

IN THE CIRCUIT COURT OF THE 11TH
JUDICIAL CIRCUIT IN AND FOR
MIAMI-DADE COUNTY, FLORIDA

In re:

COMPLEX BUSINESS LITIGATION
DIVISION

CRYSTAL CRUISES LLC, a California
limited liability company,

Case No. 2022-002742-CA-01
Lead Case

CRYSTAL HOLDINGS U.S., LLC, a
Delaware limited liability company,

Case No. 2022-002757-CA-01

CRYSTAL AIRCRUISES, LLC, a Florida
limited liability company, and

Case No. 2022-002758-CA-01

Assignors,
To:

(Jointly Administered Cases)

MARK C. HEALY,

Assignee.
_____ /

ASSIGNEE'S OBJECTION TO CLAIM OF CONNEXUS TRAVEL LIMITED

NOTICE OF OPPORTUNITY TO OBJECT AND REQUEST FOR HEARING

PLEASE TAKE NOTICE that, Pursuant to section 727.111(4), Florida Statutes, the assignee may disallow improper claims of creditors, and the Court may consider these actions without further notice or hearing unless a party in interest files an objection within 21 days from the date this paper is served. If you object to the relief requested in this paper, you must file your objection with the Clerk of the Court of Miami-Dade County at 73 W. Flagler Street, Room 133, Miami, FL 33130, and serve a copy on the assignee's attorney, Paul N. Mascia, Esq., Nardella & Nardella, PLLC, 135 W. Central Blvd., Ste. 300, Orlando, FL 32801, and any other appropriate person.

If you file and serve an objection within the time permitted, the Court shall schedule a hearing and notify you of the scheduled hearing.

If you do not file an objection within the time permitted, the assignee and the Court will presume that you do not oppose the granting of the relief requested in the paper.

COMES NOW Mark C. Healy, Assignee in the above-captioned Assignment proceeding (the “Assignee”), pursuant to Section 727.113 and 727.109(4), files this Objection to Claim of Connexus Travel Limited (“Connexus” or “Claimants”), and asserts as follows:

BACKGROUND

1. On February 10, 2022, the Crystal Cruises, LLC (the “Assignor”) executed and delivered, and the Assignee accepted, an irrevocable Assignment for the benefit of creditors to the Assignee (the “Assignment”). On February 11, 2022, a *Petition Commencing Assignment for the Benefit of Creditors* was filed by the Assignee for the Assignor, thereby commencing the following assignment for the benefit of creditors case pursuant to Chapter 727 of the Florida Statutes, in this Court: *In re Crystal Cruises LLC*, Case No. 2022-002742-CA-01 (the “Assignment Case”).

2. Prior to the Assignment, Assignor engaged in the business of travel and entertainment business, including operating ocean, river, and expedition cruises and conducting related activities around the world (the “Business”).

3. The Assignee's address and telephone number are c/o Paul N. Mascia, Esq., Nardella & Nardella, PLLC, 135 W. Central Boulevard, Orlando, Florida 32801 and (407) 966-2680.

4. Pursuant to § 727.112, *Florida Statutes*, all proofs of claims shall be filed by delivering the claims to the Assignee within 120 days from the filing of the Assignment.

5. In this case, all claims were due by June 11, 2022 (the “Bar Date”).

6. Connexus delivered their claim of \$26,205.35 to the assignee on or about May 18, 2022 (the “Claim”), a true and correct copy of which Claim, along with the proffered supporting documents, are collectively attached hereto as **Exhibit “A”**.

OBJECTION TO CLAIM

7. The Connexus Claim is a travel agency selling cruise packages. The documentation provided by the Claimant shows the claim is for future cruise credits, and as such, are disallowed. Further, the documentation provided shows the Claimant is neither the agent nor the customer. Finally, a portion of this claim is directed toward a third party, Genting Hong Kong. As such, Assignee objects to the Claim in its entirety.

8. At any time before the entry of an order approving the Assignee's final report, the Assignee may file its objection to the Claim. *See* §727.113(1), *Florida Statutes*. The Assignee's final report has not yet been filed in this case and his objection to the Claim is therefore timely made.

9. Should any additional documents or information be provided, Assignee reserves the right to raise additional defenses.

10. This Honorable Court has the power to allow or disallow claims against the estate and determine their priority. *See* § 727.109(4), *Florida Statutes*.

WHEREFORE, the Assignee respectfully requests the Court enter an order sustaining his Objection to Alevys' Claim and denying the Claim in its entirety.

DATED this 8th Day of January 2024.

NARDELLA & NARDELLA, PLLC
Co-General Counsel for Assignee
135 W. Central Blvd., Ste. 300
Orlando, FL 32801
(407) 966-2680

By: /s/ Danielle N. Waters

Michael A. Nardella, Esq.
Florida Bar No. 051265
Paul N. Mascia, Esq.
Florida Bar No. 0489670
Danielle N. Waters, Esq.
Florida Bar No. 0029364

mnardella@nardellalaw.com
pmascia@nardellalaw.com
dwaters@nardellalaw.com
kcooper@nardellalaw.com

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via the Florida Court's e-Filing Portal on January 5, 2024, which will serve upon all parties and interested persons of record in this action; on claimant Connexus Travel Limited via email at adacheung@connexustravel.com and IreneTsang@connexustravel.com and U.S. mail to Connexus Travel Limited Unit 501, 5/F Tower B, Manullfe Financial Centre, 223 Wal Yip Street, Kwun Tong, Kowlook, Hong Kong, 2579 6458; and via email to cbl44@jud11.flcourts.org pursuant to CBL Rule 2.2.

By: /s/ Danielle N. Waters
Danielle N. Waters

EXHIBIT “A”

IN THE CIRCUIT COURT OF THE ELEVENTH JUDICIAL CIRCUIT,
IN AND FOR MIAMI-DADE COUNTY, FLORIDA

In Re:

CRYSTAL CRUISES, LLC
a California Limited Liability company.

2736

Assignor,

Case No.: 2022-002742 CA 01

To:

MARK C. HEALY,

Assignee,

PROOF OF CLAIM

TO RECEIVE ANY DIVIDEND IN THIS PROCEEDING, YOU MUST COMPLETE THIS PROOF OF CLAIM AND DELIVER IT TO THE ASSIGNEE NO LATER THAN:

JUNE 11, 2022

THE ASSIGNEE'S NAME AND ADDRESS ARE AS FOLLOWS:

Mark C. Healy, Assignee
MICHAEL MOECKER & ASSOCIATES, INC.
1885 Marina Mile Blvd., Suite 106
Fort Lauderdale, FL 33315
(954) 252-1560 · (954) 252-2791 Fax No.
Info@Moecker.com

1. CREDITOR NAME (Your name):
ADDRESS:

Connexus Travel Limited
Unit 501, 5/F Tower B, Manulife Financial Centre,
223 Wal Yip Street, Kwun Tong, Kowloon, Hong Kong.

TELEPHONE NUMBER:
E-MAIL ADDRESS:

2579 6458
AdaCheung@connexustravel.com / IreneTsang@connexustravel.com
Please be sure to notify us if you have a change of address.

2. BASIS FOR CLAIM:

Goods Sold Wages, Salaries and Compensations Secured Creditor
 Services Performed Taxes
 Money Loaned Shareholder Other: Purchase of cruise products, FCC & Guarantee Deposit for Dream Cruise

3. DATE DEBT WAS INCURRED:

31 Jul 2018 - 26 Jan 2022

US\$26,205.35

4. AMOUNT OF CLAIM:

HKD204,366.88

(Please see attached list "Summary for Security Deposit & Genting Group Refund Table" for reference.)

5. SUPPORTING DOCUMENTS: Attach copies of supporting documents, such as promissory notes, purchase order, invoices, itemized statement of running accounts, court judgments, or evidence of security interests. If the documents are not available, explain. If the documents are voluminous, attach a summary.

6. SIGNATURE: Sign and print name and title, if any, of the creditor or other person authorized to file this claim:

DATED: 18-May-2022

BY: [Signature]
Signature of Claimant or Representative

Ada Cheung - Finance Manager

Print Name and Title Here



IN THE CIRCUIT COURT OF THE ELEVENTH JUDICIAL CIRCUIT,
IN AND FOR MIAMI-DADE COUNTY, FLORIDA

In Re:

CRYSTAL CRUISES, LLC
a California Limited Liability company,

CONSUMER

Assignor,

Case No.: 2022-002742-CA01

To:

MARK C. HEALY,

Assignee,

PROOF OF CLAIM

TO RECEIVE ANY DIVIDEND IN THIS PROCEEDING, YOU MUST COMPLETE THIS PROOF OF CLAIM
AND DELIVER IT TO THE ASSIGNEE NO LATER THAN:

JUNE 11, 2022

THE ASSIGNEE'S NAME AND ADDRESS ARE AS FOLLOWS:

Mark Healy, Assignee
MICHAEL MOECKER & ASSOCIATES, INC.
1885 Marina Mile Blvd., Suite 106. Fort Lauderdale, FL 33315
(954) 252-1560 · (954) 252-2791 Fax No.
Info@Moecker.com

1. **CRUISE RESERVATION ID NUMBER(S):** _____
2. **CONSUMER NAME (Your name):** _____
ADDRESS: _____

LAST 4 DIGITS OF CREDIT CARD(S) USED: _____ Visa MC Discover AMEX Other
LAST 4 DIGITS OF CREDIT CARD(S) USED: _____ Visa MC Discover AMEX Other
TELEPHONE NUMBER: _____
E-MAIL ADDRESS: _____

Please be sure to notify us if you have a change of address.

3. **BASIS FOR CLAIM:**
 Date of Departure _____ Departure Port _____ Return Port _____
 Future Cruise Payment – ID _____
 Travel Insurance – Name of Company _____ Account # _____
 Travel Agency - Name of Company _____
3. **AMOUNT OF CLAIM:** \$ _____
4. **SUPPORTING DOCUMENTS:** Attach copies of supporting documents, such as payment confirmation(s), booking confirmation(s), evidence of coupon, and evidence of payment. If the documents are not available, explain. If the documents are voluminous, attach a summary.
5. **SIGNATURE:** Sign and print name and title, if any, of the creditor or other person authorized to file this claim:

DATED: _____ BY: _____
Signature of Claimant or Representative

Print Name and Title Here

Genting Group Security Deposit & Genting Cruises / Star Cruises / Crystal Cruises. Pending Refund - Version 2

No.	License No.	Agent Name	Agent Ref.	Cruise Co. Ref.	Booking Date	Sailing Date	Date of Refund Submission	Pax Name (Main Contact) *Last Name, First Name	No. of Pax	Brand	Destinations	Status	Net Amount with Cruise Line (HKD)	Total Net Amount with Cruise Line (per Sales folder) (HKD)	Attachment	Guest payment Amount (HKD)	Remark
1	350001	Connexus Travel Limited	ES000234106	1508477	10-Dec-21	28-Jan-22	20-Jan-22	TONG, KIN YIU	4	Genting Cruises	HKG	Full Paid	\$1,914.00	\$19,524.00	Appendix 1	\$13,100.00	
2	350001	Connexus Travel Limited	ES000234106	15094912	10-Dec-21	28-Jan-22	20-Jan-22	SUNG, NGAN LIN	2	Genting Cruises	HKG	Full Paid	\$7,610.00	\$19,524.00	Appendix 1	\$8,400.00	
3	350001	Connexus Travel Limited	ES000069715	2137554	1-Feb-19	13-Jan-20	27-Feb-20	SMATHI, INDRA	2	Crystal Cruises	Americas	Future Cruise Credit	\$58,400.16			\$58,400.16	Booked through Miramar Express. FCC USD9,743.6 x 2 - Half sailing was suspended due to cruise line which leads to a Future Cruise Credit amount USD 3,743.6 x 2 max, expiry date on 31. Dec.22 is not yet utilised
4	350001	Connexus Travel Limited	ES000069715	2137535	1-Feb-19	13-Jan-20	27-Feb-20	NARAIN, MAINA LACHMAN	1	Crystal Cruises	Americas	Future Cruise Credit	\$40,881.36			\$40,881.36	Booked through Miramar Express. FCC USD5,241.2 x 1 - Half sailing was suspended due to cruise line which leads to a Future Cruise Credit amount USD 5,241.2 x 1 max, expiry date on 31. Dec.22 is not yet utilised
5	350001	Connexus Travel Limited	ES000069715	2137536	1-Feb-19	13-Jan-20	27-Feb-20	NARAIN, RAVI	1	Crystal Cruises	Americas	Future Cruise Credit	\$40,881.36	\$140,162.88	Appendix 2	\$40,881.36	Booked through Miramar Express. FCC USD5,241.2 x 1 - Half sailing was suspended due to cruise line which leads to a Future Cruise Credit amount USD 5,241.2 x 1 max, expiry date on 31. Dec.22 is not yet utilised
6	350001	Connexus Travel Limited	COR300001864 + CSTL3249378	2084721	31-Jul-18	19-Jul-20	10-Mar-20	CHUANG, LEONTINE	3	Crystal Cruises	Europe	Future Cruise Credit	\$2,340.00			\$2,340.00	Booked through Miramar Express. FCC USD100 x 3 - Pax cancelled booking and cruise line waived admin fee USD 100 x 3 pax and converted to a FCC, expiry date on 31. Dec. 22 is not yet utilised
7	350001	Connexus Travel Limited	COR300001864 + CSTL3249378	2084716	31-Jul-18	19-Jul-20	10-Mar-20	CHUANG, DIONE YEEMAN	3	Crystal Cruises	Europe	Future Cruise Credit	\$2,340.00	\$4,680.00	Appendix 3	\$2,340.00	Booked through Miramar Express. FCC USD100 x 3 - Pax cancelled booking and cruise line waived admin fee USD 100 x 3 pax and converted to a FCC, expiry date on 31. Dec. 22 is not yet utilised
8	350001	Connexus Travel Limited					26-Jan-23	Guarantee deposit to Dream Cruises Holding Limited					\$40,000.00	\$40,000.00	Appendix 4		
													\$204,366.88				



