review: Sales Agent shall have review 45 days before departure and release 10% of unused cabins as per the latest cabin blockage. If the cabins released by the Sales Agent are more than 10%, cancellation charges will be levied as per Cancellation Policy.
500 cabins or more	(a) 1 st review: Sales Agent shall have review 90 days before departure and release 25% of unused cabins. If the cabins released by the Sales Agent are more than 25%, 25% of full cabin fares as cancellation charges will be levied. (b) Final review: Sales Agent shall have review 60 days before departure and release 10% of unused cabins as per the latest cabin blockage. If the released cabins are more than 10% of unused cabins, cancellation charges as per Cancellation Policy will be levied.

Notes

- (a) Any group of bookings which is less than 8 paid cabins will not be qualified as “Group Booking”. Neither group benefits nor group rates will apply. Such bookings will be converted to FIT bookings and governed by the FIT policy.

10. Deposit Policy (applicable to Non-home Port Vessels and Group Bookings)

- (a) Deposit policy will apply upon confirmation of group cabin blockage of 8 cabins to 199 cabins.

Deposit agreement will be discussed between the parties on a case-by-case basis if the group consists of 200 cabins or more.

- (c) Deposit shall be collected accumulatively depending on days before departure:-

Group Cabin Blockage Received	Deposit to be Paid
90 days or more before departure	10% of total cabin fare based on occupancy per cabin to be paid within 14 days from the date of confirmation of cabin blockage.
89 - 30 days before departure	2 nd payment of additional 30% of total cabin fare per cabin to be paid by 30 days before departure. For new blockage, 40% of total cabin fare based per cabin to be paid within 14 days from the date of confirmation of cabin blockage.
29 – 14 days before departure	NIL deposit. Any release of cabins is subject to Cancellation Policy. Full payment shall be made by 14 days prior to departure.
Less than 14 days before departure	NIL deposit. Any release of cabins is subject to Cancellation Policy. Full payment upon confirmation of blockage.

11. Free of Charge Policy (Groups)

No. of Cabins Blocked	No. of Free of Charge Cabins (“FOC Cabins”) to be accorded
Every 15 cabins blocked	1 additional FOC Cabin to be accorded

For example:

For 15 blocked cabins, 1 additional FOC cabin will be accorded. Then there will be a total of 16 cabins.

Notes:

- (a) Category of FOC cabin to be accorded shall be based on the category of the majority cabins on twin-sharing basis booked in a group booking. In the event of numbers of cabins blocked