Fw: Please advise cancel penalty & FCC: Crystal Symphony - 19 Feb 2021 - # 2242328, 2242331, 2242722

Yvonne Li to: Irene Tsang
Cc: Ada Cheung

30/03/2022 06:32 PM

----- Forwarded by Yvonne Li/Swire Travel Ltd on 30/03/2022 06:32 PM -----

From: "Pinky Tang Hing Shan (GCL, HKG)" <pinky.tang@gentingcruiselines.com>
To: Yvonne Li/Swire Travel Ltd, "Kenneth Yau Wai Sam (GCL, HKG)" <kenneth.yau@gentingcruiselines.com>, "Betty Woo Suk Kwan (GCL, HKG)" <betty.woo@gentingcruiselines.com>,
Cc: Cruise Team, Alexa Wong/Swire Travel Ltd
Date: 11/09/2020 11:31 AM
Subject: RE: Please advise cancel penalty & FCC: Crystal Symphony - 19 Feb 2021 - # 2242328, 2242331, 2242722

Hi Yvonne

Kindly note that I was able to extend the expiration date to December 31, 2022 as below

#2137534

Guest Name	Crystal Society#	FCC Amount	Expiry Date
Snaith Indra	272642	\$3,743.60	12/31/2022
Snaith Nicholas Peter	369993	\$3,743.60	12/31/2022

#2137535

Guest Name	Crystal Society#	FCC Amount	Expiry Date
Narain Maina Lachman	85435	\$5,241.20	12/31/2022

#2137536

Guest Name	Crystal Society#	FCC Amount	Expiry Date
Narain Ravi	3052762	\$5,241.20	12/31/2022

Best Regards,
Pinky Tang

From: Yvonne Li <YvonneLi@connexustravel.com>
Sent: Tuesday, September 08, 2020 5:12 PM
To: Pinky Tang Hing Shan (GCL, HKG) <pinky.tang@gentingcruiselines.com>; Kenneth Yau Wai Sam (GCL, HKG) <kenneth.yau@gentingcruiselines.com>; Betty Woo Suk Kwan (GCL, HKG) <betty.woo@gentingcruiselines.com>
Cc: Cruise Team <Cruise_Team@SWIRETRAVEL.COM>; Alexa Wong <AlexaWong@connexustravel.com>
Subject: Please advise cancel penalty & FCC: Crystal Symphony - 19 Feb 2021 - # 2242328, 2242331, 2242722

**WARNING: This email originated outside GentingHK from: YvonneLi@connexustravel.com.
DO NOT click links or attachments unless you recognize the sender and know the content is safe.**

Dear Team,

Mrs Snaith's party would like to cancel their upcoming bookings# 2242328, 2242331, 2242722. They are not confident in cruising next year due to their ages particularly their mother are quite high, as well as the current situation is still not certain (maybe another outbreak).

Hence, please advise cancellation penalty if it is waived with full refund for bookings cancel before 10/9?

Meanwhile, they have below FCC on hand which required to be used for sailings commencing on/before 30 April 2021. Could you please check and advise if the FCC can be refunded or extended expiry date?

#2137534 - FCC value US\$3,743.60 per person x 2

#2137535 - FCC value US\$5,241.20 per person x 1

#2137536 - FCC value US\$5,241.20 per person x 1

FCC to be used for any sailings commencing on/before 30April2021.

Look forward to your advice soon.

Best Regards,

Yvonne Li

Cruise Supervisor

Tel: +852 3151 8992

Fax: +852 3154 6265

Email: yvonneli@connexustravel.com

Connexus Travel Limited
全旅達國際旅遊有限公司

Unit 501, 5/F Tower B, Manulife Financial Centre,
223 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong
香港九龍觀塘偉業街223號宏利金融中心B座5樓501室
Visit our website at: <http://www.connexustravel.com>

In partnership with:

From: "Pinky Tang Hing Shan (GCL, HKG)" <pinky.tang@gentingcruiselines.com>

To: Yvonne Li/Swire Travel Ltd, "Kenneth Yau Wai Sam (GCL, HKG)" <kenneth.yau@gentingcruiselines.com>,

Cc: "Betty Woo Suk Kwan (GCL, HKG)" <betty.woo@gentingcruiselines.com>, Cruise Team, Ivan Cheung/Swire Travel Ltd

Date: 22/05/2020 10:26 AM

Subject: RE: Breakdown after applying FCC: Crystal Symphony - 19 Feb 2021 - # 2242328, 2242331, 2242722

Dear Yvonne

The FCC will be deducted from "Cruise Fare After Discounts", please let me know if you want to apply the FCC for those new bookings

For example:

#2242328

Cruise Fare After Discounts: \$12,284.00 per person

Less FCC: \$3743.60 per person

Taxes, Fees And Port Charges: \$1,550.00 per person

Your Client's Crystal Cruise Fare: \$10090.40 per person

Best Regards,

Pinky Tang

From: Yvonne Li <YvonneLi@connexustravel.com>

Sent: Thursday, May 21, 2020 11:37 PM

To: Kenneth Yau Wai Sam (GCL, HKG) <kenneth.yau@gentingcruiselines.com>

Cc: Betty Woo Suk Kwan (GCL, HKG) <betty.woo@gentingcruiselines.com>; Cruise Team <

Cruise_Team@SWIRETRAVEL.COM>; Ivan Cheung <IvanCheung@connexustravel.com>; Pinky Tang Hing Shan (GCL, HKG) <pinky.tang@gentingcruiselines.com>

Subject: Breakdown after applying FCC: Crystal Symphony - 19 Feb 2021 - # 2242328, 2242331, 2242722

Dear Kenneth,

Thank you for your return email and information. We shall wait for update from cruise line if the subjected bookings will be affected.

Meanwhile, could you please advise breakdown of booking # 2242328, 2242331, 2242722 if they apply their FCC from their previous bookings?

Herewith FCC value sent by ME before for reference:

#2137534 - FCC value US\$3,743.60 per person x 2

#2137535 - FCC value US\$5,241.20 per person x 1

#2137536 - FCC value US\$5,241.20 per person x 1

Best Regards,

Yvonne Li

Cruise Supervisor

Tel: +852 3151 8992

Fax: +852 3154 6265

Email: yvonneli@connexustravel.com

Connexus Travel Limited

全旅達國際旅遊有限公司

Unit 501, 5/F Tower B, Manulife Financial Centre,
223 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong
香港九龍觀塘偉業街223號宏利金融中心B座5樓501室
Visit our website at: <http://www.connexustravel.com>

In partnership with:

From: "Kenneth Yau Wai Sam (GCL, HKG)" <kenneth.yau@gentingcruiselines.com>
To: Yvonne Li/Swire Travel Ltd,
Cc: Cruise Team, Ivan Cheung/Swire Travel Ltd, "Pinky Tang Hing Shan (GCL, HKG)" <pinky.tang@gentingcruiselines.com>, "Betty Woo Suk Kwan (GCL, HKG)" <betty.woo@gentingcruiselines.com>
Date: 21/05/2020 10:08 AM
Subject: RE: Indian Ocean has banned cruise ships from visiting until 2022: Crystal Symphony - 19 Feb 2021 - # 2242328, 2242331, 2242722

Morning Yvonne,

Crystal Cruises is aware of the recent news of the Seychelles' decision to restrict cruise travel until 2022, which could potentially impact Crystal Esprit's deployment. The company is currently seeking clarification from the authorities of the Seychelles regarding specifications of vessels that may or may not be permitted during this suspension. The 62-guest Crystal Esprit is a vastly different product than the typical cruise offering that calls on the Seychelles and we are hopeful that her voyages can carry on as planned.

The company always respects and adheres to the regulations of our destination partners around the world and we will, of course, respect their final decision. In the meantime, our itinerary team is creating exciting alternative voyages, and guests and travel advisors will be informed of any changes and relevant updates as appropriate.

Best regards,
Kenneth

Kenneth Yau

Assistant Vice President, Crystal Asia - Business Development

Genting Cruise Lines

Suite 1501, Ocean Centre, 5 Canton Road, Tsimshatsui, Kowloon, Hong Kong SAR

T +852 23785767 | M +852 66221609 | gentingcruiselines.com

From: Yvonne Li <YvonneLi@connexustravel.com>

Sent: Thursday, May 21, 2020 9:45 AM

To: Kenneth Yau Wai Sam (GCL, HKG) <kenneth.yau@gentingcruiselines.com>

Cc: Cruise Team <Cruise_Team@SWIRETRAVEL.COM>; Ivan Cheung <IvanCheung@connexustravel.com>; Pinky Tang Hing Shan (GCL, HKG) <pinky.tang@gentingcruiselines.com>; Betty Woo Suk Kwan (GCL, HKG) <betty.woo@gentingcruiselines.com>

Subject: Indian Ocean has banned cruise ships from visiting until 2022: Crystal Symphony - 19 Feb 2021 - # 2242328, 2242331, 2242722

Dear Kenneth,

Good morning. Could you please advise if Crystal Cruises will stop going to Seychelles according to the latest news - *Indian Ocean has banned cruise ships from visiting until 2022?*

Also please also advise if itinerary of bookings# 2242328, 2242331, 2242722 will be affected too?

Message from guests:

Please refer to the attached article which reports that Seychelles will ban cruise ships from arriving until 2022. How will this affect the itinerary and pricing for our proposed Feb Crystal cruise from Singapore to Cape Town which includes Seychelles in its current itinerary?

<https://thepointsguy.com/news/seychelles-bans-cruise-arrivals/>

Should you need any further assistance, please do not hesitate to contact me. Thank you.

Best Regards,

Yvonne Li

Cruise Supervisor

Tel: +852 3151 8992

Fax: +852 3154 6265

Email: yvonneli@connexustravel.com

Connexus Travel Limited
全旅達國際旅遊有限公司

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223 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong
香港九龍觀塘偉業街223號宏利金融中心B座5樓501室
Visit our website at: <http://www.connexustravel.com>

In partnership with:

Connexus Travel Limited 全旅達國際旅遊有限公司

Outstanding Customer Service Program Award (Silver Prize) 卓越顧客服務項目獎 (銀獎)
- HKACE Customer Service Excellence Award 優質顧客服務大獎 2017
The Outstanding Brand Award 實力品牌大獎 2015 & 2017
- *Economic Digest* 經濟一週
The Most Favourite Business Travel Agency 我最喜愛商務旅遊旅行社 2013-2018
The Most Favourite Travel Agency of Cruise Service 我最喜愛郵輪服務旅行社 2016-2018
The Most Favourite In-depth Tour 我最喜愛深度遊團 2018
The Most Favourite Luxury Travel Agency 我最喜愛尊貴旅遊旅行社 2015-2017
The Most Favourite Extraordinary Experience Travel Agency 我最喜愛非凡旅遊體驗旅行社 2017
- *U Magazine Travel Awards* 旅遊大獎

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Connexus Travel Limited 全旅達國際旅遊有限公司

Outstanding Customer Service Program Award (Silver Prize) 卓越顧客服務項目獎 (銀獎)
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The Outstanding Brand Award 實力品牌大獎 2015 & 2017
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The Most Favourite Business Travel Agency 我最喜愛商務旅遊旅行社 2013-2018
The Most Favourite Travel Agency of Cruise Service 我最喜愛郵輪服務旅行社 2016-2018
The Most Favourite In-depth Tour 我最喜愛深度遊團 2018
The Most Favourite Luxury Travel Agency 我最喜愛尊貴旅遊旅行社 2015-2017
The Most Favourite Extraordinary Experience Travel Agency 我最喜愛非凡旅遊體驗旅行社 2017
- *U Magazine Travel Awards* 旅遊大獎

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[attachment "image002.jpg" deleted by Yvonne Li/Swire Travel Ltd]

Connexus Travel Limited 全旅達國際旅遊有限公司

Digital Transformation Award (Bronze) 服務數碼優化獎(銅獎) 2019

Team Award - Field & Special Service Merit Award 外勤服務優異獎 2019

Outstanding Customer Service Program Award (Silver) 卓越顧客服務項目獎(銀獎) 2017

- HKACE Customer Service Excellence Awards 優質顧客服務大獎

The Most Favourite Business Travel Agency 我最喜愛商務旅遊旅行社 2013-2019

The Most Favourite Travel Agency of Cruise Service 我最喜愛郵輪服務旅行社 2016-2019

The Most Favourite Luxury Travel Agency 我最喜愛尊貴旅遊旅行社 2015-2017, 2019

The Most Favourite In-depth Tour 我最喜愛深度遊團 2018

The Most Favourite Extraordinary Experience Travel Agency 我最喜愛非凡旅遊體驗旅行社 2017

- U Magazine Travel Awards 旅遊大獎

The Outstanding Brand Award 實力品牌大獎 2015 & 2017

- Economic Digest 經濟一週

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image001.jpg



image002.jpg

CTL-CONNEXUS
全旅達



香港旅遊業議會
查詢熱線
TIC Hotline : 2969 8188

已繳徵費
LEVY PAID
\$ 66.32
05.02.2020

LIC NO : 350001
CONNEXUS TRAVEL LIMITED
旅行社參考編號 TA REF NO: IDLE00359501

Connexus Travel Limited
全旅達國際旅遊有限公司
Licence No.: 350001

81 5/F Tower B Manulife Financial Centre
223 Wai Yip Street Kwun Tong Kowloon Hong Kong
Tel : 2579 6688 Fax : 2590 0055
Email : general@connexustravel.com
Website : www.connexustravel.com

OFFICIAL RECEIPT

Bill : NARAIN RAVI

No. IDLE00359501

A/C No. : A9990Z0703
Date : 05/02/20
Our SO : LES000218241
Your Ref. :
Page : 1 of 1

Ordered by : SNAITH NICHOLAS PETER

(ORIGINAL)

Description	Tkt/Voucher	Amount
-------------	-------------	--------

Passengers:
MR RAVI NARAIN

Cruise lne: Crystal Cruises
Ship: Crystal Symphony
Sailing date: 19 February (Singapore) - 22 March (Cape Town) 2021
Itinerary: EXPLORER COMBINATION (OCS210219-17 & OCS210308-14)

Booking reference: 2242722
DELUXE STATEROOM WITH VERANDAH - CATEGORY A1
Cabin number: 9127

Regular Cruise Fare: USD17,948
Book Now Savings -USD4,300
Book Now Cruise Fare: USD13,648
Single Supplement: USD7,962
Back To Back Discount: -USD1,081
Crystal Society Savings: -USD540
Onboard booking discount: -USD540
Cruise Fare After Discounts USD19,449
Taxes, Fees And Port Charges USD1,550
Your Crystal Cruise Fare USD20,999.00

Exchange rate: 7.8
= HKD163,792 per cabin

Early full payment before 14 May 2020: - USD486 (-HKD3,791)
Less Connexus Travel discount: 5% on Cruise Fare after discounts (-HKD7,396)
= HKD152,606 per cabin

Less non-refundable administration fee (absorbed by Connexus): USD200 = HKD 1,560
= HKD151,046

Deposit HKD44,212
Early full payment HKD106,834 due on 14 May 2020

Due Date : 05/02/20

Staff : YLKY / WCFY [2]

E. & O.E.

Invoice Total:

HKD 44,212.00

Drawer Name : RAVI NARAIN
Form of Payment : 1. Credit card XXXXXXXXXXXX8595

Amt. Received : HKD 44,212.00
Forty-Four Thousand Two Hundred And Twelve Only

Remark :





CRUISE RESERVATION NUMBER: 2242722

AGENCY COPY

AMENITY VOYAGE

EXPLORER COMBINATION

OCS210219-17 FROM ASIA TO AFRICA

17 DAYS ON BOARD THE CRYSTAL SYMPHONY

OCS210308-14 AFRICAN ALLURE

14 DAYS ON BOARD THE CRYSTAL SYMPHONY

Singapore, Singapore to Cape Town, South Africa

February 19, 2021 through March 22, 2021

VAN-CONNEXUS TRAVEL LIMITED

223 Wai Yip Street, Kwun Tong

ATTN: Danny Sin

ISSUED: 02/02/2020

Thank you for choosing Crystal Cruises. Please take a moment to review this [Important Reservation Advice](#) information to make the cruise planning process as efficient and easy as possible.

This reservation is subject to the [terms and conditions](#). Please refer to the applicable Crystal Cruises brochure or [Crystal Cruises website](#) for additional terms and conditions that apply to your booking including the legally binding **Guest Ticket Contract**.

Guests / Stateroom

Mr RAVI NARAIN
Crystal Society #: 3052762

9127 (A1)
Deluxe Stateroom with Verandah

Crystal Key: FSVDW1

For security purposes your surname (last name) on the cruise reservation must be an exact match with the surname shown on your passport.
Surname Guest 1: NARAIN

Cruise Fare Calculation (USD)

	RAVI NARAIN	Total
Regular Cruise Fare	\$17,948.00	\$17,948.00
Book Now Savings	-\$4,300.00	-\$4,300.00
Book Now Cruise Fare	\$13,648.00	\$13,648.00
Single Supplement	\$7,962.00	\$7,962.00
Back To Back Discount	-\$1,081.00	-\$1,081.00
Crystal Society Savings	-\$540.00	-\$540.00
Cruise Fare After Discounts	\$19,989.00	\$19,989.00
Taxes, Fees And Port Charges	\$1,550.00	\$1,550.00
Your Client's Crystal Cruise Fare	\$21,539.00	\$21,539.00

Payments and Balance

Net Balance Due \$17,940.98

Gross Balance Due \$21,539.00

Balance due if paid in full by May 25, 2020 \$17,531.80
(includes \$499.00 Early Full Payment Savings calculated 2.5% on Cruise Fare minus discounts)

Payment Schedule

FIRST DEPOSIT of \$5,384.75 due on Feb 10, 2020

FINAL PAYMENT of \$16,154.25 due on Sep 22, 2020

Commission Information (U.S. Dollars)

BOOK NOW	-\$774.00
CRUISE FARE	\$6,461.28
CRYSTAL SOCIETY	-\$97.20
SINGLE SUPPL	\$1,433.16
SAVINGS	-\$3,230.64
BACK TO BACK	-\$194.58
COMMISSIONS TOTAL	\$3,598.02

Top 10 Reasons to sail with Crystal Cruises

1. The most trusted, all-inclusive luxury cruise brand
2. Open-seating, Michelin-inspired cuisine and casual dining in multiple restaurants
3. Nobu Matsuhisa's only sea-going restaurants
4. 24-hour room service in every room category, plus butler service in Penthouses and above
5. Multiple open bars and lounges, and endless pours of fine wines and spirits
6. The highest space-to-guest ratios with big-ship amenities and small-ship feel
7. The highest staff-to-guest ratio offering unmatched, personal service
8. Free unlimited Wi-Fi throughout the ships
9. More than 2,000 shore excursions plus complimentary voluntourism opportunities
10. The highest acclaimed enrichment in the industry, plus exclusive entertainment partnerships

Cancellation Policy

	Per Person
Non-refundable Administrative Fee prior to Sep 22, 2020	\$200
Sep 22, 2020-Oct 21, 2020	25%
Oct 22, 2020-Nov 20, 2020	50%
Nov 21, 2020-Dec 20, 2020	75%
Dec 21, 2020-Feb 19, 2021	100%

* General cancellation policy for reference purposes only. Actual penalty amount will be assessed at the time of the cancellation and may differ from the general policy.

Cruise Level

Mr Ravi Narain

5 *Completed voyage credits

Dining

Mr RAVI NARAIN

Open Dining

Embarkation Information

Port: Singapore

Pier Name and Address:

Debarkation Information

Port: Cape Town

Pier Name and Address: Cape Town Cruise Terminal
E-Berth 2 Duncan Road Foreshore Cape Town South Africa

Cruise Itinerary

A passport is required for all guests and must be valid for six months after the end of the cruise. If an entry fee or visa is required for U.S. citizens on this cruise, detailed information will be available 90 days prior to cruise departure.

All US citizens require visas for entry into Sri Lanka
All US citizens require visas for entry into Mozambique

Non-US citizens should contact local authorities or a local visa service to determine individual requirements for ALL ports. Please visit the [Guide Book](#) for information regarding visas and inoculations.

Date	Location	Arrive*	Depart*	Docking Mode	Dress Code
Fri, Feb 19	Singapore, Singapore	Embark from 12:00 PM	06:00 PM	Dock	
Sat, Feb 20	Port Kelang (for Kuala Lumpur), Malaysia	08:00 AM	06:00 PM	Dock	
Sun, Feb 21	Penang (Georgetown), Malaysia	08:00 AM	06:00 PM	Dock	
Mon, Feb 22	Phuket, Thailand	07:30 AM	Overnight		
Tue, Feb 23	Phuket, Thailand		05:00 PM		
Wed, Feb 24	Cruising the Andaman Sea				
Thu, Feb 25	Cruising the Bay of Bengal				
Fri, Feb 26	Colombo, Sri Lanka	07:00 AM	Overnight	Dock	
Sat, Feb 27	Colombo, Sri Lanka		08:00 PM	Dock	
Sun, Feb 28	Cruising the Indian Ocean				
Mon, Mar 01	Male, Maldives	07:00 AM	04:00 PM	Tender	
Tue, Mar 02	Cruising the Indian Ocean				
Wed, Mar 03	Cruising the Indian Ocean				
Thu, Mar 04	Mahe/Victoria Harbor, Seychelles	09:00 AM	Overnight	Dock	
Fri, Mar 05	Mahe/Victoria Harbor, Seychelles		06:00 AM	Dock	
	Praslin, Seychelles	07:30 AM	06:00 PM	Tender	
Sat, Mar 06	Cruising the Indian Ocean				
Sun, Mar 07	Cruising the Indian Ocean				
Mon, Mar 08	Mombasa, Kenya		Overnight	Dock	
Tue, Mar 09	Mombasa, Kenya		07:00 PM	Dock	
Wed, Mar 10	Zanzibar, Tanzania, United Republic of	07:00 AM	09:00 PM	Dock	
Thu, Mar 11	Cruising the Indian Ocean				
Fri, Mar 12	Mayotte, Mayotte	07:30 AM	06:00 PM	Tender	
Sat, Mar 13	Cruising Mozambique Channel				
Sun, Mar 14	Cruising the Coast of Africa				
Mon, Mar 15	Maputo, Mozambique	07:00 AM	05:00 PM	Dock	
Tue, Mar 16	Richards Bay, South Africa	08:00 AM	10:00 PM	Dock	
Wed, Mar 17	Durban, South Africa	07:00 AM	09:00 PM	Dock	
Thu, Mar 18	Cruising South Africa's Coast				
Fri, Mar 19	Port Elizabeth, South Africa	07:00 AM	06:00 PM	Dock	
Sat, Mar 20	Mossel Bay, South Africa	07:00 AM	06:00 PM	Tender	
Sun, Mar 21	Cape Town, South Africa	09:00 AM	Overnight	Dock	
Mon, Mar 22	Cape Town, South Africa		Disembark AM/MORNING	Dock	

A "Crystal White Extravaganza" dance party featuring special entertainment will take place on one of the featured Crystal Casual nights. All white attire is suggested to help create a memorable evening.

* All times listed are approximate.

Customize your Crystal Experience at the Priority Check-in and Planning Center



Reserve Shore Excursions

Experience local culture and breathtaking sights through Crystal Adventure Shore.



Make dinner reservations

Dine at Prego for authentic Italian cuisine, or one of our other specialty restaurants.



Pamper yourself

Make appointments at the Crystal Life Spa & Salon for rejuvenating massages and beauty treatments.

Crystal Casino • 11001 Wilshire Blvd • 90024 • Los Angeles, California
Reservations: www.casoprio.com

CTL-CONNEXUS
全旅達



香港旅遊業議會
查詢熱線
TIC Hotline : 2969 8188

已繳徵費
LEVY PAID
\$ 87.29
05.02.2020

LIC NO: 350001
CONNEXUS TRAVEL LIMITED
旅行社執照編號 TA REF NO: IDLE00359301

Connexus Travel Limited
全旅達國際旅遊有限公司
Licence No.: 350001
223 Wai Yip Street Kwun Tong Kowloon Hong Kong
Tel : 2579 6688 Fax : 2590 0055
Email : general@connexustravel.com
Website : www.connexustravel.com

OFFICIAL RECEIPT

Bill : SNAITH NICHOLAS PETER
Overseas Address
FLAT 12, 17 GRANLEY GARDEN
LONDON SW7 3BD
TEL: 44 207 3700558
FAX: 44 207 3733007 / 44-77-18745515

No. IDLE00359301

A/C No. : A9990Z0703
Date : 05/02/20
Our SO : LES000218241
Your Ref. :
Page : 1 of 2

Ordered by : SNAITH NICHOLAS PETER

(ORIGINAL)

Description	Tkt/Voucher	Amount
-------------	-------------	--------

Passengers:
Mrs INDRA SNAITH
Mr NICHOLAS PETER SNAITH

Cruise line: Crystal Cruises
Ship: Crystal Symphony
Sailing date: 19 February (Singapore) - 22 March (Cape Town) 2021
Itinerary: EXPLORER COMBINATION (OCS210219-17 & OCS210308-14)

Booking reference: 2242328
DELUXE STATEROOM WITH VERANDAH - CATEGORY A1
Cabin number: GTY

Regular Cruise Fare: USD17,948 x 2
Book Now Savings -USD4,300 x 2
Book Now Cruise Fare: USD13,648 x 2
Back To Back Discount: -USD682 x 2
Crystal Society Savings: -USD341 x 2
Onboard booking discount: -USD341 x 2
Cruise Fare After Discounts USD12,284 x 2
Taxes, Fees And Port Charges USD1,550 x 2
Your Crystal Cruise Fare USD13,834 x 2
= USD27,668 per cabin

Exchange rate: 7.8
= HKD215,810 per cabin

Early full payment before 14 May 2020: - USD614 (-HKD4,789)
Less Connexus Travel discount: 5% on Cruise Fare after discounts (-HKD9,342)
= HKD201,679 per cabin

Less non-refundable administration fee (absorbed by Connexus): USD200 x 2 = HKD 3,120
= HKD 198,559

Deposit HKD58,192
Early full payment HKD140,367 due on 14 May 2020



Connexus Travel Limited
全旅達國際旅遊有限公司
 Licence No.: 350001
 Unit 501 5/F Tower B Manulife Financial Centre
 223 Wai Yip Street Kwun Tong Kowloon Hong Kong
 Tel : 2579 6688 Fax : 2590 0055
 Email : general@connexustravel.com
 Website : www.connexustravel.com

TRAVELLERS MUST OBTAIN RECEIPTS WITH LEVY STAMP
 TO HAVE PROTECTION BY THE TRAVEL INDUSTRY
 COMPENSATION FUND. 旅客必須取得印花收據，
 方可獲得「旅遊業賠償基金」保障。

OFFICIAL RECEIPT

Bill : SNAITH NICHOLAS PETER
 Overseas Address
 FLAT 12, 17 CRANLEY GARDEN
 LONDON SW7 3BD
 TEL: 44 207 3700558
 FAX: 44 207 3733007 / 44-77-18745515

No. IDLE00359301

A/C No. : A9990Z0703
 Date : 05/02/20
 Our SO : LES000218241
 Your Ref. :
 Page : 2 of 2

Ordered by : SNAITH NICHOLAS PETER

(ORIGINAL)

Description	Tkt/Voucher	Amount
-------------	-------------	--------

Due Date : 05/02/20

Staff : YLKY / WCFY [2]

E. & O.E.

Invoice Total: HKD 58,192.00



Drawer Name :	NICHOLAS SNAITH
Form of Payment :	1. Credit card XXXXXXXXXXXX8412
Amt. Received :	HKD 58,192.00 Fifty-Eight Thousand One Hundred And Ninety-Two Only
Remark :	



CRUISE RESERVATION NUMBER: 2242328

AGENCY COPY

AMENITY VOYAGE

EXPLORER COMBINATION

OCS210219-17 FROM ASIA TO AFRICA

17 DAYS ON BOARD THE CRYSTAL SYMPHONY

OCS210308-14 AFRICAN ALLURE

14 DAYS ON BOARD THE CRYSTAL SYMPHONY

Singapore, Singapore to Cape Town, South Africa

February 19, 2021 through March 22, 2021

VAN-CONNEXUS TRAVEL LIMITED

ISSUED: 01/31/2020

223 Wai Yip Street, Kwun Tong

ATTN: Danny Sin

Thank you for choosing Crystal Cruises. Please take a moment to review this [Important Reservation Advice](#) information to make the cruise planning process as efficient and easy as possible.

This reservation is subject to the [terms and conditions](#). Please refer to the applicable Crystal Cruises brochure or [Crystal Cruises website](#) for additional terms and conditions that apply to your booking **including the legally binding Guest Ticket Contract**.

Guests / Stateroom

Mrs Indra Snaith
Crystal Society #: 272642

OCS210219-17 From Asia To Africa on Crystal Symphony

OCS210308-14 African Allure on Crystal Symphony

Mr Nicholas Peter Snaith
Crystal Society #: 369993

OCS210219-17 From Asia To Africa on Crystal Symphony

OCS210308-14 African Allure on Crystal Symphony

Crystal Key: VGQE61

GTY(A1) Deluxe Stateroom with Verandah

GTY(A1) Deluxe Stateroom with Verandah

Crystal Key: VGQE62

GTY(A1) Deluxe Stateroom with Verandah

GTY(A1) Deluxe Stateroom with Verandah

Specific rooms may not be requested and will be assigned at Crystal's discretion up to 24 hours prior to cruise departure date. Room assignments may include obstructed view or wheelchair accessible rooms. Guarantee Only Fares are not combinable with any other promotions including but not limited to Crystal Society Savings, Onboard Booking Discount, Early Full Payment Discount, Back-Back Savings, Combo Cruise Savings, Strategic Partnership Amenities, Group Promotions and Cruise Night Event Savings.

For security purposes your surname (last name) on the cruise reservation must be an exact match with the surname shown on your passport.

Surname Guest 1: SNAITH

Surname Guest 2: SNAITH

Cruise Fare Calculation (USD)

	Indra Snaith	Nicholas Peter Snaith	Total
Regular Cruise Fare	\$17,948.00	\$17,948.00	\$35,896.00
Book Now Savings	-\$4,300.00	-\$4,300.00	-\$8,600.00
Book Now Cruise Fare	\$13,648.00	\$13,648.00	\$27,296.00
Back To Back Discount	-\$682.00	-\$682.00	-\$1,364.00
Crystal Society Savings	-\$341.00	-\$341.00	-\$682.00
Cruise Fare After Discounts	\$12,625.00	\$12,625.00	\$25,250.00
Taxes, Fees And Port Charges	\$1,550.00	\$1,550.00	\$3,100.00
Your Client's Crystal Cruise Fare	\$14,175.00	\$14,175.00	\$28,350.00

Payments and Balance

Net Balance Due \$23,805.00

Gross Balance Due \$28,350.00

Balance due if paid in full by May 25, 2020 \$23,288.40

(includes \$630.00 Early Full Payment Savings calculated 2.5% on Cruise Fare minus discounts)

Payment Schedule

FIRST DEPOSIT of \$7,087.50 due on Feb 07, 2020

FINAL PAYMENT of \$21,262.50 due on Sep 22, 2020

Commission Information (U.S. Dollars)

SAVINGS	-\$6,461.28
BACK TO BACK	-\$245.52
BOOK NOW	-\$1,548.00
CRUISE FARE	\$12,922.56
CRYSTAL SOCIETY	-\$122.76
COMMISSIONS TOTAL	\$4,545.00

Top 10 Reasons to sail with Crystal Cruises

1. The most trusted, all-inclusive luxury cruise brand
2. Open-seating, Michelin-inspired cuisine and casual dining in multiple restaurants
3. Nobu Matsuhisa's only sea-going restaurants
4. 24-hour room service in every room category, plus butler service in Penthouses and above
5. Multiple open bars and lounges, and endless pours of fine wines and spirits
6. The highest space-to-guest ratios with big-ship amenities and small-ship feel
7. The highest staff-to-guest ratio offering unmatched, personal service
8. Free unlimited Wi-Fi throughout the ships
9. More than 2,000 shore excursions plus complimentary voluntourism opportunities
10. The highest acclaimed enrichment in the industry, plus exclusive entertainment partnerships

Cancellation Policy

	Per Person
Non-refundable Administrative Fee prior to Sep 22, 2020	\$200
Sep 22, 2020-Oct 21, 2020	25%
Oct 22, 2020-Nov 20, 2020	50%
Nov 21, 2020-Dec 20, 2020	75%
Dec 21, 2020-Feb 19, 2021	100%

* General cancellation policy for reference purposes only. Actual penalty amount will be assessed at the time of the cancellation and may differ from the general policy.

Cruise Level

Mrs Indra Snaith

9 *Completed voyage credits

Mr Nicholas peter Snaith

6 *Completed voyage credits

Dining

Mrs Indra Snaith

Open Dining

Mr Nicholas Peter Snaith

Embarkation Information

Port: Singapore

Pier Name and Address:

Debarkation Information

Port: Cape Town

Pier Name and Address: Cape Town Cruise Terminal
E-Berth 2 Duncan Road Foreshore Cape Town South Africa

Cruise Itinerary

A passport is required for all guests and must be valid for six months after the end of the cruise. If an entry fee or visa is required for U.S. citizens on this cruise, detailed information will be available 90 days prior to cruise departure.

All US citizens require visas for entry into Sri Lanka
All US citizens require visas for entry into Mozambique

Non-US citizens should contact local authorities or a local visa service to determine individual requirements for ALL ports. Please visit the [Guide Book](#) for information regarding visas and inoculations.

Date	Location	Arrive*	Depart*	Docking Mode	Dress Code
Fri, Feb 19	Singapore, Singapore	Embark from 12:00 PM	06:00 PM	Dock	
Sat, Feb 20	Port Kelang (for Kuala Lumpur), Malaysia	08:00 AM	06:00 PM	Dock	
Sun, Feb 21	Penang (Georgetown), Malaysia	08:00 AM	06:00 PM	Dock	
Mon, Feb 22	Phuket, Thailand	07:30 AM	Overnight		
Tue, Feb 23	Phuket, Thailand		05:00 PM		
Wed, Feb 24	Cruising the Andaman Sea				
Thu, Feb 25	Cruising the Bay of Bengal				
Fri, Feb 26	Colombo, Sri Lanka	07:00 AM	Overnight	Dock	
Sat, Feb 27	Colombo, Sri Lanka		08:00 PM	Dock	
Sun, Feb 28	Cruising the Indian Ocean				
Mon, Mar 01	Male, Maldives	07:00 AM	04:00 PM	Tender	
Tue, Mar 02	Cruising the Indian Ocean				
Wed, Mar 03	Cruising the Indian Ocean				
Thu, Mar 04	Mahe/Victoria Harbor, Seychelles	09:00 AM	Overnight	Dock	
Fri, Mar 05	Mahe/Victoria Harbor, Seychelles		06:00 AM	Dock	
	Praslin, Seychelles	07:30 AM	06:00 PM	Tender	
Sat, Mar 06	Cruising the Indian Ocean				
Sun, Mar 07	Cruising the Indian Ocean				
Mon, Mar 08	Mombasa, Kenya		Overnight	Dock	
Tue, Mar 09	Mombasa, Kenya		07:00 PM	Dock	
Wed, Mar 10	Zanzibar, Tanzania, United Republic of	07:00 AM	09:00 PM	Dock	
Thu, Mar 11	Cruising the Indian Ocean				
Fri, Mar 12	Mayotte, Mayotte	07:30 AM	06:00 PM	Tender	
Sat, Mar 13	Cruising Mozambique Channel				
Sun, Mar 14	Cruising the Coast of Africa				
Mon, Mar 15	Maputo, Mozambique	07:00 AM	05:00 PM	Dock	
Tue, Mar 16	Richards Bay, South Africa	08:00 AM	10:00 PM	Dock	
Wed, Mar 17	Durban, South Africa	07:00 AM	09:00 PM	Dock	
Thu, Mar 18	Cruising South Africa's Coast				
Fri, Mar 19	Port Elizabeth, South Africa	07:00 AM	06:00 PM	Dock	
Sat, Mar 20	Mossel Bay, South Africa	07:00 AM	06:00 PM	Tender	

Sun, Mar 21	Cape Town, South Africa	09:00 AM	Overnight	Dock
Mon, Mar 22	Cape Town, South Africa		Disembark AM/MORNING	Dock

A "Crystal White Extravaganza" dance party featuring special entertainment will take place on one of the featured Crystal Casual nights. All white attire is suggested to help create a memorable evening.

* All times listed are approximate.

Customize your Crystal Experience at the Priority Check-in and Planning Center



Reserve Shore Excursions

Experience local culture and breathtaking sights through Crystal Adventure Shore.



Make dinner reservations

Dine at Prego for authentic Italian cuisine, or one of our other specialty restaurants.

Pamper yourself

Make appointments at the Crystal Life Spa & Salon for rejuvenating massages and beauty treatments.

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CTL-CONNEXUS
全旅達



香港旅遊業議會
查詢熱線
TIC Hotline : 2969 8188

已繳徵費
LEVY PAID
\$ 66.32
05.02.2020

LIC NO : 350001
CONNEXUS TRAVEL LIMITED
旅行社執照編號 TA REF NO: IDLE00359401

Connexus Travel Limited
全旅達國際旅遊有限公司
Licence No.: 350001

TRAVELLERS MUST OBTAIN RECEIPTS WITH LEVY STAMP TO HAVE PROTECTION BY THE TRAVEL INDUSTRY COMPENSATION FUND. 旅客必須取得印花收據，方可獲得「旅遊業賠償基金」保障。

Unit 501 5/F Tower B Manulife Financial Centre
223 Wai Yip Street Kwun Tong Kowloon Hong Kong
Tel : 2579 6688 Fax : 2590 0055
Email : general@connexustravel.com
Website : www.connexustravel.com

OFFICIAL RECEIPT

Bill : NARAIN MAINA LACHMAN

No. IDLE00359401

A/C No. : A9990Z0703
Date : 05/02/20
Our SO : LES000218241
Your Ref. :
Page : 1 of 1

Ordered by : SNAITH NICHOLAS PETER

(ORIGINAL)

Description	Tkt/Voucher	Amount
-------------	-------------	--------

Passengers:
Mrs MAINA LACHMAN NARAIN

Cruise line: Crystal Cruises
Ship: Crystal Symphony
Sailing date: 19 February (Singapore) - 22 March (Cape Town) 2021
Itinerary: EXPLORER COMBINATION (OCS210219-17 & OCS210308-14)

Booking reference: 2242331
DELUXE STATEROOM WITH VERANDAH - CATEGORY A1
Cabin number: GTY

Regular Cruise Fare: USD17,948
Book Now Savings -USD4,300
Book Now Cruise Fare: USD13,648
Single Supplement: USD7,962
Back To Back Discount: -USD1,081
Crystal Society Savings: -USD540
Onboard booking discount: -USD540
Cruise Fare After Discounts USD19,449
Taxes, Fees And Port Charges USD1,550
Your Crystal Cruise Fare USD20,999.00

Exchange rate: 7.8
= HKD163,792 per cabin

Early full payment before 14 May 2020: - USD486 (-HKD3,791)
Less Connexus Travel discount: 5% on Cruise Fare after discounts (-HKD7,396)
= HKD152,606 per cabin

Less non-refundable administration fee (absorbed by Connexus): USD200 = HKD 1,560
= HKD151,046

Deposit HKD44,212
Early full payment HKD106,834 due on 14 May 2020

Due Date : 05/02/20

Staff : YLKY / WCFY [2]

Invoice Total: HKD 44,212.00

E. & O.E.

Drawer Name : MAINA L NARAIN
Form of Payment : 1. Credit card XXXXXXXXXXXX1008

Amt. Received : HKD 44,212.00
Forty-Four Thousand Two Hundred And Twelve Only

Remark :





CRUISE RESERVATION NUMBER: 2242331

AGENCY COPY

AMENITY VOYAGE

EXPLORER COMBINATION

OCS210219-17 FROM ASIA TO AFRICA

17 DAYS ON BOARD THE CRYSTAL SYMPHONY

OCS210308-14 AFRICAN ALLURE

14 DAYS ON BOARD THE CRYSTAL SYMPHONY

Singapore, Singapore to Cape Town, South Africa

February 19, 2021 through March 22, 2021

VAN-CONNEXUS TRAVEL LIMITED

223 Wai Yip Street, Kwun Tong

ATTN: Danny Sin

ISSUED: 01/31/2020

Thank you for choosing Crystal Cruises. Please take a moment to review this [Important Reservation Advice](#) information to make the cruise planning process as efficient and easy as possible.

This reservation is subject to the [terms and conditions](#). Please refer to the applicable Crystal Cruises brochure or [Crystal Cruises website](#) for additional terms and conditions that apply to your booking including the legally binding **Guest Ticket Contract**.

Guests / Stateroom

Mrs Maina Lachman Narain

Crystal Society #: 85435

OCS210219-17 From Asia To Africa on Crystal Symphony

OCS210308-14 African Allure on Crystal Symphony

Crystal Key: HVUV21

GTY(A1) Deluxe Stateroom with Verandah

GTY(A1) Deluxe Stateroom with Verandah

Specific rooms may not be requested and will be assigned at Crystal's discretion up to 24 hours prior to cruise departure date. Room assignments may include obstructed view or wheelchair accessible rooms. Guarantee Only Fares are not combinable with any other promotions including but not limited to Crystal Society Savings, Onboard Booking Discount, Early Full Payment Discount, Back-Back Savings, Combo Cruise Savings, Strategic Partnership Amenities, Group Promotions and Cruise Night Event Savings.

For security purposes your surname (last name) on the cruise reservation must be an exact match with the surname shown on your passport.

Surname Guest 1: NARAIN

Cruise Fare Calculation (USD)

	Maina Lachman Narain	Total
Regular Cruise Fare	\$17,948.00	\$17,948.00
Book Now Savings	-\$4,300.00	-\$4,300.00
Book Now Cruise Fare	\$13,648.00	\$13,648.00
Single Supplement	\$7,962.00	\$7,962.00
Back To Back Discount	-\$1,081.00	-\$1,081.00
Crystal Society Savings	-\$540.00	-\$540.00
Cruise Fare After Discounts	\$19,989.00	\$19,989.00
Taxes, Fees And Port Charges	\$1,550.00	\$1,550.00
Your Client's Crystal Cruise Fare	\$21,539.00	\$21,539.00

Payments and Balance

Net Balance Due \$17,940.98

Gross Balance Due \$21,539.00

Balance due if paid in full by May 25, 2020 \$17,531.80

(includes \$499.00 Early Full Payment Savings calculated 2.5% on Cruise Fare minus discounts)

Payment Schedule

FIRST DEPOSIT of \$5,384.75 due on Feb 07, 2020

FINAL PAYMENT of \$16,154.25 due on Sep 22, 2020

Commission Information (U.S. Dollars)

SAVINGS	-\$3,230.64
BACK TO BACK	-\$194.58
BOOK NOW	-\$774.00
CRUISE FARE	\$6,461.28
CRYSTAL SOCIETY	-\$97.20
SINGLE SUPPL	\$1,433.16
COMMISSIONS TOTAL	\$3,598.02

Top 10 Reasons to sail with Crystal Cruises

1. The most trusted, all-inclusive luxury cruise brand
2. Open-seating, Michelin-inspired cuisine and casual dining in multiple restaurants
3. Nobu Matsuhisa's only sea-going restaurants
4. 24-hour room service in every room category, plus butler service in Penthouses and above
5. Multiple open bars and lounges, and endless pours of fine wines and spirits
6. The highest space-to-guest ratios with big-ship amenities and small-ship feel
7. The highest staff-to-guest ratio offering unmatched, personal service
8. Free unlimited Wi-Fi throughout the ships
9. More than 2,000 shore excursions plus complimentary voluntourism opportunities
10. The highest acclaimed enrichment in the industry, plus exclusive entertainment partnerships

Cancellation Policy

	Per Person
Non-refundable Administrative Fee prior to Sep 22, 2020	\$200
Sep 22, 2020-Oct 21, 2020	25%
Oct 22, 2020-Nov 20, 2020	50%
Nov 21, 2020-Dec 20, 2020	75%
Dec 21, 2020-Feb 19, 2021	100%

* General cancellation policy for reference purposes only. Actual penalty amount will be assessed at the time of the cancellation and may differ from the general policy.

Cruise Level

Mrs Maina Iachman Narain

17 *Completed voyage credits

Dining

Mrs Maina Lachman Narain

Open Dining

Embarkation Information

Port: Singapore

Pier Name and Address:

Debarkation Information

Port: Cape Town

Pier Name and Address: Cape Town Cruise Terminal
E-Berth 2 Duncan Road Foreshore Cape Town South Africa

Cruise Itinerary

A passport is required for all guests and must be valid for six months after the end of the cruise. If an entry fee or visa is required for U.S. citizens on this cruise, detailed information will be available 90 days prior to cruise departure.

All US citizens require visas for entry into Sri Lanka

All US citizens require visas for entry into Mozambique

Non-US citizens should contact local authorities or a local visa service to determine individual requirements for ALL ports. Please visit the [Guide Book](#) for information regarding visas and inoculations.

Date	Location	Arrive*	Depart*	Docking Mode	Dress Code
Fri, Feb 19	Singapore, Singapore	Embark from 12:00 PM	06:00 PM	Dock	
Sat, Feb 20	Port Kelang (for Kuala Lumpur), Malaysia	08:00 AM	06:00 PM	Dock	
Sun, Feb 21	Penang (Georgetown), Malaysia	08:00 AM	06:00 PM	Dock	
Mon, Feb 22	Phuket, Thailand	07:30 AM	Overnight		
Tue, Feb 23	Phuket, Thailand		05:00 PM		
Wed, Feb 24	Cruising the Andaman Sea				
Thu, Feb 25	Cruising the Bay of Bengal				
Fri, Feb 26	Colombo, Sri Lanka	07:00 AM	Overnight	Dock	
Sat, Feb 27	Colombo, Sri Lanka		08:00 PM	Dock	
Sun, Feb 28	Cruising the Indian Ocean				
Mon, Mar 01	Male, Maldives	07:00 AM	04:00 PM	Tender	
Tue, Mar 02	Cruising the Indian Ocean				
Wed, Mar 03	Cruising the Indian Ocean				
Thu, Mar 04	Mahe/Victoria Harbor, Seychelles	09:00 AM	Overnight	Dock	
Fri, Mar 05	Mahe/Victoria Harbor, Seychelles		06:00 AM	Dock	
	Praslin, Seychelles	07:30 AM	06:00 PM	Tender	
Sat, Mar 06	Cruising the Indian Ocean				
Sun, Mar 07	Cruising the Indian Ocean				
Mon, Mar 08	Mombasa, Kenya		Overnight	Dock	
Tue, Mar 09	Mombasa, Kenya		07:00 PM	Dock	
Wed, Mar 10	Zanzibar, Tanzania, United Republic of	07:00 AM	09:00 PM	Dock	
Thu, Mar 11	Cruising the Indian Ocean				
Fri, Mar 12	Mayotte, Mayotte	07:30 AM	06:00 PM	Tender	
Sat, Mar 13	Cruising Mozambique Channel				
Sun, Mar 14	Cruising the Coast of Africa				
Mon, Mar 15	Maputo, Mozambique	07:00 AM	05:00 PM	Dock	
Tue, Mar 16	Richards Bay, South Africa	08:00 AM	10:00 PM	Dock	
Wed, Mar 17	Durban, South Africa	07:00 AM	09:00 PM	Dock	
Thu, Mar 18	Cruising South Africa's Coast				
Fri, Mar 19	Port Elizabeth, South Africa	07:00 AM	06:00 PM	Dock	
Sat, Mar 20	Mossel Bay, South Africa	07:00 AM	06:00 PM	Tender	
Sun, Mar 21	Cape Town, South Africa	09:00 AM	Overnight	Dock	
Mon, Mar 22	Cape Town, South Africa		Disembark AM/MORNING	Dock	

A "Crystal White Extravaganza" dance party featuring special entertainment will take place on one of the featured Crystal Casual nights. All white attire is suggested to help create a memorable evening.

* All times listed are approximate.

Customize your Crystal Experience at the Priority Check-in and Planning Center



Reserve Shore Excursions

Experience local culture and breathtaking sights through Crystal Adventure Shore.



Make dinner reservations

Dine at Prego for authentic Italian cuisine, or one of our other specialty restaurants.



Pamper yourself

Make appointments at the Crystal Life Spa & Salon for rejuvenating massages and beauty treatments.

Crystal Cruises • 1111 Wilshire Blvd • 90060 • Suite 600 • Los Angeles, California 90024
Your Best Vacation • www.crystalcruises.com

EXCHANGE ORDER

(COPY)

To: MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
RM 1902, 19/F, CAUSEWAY BAY PLAZA,
PHASE 1, 489 HENNESSY ROAD,
CAUSEWAY BAY, HONG KONG.

No. EXOR00019416

Supplier No. : M00083
Date : 08/02/19
Our SO : LES000069715
Staff : ylky
TCID : ylky
Print By : ITYH
Sales ID : Other

Attn :
Tel : 27215553 Fax :
Tour Code : CRU-20200113-CRYSTAL
In exchange for this order please issue :

Item(s) / Passenger(s)	Description
------------------------	-------------

1. Cruises Tour	CRYSTAL SYMPHONY - 32N - PACIFIC ISLES
SNAITH/Nicholas Peter MR	Start Date : 13JAN20
SNAITH/ Indra MRS	Description : SAN DIEGO
NARAIN/ Maina Lachman MRS	End Date : 15FEB20
NARAIN/ Ravi MR	Description : HKG
	Status : OK
	Unit Fare : 102,703.00 Tax : (+) 0.00
	Less Comm :(-) 0.00 (- 0.00%) Qty:(x) 1
	Fare Total : 102,703.00

BKG# 2137534, 2137535, 2137536
Cruise Line:Crystal Cruises
Ship Name:Crystal Symphony
Voyager No.:PACIFIC ISLES & VIETNAM ODYSSEY
(OCS200113-32)
Embarkation:13-Jan-2020 (Mon) /San Diego
Disembarkation: 15-Feb-2020 (Sat)/ Hong Kong

Deluxe Stateroom with Verandah - category A1
(TWIN X 1)
Regular fare: USD 17,799 x 2
Less Book now savings: - USD 5,000 x 2
Less Back to Back discount: - USD 2,560 x 2
Less members savings: - USD 320 x 2
Less onboard savings: - USD 320 x 2
Port charge: USD 1,536 x 2
Total USD 11,135 x 2
DEPOSIT ONLY HKD 43,427

SINGLE X 1
Regular fare: USD 17,799 x 1
Less Book now savings: - USD 5,000 x 1
Single Supplement: USD 5,120 x 1

EXCHANGE ORDER

(COPY)

To: MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
RM 1902, 19/F, CAUSEWAY BAY PLAZA,
PHASE 1, 489 HENNESSY ROAD,
CAUSEWAY BAY, HONG KONG.

No. EXOR00019416

Supplier No. : M00083
Date : 08/02/19
Our SO : LES000069715
Staff : ylky
TCID : ylky
Print By : ITYH
Sales ID : Other

Attn :
Tel : 27215553 Fax :
Tour Code : CRU-20200113-CRYSTAL

Item(s) / Passenger(s)	Description
	<p><i>Less Back to Back discount: - USD 3,584 x 1</i> <i>Less members savings: - USD 448 x 1</i> <i>Less onboard savings: - USD 448 x 1</i> <i>Port charge: USD 1,536 x 1</i> <i>Total USD 14,975</i> DEPOSIT ONLY HKD 29,201</p> <p>SINGLE X 1 <i>Regular fare: USD 17,799 x 1</i> <i>Less Book now savings: - USD 5,000 x 1</i> <i>Single Supplement: USD 5,120 x 1</i> <i>Less Back to Back discount: - USD 3,584 x 1</i> <i>Less onboard savings: - USD 448 x 1</i> <i>Port charge: USD 1,536 x 1</i> <i>Total USD 15,423</i> DEPOSIT ONLY HKD 30,075</p> <p>TOTAL DEPOSIT HKD 102,703</p>

Credit Terms : 28 Days
Grand Total : HKD One Hundred Two Thousand Seven Hundred And
Three Only

Grand Total : HKD 102,703.00

Remark :

Less Paid Amt : 102,703.00

Balance : 0.00

Authorized Signature



Connexus Travel Limited
全旅達國際旅遊有限公司
 Licence No.: 350001
 Unit 501 5/F Tower B Manulife Financial Centre
 223 Wai Yip Street Kwun Tong Kowloon Hong Kong
 Tel : 2579 6688
 Fax : 2590 0055
 Email : general@connexustravel.com
 Website : www.connexustravel.com

Payment Voucher

Payment No. : PAYV00004873 Date : 21/03/2019 By : CLLC
 Pay To : M00083 - MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
 Payee Name : MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
 Address : RM 1902, 19/F, CAUSEWAY BAY PLAZA,
 PHASE 1, 489 HENNESSY ROAD,
 CAUSEWAY BAY, HONG KONG.

Form of Payment : Exchange Rate : 1.000000
 Cheque HKD 243,935.00 277624 BHK / HONG KONG BANK
 Two Hundred Forty-Three Thousand Nine Hundred And Thirty-Five
 Only

Enclosed is a cheque for payment as specified below. Please quote our Payment Voucher No on your receipt.

Payment Details

Document No.	Doc Ref	Supp Inv No.	Date	Ref	Pax Name	Document amount	Payment amount
EXOR00024948				A9990Z0703	SNAITH/Nicholas Peter MR	HKD 243,935.00 HKD	243,935.00

Remarks : SETTLEMENT OF EXOR00024948, BAL PAYMENT
 FOR BOOKING#2137534,2137535 &2137536

C/O: Yvonne Li-Cruise

Grand total of the Payment 243,935.00
Grand total in base currency 243,935.00

Approved by : _____

(*) Partial Payment of the document amount

Connexus Travel Limited

Form of Payment : Cheque 277624
 Amount : HKD 243,935.00
 Our Reference : PAYV00004873
 Tour Code: CRU-20200113-CRYSTAL ...
 Address : MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
 Attention :

RM 1902, 19/F, CAUSEWAY BAY PLAZA,
 PHASE 1, 489 HENNESSY ROAD,
 CAUSEWAY BAY, HONG KONG.

Payment of :

(DEPOSIT- PAYV3668-\$102,703)

Received by:

Accounts Department

EXCHANGE ORDER

(COPY)

To: MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
RM 1902, 19/F, CAUSEWAY BAY PLAZA,
PHASE 1, 489 HENNESSY ROAD,
CAUSEWAY BAY, HONG KONG.

No. EXOR00024948

Supplier No. : M00083
Date : 19/03/19
Our SO : LES000069715
Staff : ylky
TCID : ylky
Print By : ITYH
Sales ID : Other

Attn :
Tel : 27215553 Fax :
Tour Code : CRU-20200113-CRYSTAL
In exchange for this order please issue :

Item(s) / Passenger(s)	Description
------------------------	-------------

1. Cruises Tour	CRYSTAL SYMPHONY - 32N - PACIFIC ISLES
SNAITH/Nicholas Peter MR	Start Date : 13JAN20
SNAITH/ Indra MRS	Description : SAN DIEGO
NARAIN/ Maina Lachman MRS	End Date : 15FEB20
NARAIN/ Ravi MR	Description : HKG
	Status : OK
	Unit Fare : 243,935.00 Tax : (+) 0.00
	Less Comm :(-) 0.00 (- 0.00%) Qty:(x) 1
	Fare Total : 243,935.00

BKG# 2137534, 2137535, 2137536
Cruise Line:Crystal Cruises
Ship Name:Crystal Symphony
Voyager No.:PACIFIC ISLES & VIETNAM ODYSSEY
(OCS200113-32)
Embarkation:13-Jan-2020 (Mon) /San Diego
Disembarkation: 15-Feb-2020 (Sat)/ Hong Kong

Deluxe Stateroom with Verandah - category A1
(TWIN X 1)
Regular fare: USD 17,799 x 2
Less Book now savings: - USD 5,000 x 2
Less Back to Back discount: - USD 2,560 x 2
Less members savings: - USD 320 x 2
Less onboard savings: - USD 320 x 2
Port charge: USD 1,536 x 2
Total USD 11,135 x 2
LESS onboard deposit HKD 3,120
LESS DEPOSIT HKD 43,427
Total balance net HKD 104,535

SINGLE X 1
Regular fare: USD 17,799 x 1

EXCHANGE ORDER

(COPY)

To: MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
RM 1902, 19/F, CAUSEWAY BAY PLAZA,
PHASE 1, 489 HENNESSY ROAD,
CAUSEWAY BAY, HONG KONG.

No. EXOR00024948

Supplier No. : M00083
Date : 19/03/19
Our SO : LES000069715
Staff : ylky
TCID : ylky
Print By : ITYH
Sales ID : Other

Attn :
Tel : 27215553 Fax :
Tour Code : CRU-20200113-CRYSTAL

Item(s) / Passenger(s)	Description
	<p>Less Book now savings: - USD 5,000 x 1 Single Supplement: USD 5,120 x 1 Less Back to Back discount: - USD 3,584 x 1 Less members savings: - USD 448 x 1 Less onboard savings: - USD 448 x 1 Port charge: USD 1,536 x 1 Total USD 14,975 Less onboard deposit HKD 1,560 DEPOSIT ONLY HKD 29,201 Total balance net HKD 70,137</p> <p>SINGLE X 1 Regular fare: USD 17,799 x 1 Less Book now savings: - USD 5,000 x 1 Single Supplement: USD 5,120 x 1 Less Back to Back discount: - USD 3,584 x 1 Less members savings: - USD 448 x 1 Less onboard savings: - USD 448 x 1 Port charge: USD 1,536 x 1 Total USD 14,975 Less onboard deposit HKD 1,560 DEPOSIT ONLY HKD 30,075 Total balance net HKD 69,263</p> <p>Grand total balance NET HKD 243,935</p>

Credit Terms : 30 Days

**Grand Total : HKD Two Hundred Forty-Three Thousand Nine Hundred
And Thirty-Five Only**

Grand Total : HKD 243,935.00

Remark :

Less Paid Amt : 243,935.00

Balance : 0.00

Authorized Signature



Fw: Suspension of Dream Cruises Operations - Request Deposit Refund
Ada Cheung to: Irene Tsang 10/05/2022 04:04 PM

----- Forwarded by Ada Cheung/Swire Travel Ltd on 10/05/2022 04:03 PM -----

From: Ada Cheung/Swire Travel Ltd
 To: "Flora Tan Wing Sze (GCL, HKG)" <flora.tan@gentingcruiselines.com>,
 Cc: Ada Cheung/Swire Travel Ltd, Danny Sin/Swire Travel Ltd, "Keller Mak Sau Lan (GCL, HKG)" <keller.mak@gentingcruiselines.com>, "Rene Wong Fan Fung (GCL, HKG)" <rene.wong@gentingcruiselines.com>
 Date: 08/02/2022 12:23 PM
 Subject: RE: Suspension of Dream Cruises Operations - Request Deposit Refund

Dear Flora,

Thanks for arranging the refund of security deposit.
 Would you please share an update on the refund status and advise the expected date of refund for our record.
 Thank you.

Regards,
 Ada

Ada Cheung
 Finance Manager
 Tel: +852 2579 6458
 Fax: +852 3154 6254
 Email: adacheung@connexustravel.com



Connexus Travel Limited
 全旅達國際旅遊有限公司

Unit 501, 5/F Tower B, Manulife Financial Centre,
 223 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong
 香港九龍觀塘偉業街223號宏利金融中心B座5樓501室
 Visit our website at: <http://www.connexustravel.com>



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 PARTNER

VIRTUOSO MEMBER
 SPECIALISTS IN THE ART OF TRAVEL

"Flora Tan Wing Sze (GCL, HKG)" Dear Danny, Well received... 26/01/2022 03:35:38 PM

From: "Flora Tan Wing Sze (GCL, HKG)" <flora.tan@gentingcruiselines.com>
 To: Danny Sin/Swire Travel Ltd,
 Cc: Ada Cheung/Swire Travel Ltd, "Keller Mak Sau Lan (GCL, HKG)" <keller.mak@gentingcruiselines.com>, "Rene Wong Fan Fung (GCL, HKG)" <rene.wong@gentingcruiselines.com>
 Date: 26/01/2022 03:35 PM
 Subject: RE: Suspension of Dream Cruises Operations - Request Deposit Refund

Dear Danny,

Well received and we will proceed to refund the security deposit. Thanks

Flora Tan

Executive, Sales

Genting Cruise Lines
Suite 1501, Ocean Centre, 5 Canton Road, Tsimshatsui, Kowloon, Hong Kong SAR
T +852 23782020 | gentingcruiselines.com

GENTING
CRUISE LINES



From: Danny Sin <DannySin@connexustravel.com>
Sent: Tuesday, January 25, 2022 4:36 PM
To: Flora Tan Wing Sze (GCL, HKG) <flora.tan@gentingcruiselines.com>
Cc: Ada Cheung <AdaCheung@connexustravel.com>; Keller Mak Sau Lan (GCL, HKG) <keller.mak@gentingcruiselines.com>; Rene Wong Fan Fung (GCL, HKG) <rene.wong@gentingcruiselines.com>
Subject: RE: Suspension of Dream Cruises Operations - Request Deposit Refund

WARNING: This email originated outside GentingHK from: DannySin@connexustravel.com. DO NOT click links or attachments unless you recognize the sender and know the content is safe.

Dear Flora , Rene,

Thank you for your reply .

Enclosed our signed form as attachment for your further follow up.

Please advise refund lead time for our reference.

Best regards,

Danny Sin

Senior Operation Manager - Luxury Leisure Travel

Tel: +852 3151 8986

Mobile: +852 9177 2651

Fax: +852 3154 6956

Team Tel: +852 3151 8888

Duty officer after office hour.+852 9466 7195

Email: DannySin@connexustravel.com



Connexus Travel Limited
全旅達國際旅遊有限公司

Unit 501, 5/F Tower B, Manulife Financial Centre,
223 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong
香港九龍觀塘偉業街223號宏利金融中心B座5樓501室
Visit our website at: <http://www.connexustravel.com>



In partnership with:

REED & MACKAY
ESTD 1868



From: "Flora Tan Wing Sze (GCL, HKG)" <flora.tan@gentingcruiselines.com>
To: Danny Sin/Swire Travel Ltd,
Cc: "Keller Mak Sau Lan (GCL, HKG)" <keller.mak@gentingcruiselines.com>, Ada Cheung/Swire Travel Ltd, "Rene Wong Fan Fung (GCL, HKG)" <rene.wong@gentingcruiselines.com>
Date: 24/01/2022 05:32 PM
Subject: RE: Suspension of Dream Cruises Operations - Request Deposit Refund

Dear Danny,

Kindly find the attached form for your signature to deactivate account. Thanks

Flora Tan
Executive, Sales

Genting Cruise Lines
Suite 1501, Ocean Centre, 5 Canton Road, Tsimshatsui, Kowloon, Hong Kong SAR
T +852 23782020 | gentingcruiselines.com

GENTING
CRUISE LINES



From: Flora Tan Wing Sze (GCL, HKG)
Sent: Monday, January 24, 2022 11:05 AM
To: 'Danny Sin' <DannySin@connexustravel.com>
Cc: Keller Mak Sau Lan (GCL, HKG) <keller.mak@gentingcruiselines.com>; Ada Cheung <AdaCheung@connexustravel.com>; Rene Wong Fan Fung (GCL, HKG) <rene.wong@gentingcruiselines.com>
Subject: RE: Suspension of Dream Cruises Operations - Request Deposit Refund

Dear Danny,

We will refund the deposit accordingly. Thanks

Flora Tan
Executive, Sales

Genting Cruise Lines
Suite 1501, Ocean Centre, 5 Canton Road, Tsimshatsui, Kowloon, Hong Kong SAR
T +852 23782020 | gentingcruiselines.com

GENTING
CRUISE LINES



From: Danny Sin <DannySin@connexustravel.com>
Sent: Monday, January 24, 2022 10:56 AM
To: Rene Wong Fan Fung (GCL, HKG) <rene.wong@gentingcruiselines.com>; Flora Tan Wing Sze (GCL, HKG) <flora.tan@gentingcruiselines.com>
Cc: Keller Mak Sau Lan (GCL, HKG) <keller.mak@gentingcruiselines.com>; Ada Cheung <AdaCheung@connexustravel.com>
Subject: Suspension of Dream Cruises Operations - Request Deposit Refund

WARNING: This email originated outside GentingHK from: DannySin@connexustravel.com. DO NOT click links or attachments unless you recognize the sender and know the content i



Dear Rene,

Please accept this email as formal notice to request refund of deposit HK\$40,000 paid on 27 May 2021 for our Sales Agency Agreement made on 26 May 2021.

If you have any questions , I may be reached via email at dannysin@connexustravel.com or by telephone

at 31518986 . I would appreciate confirmation fo this email.

Thank you for your prompt attention to this matter,

Best regards,

Danny Sin

Senior Operation Manager - Luxury Leisure Travel

Tel: +852 3151 8986

Mobile: +852 9177 2651

Fax: +852 3154 6956

Team Tel: +852 3151 8888

Duty officer after office hour:+852 9466 7195

Email: DannySin@connexustravel.com



Connexus Travel Limited
全旅達國際旅遊有限公司

Unit 501, 5/F Tower B, Manulife Financial Centre,
223 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong
香港九龍觀塘偉業街223號宏利金融中心B座5樓501室

Visit our website at: <http://www.connexustravel.com>



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PARTNER

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Connexus Travel Limited 全旅達國際旅遊有限公司

Digital Transformation Award (Bronze) 服務數碼優化獎(銅獎) 2019

Team Award - Field & Special Service Merit Award 外勤服務優異獎 2019

Outstanding Customer Service Program Award (Silver) 卓越顧客服務項目獎(銀獎) 2017

- *HKACE Customer Service Excellence Awards 優質顧客服務大獎*

The Most Favourite Business Travel Agency 我最喜愛商務旅遊旅行社 2013-2019

The Most Favourite Travel Agency of Cruise Service 我最喜愛郵輪服務旅行社 2016-2019

The Most Favourite Luxury Travel Agency 我最喜愛尊貴旅遊旅行社 2015-2017, 2019

The Most Favourite In-depth Tour 我最喜愛深度遊團 2018

The Most Favourite Extraordinary Experience Travel Agency 我最喜愛非凡旅遊體驗旅行社 2017

- *U Magazine Travel Awards 旅遊大獎*

The Outstanding Brand Award 實力品牌大獎 2015 & 2017

- *Economic Digest 經濟一週*

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Connexus Travel Limited 全旅達國際旅遊有限公司

Digital Transformation Award (Bronze) 服務數碼優化獎(銅獎) 2019

Team Award - Field & Special Service Merit Award 外勤服務優異獎 2019

Outstanding Customer Service Program Award (Silver) 卓越顧客服務項目獎(銀獎) 2017

- *HKACE Customer Service Excellence Awards 優質顧客服務大獎*

The Most Favourite Business Travel Agency 我最喜愛商務旅遊旅行社 2013-2019

The Most Favourite Travel Agency of Cruise Service 我最喜愛郵輪服務旅行社 2016-2019

The Most Favourite Luxury Travel Agency 我最喜愛尊貴旅遊旅行社 2015-2017, 2019

The Most Favourite In-depth Tour 我最喜愛深度遊團 2018

The Most Favourite Extraordinary Experience Travel Agency 我最喜愛非凡旅遊體驗旅行社 2017

- *U Magazine Travel Awards 旅遊大獎*

The Outstanding Brand Award 實力品牌大獎 2015 & 2017

- *Economic Digest 經濟一週*

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The Outstanding Brand Award 實力品牌大獎 2015 & 2017

- *Economic Digest* 經濟一週



Debit account and beneficiary details

Pay from **CONNEXUS TRAVEL LIMITED**
HK HKHBAPCA111-016275-002 HKD

Debit currency **HKD**

Pay to

Beneficiary name and address	Beneficiary bank	Account number
Dream Cruises Management Limited	Hong Kong SAR BANK OF AMERICA, NATIONAL ASSOCIATI 8 FINANCE STREET CENTRAL AND WESTERN DISTRICT TWO INTERNATIONAL FINANCE CENTRE	605571506014 SWIFT-BIC BOFAHKHX

Payment details

Amount **HKD 40,000.00**

Value date **27 May 2021**

Payment service **Standard RTGS**

Charges **Sender pays**

Your reference **PAYV00024078**

Additional details

Information for the beneficiary **GUARANTEE DEPOSIT FOR DREAM CRUISE**
- SEACATION PACKAGE
PAYV00024078



SALES AGENCY AGREEMENT

SALES AGENCY AGREEMENT

THIS AGREEMENT was made on the day and year specified in Part 1 of the Schedule

BETWEEN

DREAM CRUISES MANAGEMENT LIMITED, a company incorporated in Hong Kong and having its registered office at Suite 1501 Ocean Centre, 5 Canton Road, Tsimshatsui, Kowloon, Hong Kong ("DCML");

AND

The party whose name and particular are more particular set out in Part 2 of the Schedule ("Sales Agent", DCML and Sales Agent are collectively referred to "Parties" and each a "Party").

WHEREAS:

- A DCML has an authority to appoint sales agents in the Territory to sell and distribute cruise packages of the vessels with the brand "Dream Cruises" which are owned, managed, operated and/or chartered by Genting Hong Kong Limited group of companies ("Dream Cruises Vessels"). For avoidance of doubts, "Genting Hong Kong Limited group of companies" shall mean all subsidiaries, affiliates and related companies of the holding company, namely Genting Hong Kong Limited (with headquarter in Hong Kong).
- B. The Sales Agent is a licensed travel agency and carrying on the business of dealing in all matters relating to travel and holiday industry in the territory where the Sales Agent has its principal business and is appointed by DCML for the purpose of this Agreement more particularly set out in Part 3 of the Schedule ("Territory").
- C. Upon the request of the Sales Agent, DCML, having considered other relevant and able candidates, agrees to appoint the Sales Agent as a sales agent in the Territory for the purposes of providing sales and marketing services in connection with the cruise packages of the Dream Cruises Vessels subject to the following terms and conditions.

IT IS HEREBY AGREED as follows

1 APPOINTMENT AND DURATION

- 1.1 DCML hereby, having considered other relevant and able candidates, appoints the Sales Agent to provide services in the Territory for advertisement, publicity, marketing and obtaining bookings for cruise packages of the Dream Cruises Vessels subject to and in accordance with the terms and conditions set out in this Agreement
- 1.2 Notwithstanding the execution of this Agreement on the date set out in Part 1 of the Schedule, the appointment of the Sales Agent by DCML as the sales agent in the Territory shall commence on the date and for the period more particularly set out in Part 4 of the Schedule and shall continue until terminated by either party in accordance with the provisions hereunder.
- 1.3 The appointment of the Sales Agent shall be on the basis that the Sales Agent shall act as an agent for the passengers contracted through the Sales Agent and the Terms and Conditions of Carriage of Dream Cruises (as appear in the Dream Cruises website at www.dreamcruiseline.com) and other terms and conditions appearing on other cruise related documents pertaining to the particular cruise passage of the respective cruise vessels ("Contract of Passage") shall be binding on the Sales Agent.

2 SALES AGENT'S OBLIGATIONS

- 2.1 The Sales Agent hereby undertakes, warrants and agrees on the following.-
 - 2.1.1 to adhere and be bound by the cruise fare and cruise discount rates in accordance with the recommended sales agency cruise fare structure or any written revision or amendments as may be notified by DCML to the Sales Agent from time to time ("Sales Agency Cruise Fare Structure");

- 2.1.2 to render and pay to DCML true and accurate accounts of all monies, whether in cash terms or otherwise, the amounts due to DCML in respect of any sales, bookings, cancellation and/or amendment of the cruise packages as per the Payment Procedure set out in Appendix 1 and the Dream Cruises Reservation Procedures set out in Appendix 2 (or any written revision and amendment thereof as agreed from time to time between DCML and Sales Agent) without any deductions except as may be agreed or authorised between DCML and the Sales Agent;
- 2.1.3 that failure to pay all monies due to DCML under Clause 2.1.2 above shall render the cruise bookings void and DCML reserves all rights to deny any Sales Agent's customers from embarking onboard the Dream Cruises Vessels without any compensation whatsoever and the Sales Agent undertakes that it shall at all times hold DCML harmless and shall indemnify and keep DCML fully indemnified against all actions, claims, demands, costs and expenses whatsoever, whether monetary or otherwise, which may be taken, incurred, or imposed upon DCML arising from or in connection with such denial,
- 2.1.4 upon request, to provide DCML with a valid bank guarantee ("**Bank Guarantee**") and/or a cash security deposit ("**Cash Security Deposit**") in accordance with the Payment Procedure set out in Appendix 1 (or any revision and / or amendment thereof as agreed from time to time between DCML and the Sales Agent). The Bank Guarantee shall be in a format acceptable to DCML, and shall be substantially the same as the standard format attached in Appendix 3,
- 2.1.5 that the Sales Agent has all valid licenses, consents and authorities under the laws and regulations of the Territory necessary to establish and carry on the sales agency business and to sell, market, promote and advertise in connection with the cruise packages of the Dream Cruises Vessels in the Territory and the Sales Agent undertakes that it shall indemnify and keep DCML fully indemnified against all costs, losses and expenses incurred or suffered by DCML in connection with any breach of the warranty of the Sales Agent set out herein;
- 2.1.6 to inform passenger(s) on the requirements of related information / travel documents e.g. VISA requirements and the necessary procedures in the application of such documents. DCML reserves the absolute right to refuse embarkation of any passengers who do not possess the required documents upon embarkation without any compensation whatsoever and the Sales Agent undertakes that it shall at all times hold DCML harmless and shall indemnify and keep DCML fully indemnified against all actions, claims, demands, costs and expenses whatsoever, whether monetary or otherwise, which may be taken, incurred, or imposed upon DCML arising from or in connection with such refusal,
- 2.1.7 to strictly and fully observe and comply with the corporate identity guidelines as provided by DCML (and as amended from time to time at the sole discretion of DCML) ("**Corporate Identity Guidelines**") at all times whenever DCML allows the Sales Agent to use DCML's name and logos on their letter head and business card;
- 2.1.8 to restrain from doing the following:
- (a) giving any comment on the operations, activities and/or any disputes of which DCML, Genting Hong Kong Limited group of companies or the Dream Cruises Vessel is/was involved,
 - (b) making any comparison as to any cruise packages and/or offers of DCML, Genting Hong Kong Limited group of companies or the Dream Cruises Vessels with those of the other cruise liners or travel services providers;
 - (c) deviating from any marketing / promotional campaigns as may be launched by DCML as to the operations or activities of the Dream Cruises Vessel(s) which is/are operating in the Territory; and
 - (d) engaging in any conduct and/or business which in the opinion of DCML is prejudicial to DCML's business and interest as a whole
- 2.1.9 where applicable, the Sales Agent shall forward the relevant invoice(s), including but not limited to any tax invoices and proof of payment of the invoices to the relevant authorities, to DCML upon immediate request of the same; and

2.1.10 that the Sales Agent shall solely be responsible for paying all the commission due to its own retail booking agents and wholesalers where appropriate.

3 RESERVATION AND PASSENGERS' BOOKINGS

The Sales Agent shall give DCML not less than seven (7) Working Days prior written notice before the cruise departure date, of all special requirements of the passengers ("affected passengers"), including but not limited to, any special diet for vegetarian, allergy, medical conditions or physical impairments. For avoidance of doubts, such special requirements shall mean arrangements required for the affected passengers which are outside the normal services provided onboard the Dream Cruises Vessels. In the event that such information is not communicated to DCML in manner set out above, DCML shall reserve the right to refuse embarkation of the affected passengers without any compensation whatsoever when, in the opinion of DCML, the well-being and safety of the Dream Cruises Vessels, passengers and/or crew members will be jeopardised by allowing the embarkation of such affected passengers. The Sales Agent undertakes that it shall at all times hold DCML harmless and shall indemnify and keep DCML fully indemnified against all actions, claims, demands, costs and expenses whatsoever, whether monetary or otherwise, which may be taken, incurred, or imposed upon DCML arising from or in connection with such refusal. "Working Day" in this Agreement shall mean a day (other than a Saturday, Sunday or public holiday in the Territory)

4 TERMS AND CONDITIONS OF CARRIAGE

4.1 The Sales Agent hereby confirms, undertakes and warrants that it has read, understood and accepted the Contract of Passage (as may be amended from time to time) and shall bring the same to the attention of the Sales Agent's customers before the conclusion of the sales of any cruise packages of the Dream Cruises Vessels. The Sales Agent further undertakes to provide advice and notification to the Sales Agent's customers on immigration, customs, quarantine, exchange controls, health and other regulations in force in the countries to and through which the Sales Agent's customers will travel and ensure, in so far as practicable, that all such regulations are to be strictly and fully observed and complied with by all Sales Agent's customers.

4.2 The Sales Agent undertakes that it shall at all times hold DCML, Genting Hong Kong Limited group of companies and the Dream Cruises Vessels harmless and shall indemnify and keep them fully indemnified against all actions, liabilities, claims and demands whatsoever against, involved and/or imposed upon any of them resulting from the incapacity or inadequacy in enforcing the Contract of Passage in relation to the passengers arising from the failure of the Sales Agent in providing sufficient notice of the Contract of Passage to the Sales Agent's customers.

5 CONFIDENTIALITY AND USE OF PROPRIETARY RIGHTS

5.1 All information and all documents relating to the business of DCML, Genting Hong Kong Limited group of companies and/or the Dream Cruises Vessels which the Sales Agent may acquire howsoever and for any reason whatsoever, are to be considered strictly reserved and confidential ("Confidential Information"). Such Confidential Information shall not be disclosed to any third party, either in a written or an oral form or in any other way, unless previously and expressly authorised in writing by DCML.

5.2 For the purposes of this Clause, Confidential Information refers to all information of a confidential nature disclosed (whether in writing, verbally or by any other means of communication whether directly or otherwise) by DCML to the Sales Agent whether before or after the date of this Agreement including, without limitation, any information relating to DCML's policy, the products, operations, processes, plans or intentions, product information, know-how, design, rights, trade secrets, market sensitive information, market opportunities and business affairs of DCML, Genting Hong Kong Limited group of companies and/or the Dream Cruises Vessels.

5.3 The Sales Agent shall not improperly or wrongfully use the names, trademarks, copyrights, emblems, designs and other similar industrial and intellectual property rights of DCML, Genting Hong Kong Limited group of companies and/or the Dream Cruises Vessels whether within or outside the Territory.

5.4 Without prejudice to the foregoing, it is hereby agreed that all information contained in this Agreement and any correspondence between the Parties are private and confidential and shall not be disclosed to third parties.

- 5.5 Confidentiality herein shall not apply to disclosure to the relevant authorities as required by the laws within the Territory and information which is already in public domain.
- 5.6 It is agreed that the obligations provided for in Clauses 5.1 to 5.5 above shall remain in full force and effect after the termination of this Agreement
- 5.7 Nothing in this Agreement shall operate to prevent, limit or restrict DCML from, during the term of this Agreement, soliciting, communicating with or meeting any applicants or candidates in relation to the position currently held, or the functions presently carried out by the Sales Agent by virtue of this Agreement.

6 TERMINATION AND CONSEQUENCES

- 6.1 Notwithstanding any other provision of this Agreement, either Party may terminate this Agreement by giving the other Party not less than thirty (30) days prior written notice.
- 6.2 Without prejudice to the aforesaid, DCML may at any time terminate the Agreement with immediate effect by notice in writing to the Sales Agent, upon the occurrence of any of the following events.
- 6.2.1 a breach by the Sales Agent of any of its obligations under the Agreement which (if the breach is capable of remedy) the Sales Agent has failed to remedy within seven (7) days after receipt of written notice from DCML requiring the Sales Agent to do so;
- 6.2.2 failure to pay to DCML according to payment procedure as set out in Appendix 1 (or any written revision and amendment thereof as agreed from time to time between DCML and the Sales Agent);
- 6.2.3 the Sales Agent or any member within its group is unable to pay its debts as they fall due, commences negotiations with any one or more of its creditors or is declared insolvent or bankrupt or enters into liquidation whether compulsory or voluntary (save for the purpose of amalgamation or reconstruction) or makes an assignment for the benefit of or compounds with its creditors or has a manager or receiver appointed in respect of all or any part of its business or a petition for winding-up or judicial management is presented against such party or such party ceases to carry on any part of its business or threatens to do any of these things;
- 6.2.4 any business, act or thing whatsoever conducted by the Sales Agent which in the sole opinion of DCML may prejudicially affect any interest of DCML, Genting Hong Kong Limited group of companies and/or the Dream Cruises Vessels;
- 6.2.5 a change in the organisation, methods of control or management of the Sales Agent in such a way as in the sole opinion of DCML will affect the performance of the Sales Agent in carrying out its obligations and duties under this Agreement, and
- 6.2.6 the Sales Agent ceases, for any reason whatsoever, to have the ability to carry out its obligations and duties under this Agreement in the Territory or is prevented from carrying on its travel agency business.
- 6.3 All rights and obligations of the Parties shall cease to have any force and effect immediately upon termination of this Agreement save for.
- 6.3.1 the accrued rights and obligations of the Parties as at the date of termination (including but not limited to the obligations to make payment); and
- 6.3.2 the continued existence and validity of the rights and obligations of the Parties under this Agreement which are expressed to survive, or to apply on, such termination and any provisions of this Agreement necessary for the interpretation or enforcement of this Agreement

7 NOTICES

Any notices or other communication under or in connection with this Agreement shall be in writing in the English language and shall be delivered personally or be sent by courier, first class post, pre-paid

recorded delivery (and air-mail if overseas) or by electronic mail or facsimile transmission, to the Party due to receive the notice or communication at the address and details more particularly set out in Part 6 of the Schedule

8 **LAW**

This Agreement shall be governed by and construed in all respects in accordance with the laws as set out in Part 7 of the Schedule hereof and the Parties agree to submit themselves to the competent jurisdiction of the Courts as set out in Part 8 of the Schedule.

9 **INDEMNITY**

The Sales Agent undertakes that it shall at all times hold DCML harmless and shall indemnify and keep DCML fully indemnified against any losses, damages, demands or expenses (including solicitor costs on solicitor and clients' basis) which may be against, incurred or suffered (either directly or indirectly) by DCML, Genting Hong Kong Limited group of companies and/or any of their respective directors, officers, staff or agents arising from or in connection with any defaults or non-compliance of the Sales Agent's obligations and covenants herein or any matters arising out of a breach by the Sales Agent in connection with this Agreement other than the wilful negligence on the part of DCML.

10 **DUTIES, TAXES, BANK CHARGES AND OTHER IMPOSITIONS**

The Sales Agent shall be responsible for paying any governmental duties, taxes (whether income taxes, withholding taxes or Value Added Taxes), bank charges levied by local banks and other statutory impositions (collectively referred to as "charges") arising from and in connection with the sales, collections and remittances of the cruise fares under this Agreement. The cruise fares per the Sales Agency Cruise Fare Structure due to DCML under this Agreement shall be remitted gross to DCML without deductions of any such charges and the Sales Agent agrees to forthwith reimburse DCML in the event such charges are imposed upon DCML.

11 **APPENDICES**

The Appendices attached hereto shall form an integral part of this Agreement. DCML may at its discretion amend the Appendices from time to time by serving written notice upon the Sales Agent.

12 **HEADINGS**

The headings of this Agreement are for identification only and shall not be deemed to be part hereof or be taken into consideration in the interpretation or construction of this Agreement.

13 **FORCE MAJEURE**

13.1 If either Party is prevented, hindered or delayed from or in performing any of its obligations under this Agreement (other than an obligation to make payment) by a Force Majeure Event then either Party may terminate this Agreement by giving not less than seven (7) days prior notice in writing to the other Party.

13.2 For the purpose of this Clause, "Force Majeure Event" means any event beyond the control of either Party including, but without limitation to, strikes, lockouts, labour disputes, acts of God, war, riot, civil commotion, malicious damage, compliance with any law, or governmental order, rule, regulation or direction, breakdown of plant or machinery, fire, tempest, flood or storm.

14 **ASSIGNMENT OR APPOINTMENT OF OTHER AGENTS**

14.1 DCML maintains the absolute discretion to transfer or assign this Agreement whether in part or in whole within Genting Hong Kong Limited group of companies without the prior consent of the Sales Agent.

14.2 The Sales Agent may from time to time, appoint other travel agents to support, promote and sell the various cruise packages available subject to the prior written approval of DCML, notwithstanding the appointment of other travel agents by the Sales Agent, the provisions in this Agreement shall be binding upon the Sales Agent. The Sales Agent shall ensure and cause the appointed sub-agent herein to comply with all the terms and conditions of this Agreement and the Sales Agent shall be held fully liable for any breach or failure on the part of the appointed sub-agent to comply with this Agreement.

14.3 Notwithstanding any terms to the contrary, the Sales Agent shall not, without the prior written consent of DCML, assign or part with all or any of its rights and obligations under this Agreement to any parties.

- 14.4 The Sales Agent shall indemnify and keep DCML fully indemnified against any losses, damages or expenses (including solicitor costs on solicitor and clients' basis) that may be incurred or suffered (either directly or indirectly) by DCML, Genting Hong Kong Limited group of companies and/or any of their directors, officers, staff or agents arising from or in connection with any defaults or non-compliance of the appointed sub-agent of any obligations herein or any matters arising out of a breach by the appointed sub-agent in connection with this Agreement
- 15 **AMENDMENTS AND VARIATION**
No amendment or variation to this Agreement (excluding the Appendices) and the Schedule shall be effective unless in writing and signed by duly authorized representatives of both Parties.
- 16 **WAIVER**
Failure by either Party to enforce at any time any of the provisions of this Agreement shall not be construed as a waiver of any continuing breach of any provision or any other provision of this Agreement or as a waiver of any rights under this Agreement
- 17 **TIME**
Time shall be of the essence of this Agreement
- 18 **COST AND EXPENSE**
The Sales Agent shall bear and pay the stamp fees, if any and each Party shall bear and pay its own solicitors cost and all other charges arising from or incidental to the preparation and completion of this Agreement, if any
- 19 **GOOD FAITH**
Each of the Parties undertakes with each other to do all things reasonably within their power which are necessary or desirable to give effect to the spirit and intent of this Agreement.
- 20 **NO PARTNERSHIP OR AGENCY RELATIONSHIP**
Neither this Agreement nor the relationship between the Parties created constitutes a partnership or a joint venture. The Sales Agent understands and agrees that it is not the agent of DCML, but is an independent contractor and has no right to pledge the credit of DCML in any manner or sum whatsoever, and that the Sales Agent is not authorized to deliver equipment or supplies to DCML, for or on its account, in any ports.
- 21 **INVALID PROVISION**
If any provision of this Agreement is invalid or unenforceable, then the remainder of this Agreement shall not be affected thereby, provided however, that if any provision is invalid or unenforceable, then a suitable and equitable provision which will be valid and enforceable, shall be substituted therefore, in order to carry out, as far as possible, the intent and purpose of the invalid and unenforceable provision.
- 22 **COUNTERPARTS**
This Agreement may be executed in one or more counterparts, each of which shall be deemed an original and all of which, taken together, shall constitute one and the same instrument.
- 23 **FINAL AGREEMENT**
This Agreement, including the recitals, schedules and appendices (where applicable) sets forth the entire understanding of the Parties and supersedes any and all prior agreement, arrangement or understanding related to the Sales Agent's appointment and related services
- 24 **THIRD PARTY RIGHT**
For the purposes of the Contracts (Rights of Third Parties) Ordinance, Chapter 623 of the Laws of Hong Kong, this Agreement is not intended to, and does not, give any person who is not a party to it any right to enforce any of its terms.
- 25 **PERSONAL DATA PROTECTION**
The Sales Agent represents and warrants that it has and will comply with DCML's privacy policy and any applicable laws and regulations to provide notices to or obtain consents from any individuals to allow sharing of their personal data with DCML and/or their employees or agents to facilitate the performance of this Agreement and any other ancillary matters related to the performance of this Agreement, including but not limited to the disclosing of their personal data to any other third parties

on a need to know basis. The personal data provided by the Sales Agent pursuant to this Agreement will be used and processed in accordance with DCML's privacy policy.

(the remainder of this page is intentionally left blank)

In witness whereof DCML and the Sales Agent have caused their respective signatures to be hereunder affixed the day and year first and above written.

Signed for and on behalf of
DREAM CRUISES MANAGEMENT LIMITED
in the presence of

Name:
Witness

Signed for and on behalf of
CONNEXUS TRAVEL LIMITED
in the presence of.
Gloria S. Leung - CEO

[Handwritten Signature]



26 May 2021

Name: *Danny S. ... - Senior Operations Manager*
Witness
[Handwritten Signature]

SCHEDULE

Part	Particulars	Details
1	Date of Agreement	9 February 2021
2	Sales Agent	<p>CONNEXUS TRAVEL LIMITED</p> <p>Registered/Principal Address: Room 501 & 503 B – 508 Block B, 5/F, Manulife Financial Centre, 223-231 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong. Attention: Gloria Stelhaug - CEO</p>
3	Territory	Hong Kong
4	Commencement Date	9 February 2021
5	Period of the Agreement	From the Commencement Date until terminated by either Party in accordance with the provision of this Agreement
6	Notices	<p><u>DCML</u></p> <p>Correspondence Address: Suite 1501 Ocean Centre, 5 Canton Road, Tsimshatsui, Kowloon, Hong Kong</p> <p>Attention to:- Keller Mak, Assistant Vice President, Sales – Hong Kong</p> <p><u>Sales Agent</u></p> <p>Correspondence Address: Room 501 & 503B – 508 Block B, 5/F, Manulife Financial Centre, 223-231 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong.</p> <p>Attention to:- Gloria Stelhaug - CEO</p>
7	Governing Laws	Hong Kong
8	Court of Jurisdiction	The courts of Hong Kong have exclusive jurisdiction to settle any dispute arising out of or in connection with this Agreement (the "Disputes"). The Parties agree that the courts of Hong Kong are the most appropriate and convenient courts to settle the Disputes and accordingly no Party will argue to the contrary.
9	Commission	<u>15%</u> of the full cabin fare on each passenger (exclusive of passenger handling charge and fuel surcharge) and subject to change as may be notified in writing by DCML from time to time.

APPENDIX 1

PAYMENT PROCEDURE

1. An irrevocable Bank Guarantee for an amount of HKD40,000.00 or its equivalent valid for one (1) year acceptable to DCML (standard format is enclosed in Appendix 3), and/or a Cash Security Deposit of the equivalent amount must be lodged with DCML within two (2) weeks, from the date of signing of this Agreement, or from the date of receiving DCML's request if it was not asked by DCML before the commencement date of this Agreement. DCML reserves the right to increase the Bank Guarantee and/or Cash Security Deposit's amount in the event DCML's business volume increases.
2. The Bank Guarantee and/or Cash Security Deposit shall be used as a security against the payment(s) due from the Sales Agent to DCML and/or any liabilities of the Sales Agent under this Agreement. In the event the Sales Agent fails to remit payment(s) of the cruise booked within the time frame as stipulated in the following clauses, DCML reserves all rights to draw down against the Bank Guarantee and/or the Cash Security Deposit (where applicable) without reference to the Sales Agent.
3. If the Sales Agent has lodged with the Cash Security Deposit, after the termination of this Agreement and provided that the Sales Agent shall fully and faithfully comply with all its obligations hereunder, the Cash Security Deposit shall be returned without interest thereon to the Sales Agent within 30 days from the date of termination of this Agreement (subject to any deduction under this Agreement).
4. DCML shall bill the Sales Agent for all bookings made within DCML billing week (i.e. Friday to Thursday) in the Dream Cruises Settlement Plan Activity Report ("Report") on every Friday of each week which denotes as billing week 1. The amount indicated in the Report shall be final and conclusive evidence or proof that the amount appearing therein is due and owing and payable by the Sales Agent, unless the Sales Agent notifies DCML to the contrary within four (4) days from the date of the Report. For Sales Agents using the Dream Cruises Online Reservation System, the relevant reports can be printed out from the system to determine the outstanding amount. For Sales Agents not using the Dream Cruises Online Reservation System, DCML shall advise them the outstanding amount directly.
5. The Sales Agent is to make payment by Tuesday of billing week 1. If the Sales Agent does not make payment by the end of working day on Tuesday of billing week 1, DCML reserves the right to adopt the following measures: -
 - (a) DCML will send the first reminder to the Sales Agent to make payment by Friday of billing week 2. At the same time, Sales Agent will be notified that it will be barred from printing confirmation slips from the Dream Cruises Online Reservation System. For Sales Agents not using the Dream Cruises Online Reservation System, they will still be able to place bookings at this stage but confirmation to such bookings would be subject to payments.
 - (b) Sales Agent, who still fails to make payment in full by the end of working day on Friday of billing week 2, will receive the final reminder to settle its outstanding by Tuesday of billing week 3. In addition, Sales Agent will be notified that it will be barred from making any bookings either through the Dream Cruises Online Reservation System or manual bookings. DCML reserves the right to charge the Sales Agent a reconnection fee for reconnection of the Dream Cruises Online Reservation System.
 - (c) If the Sales Agent does not make payment by the end of working day on Tuesday of the billing week 3, it will receive a formal letter of demand giving seven (7) days' notice to settle the outstanding account. Failing to settle the account in full shall entitle DCML to draw down upon the Bank Guarantee and/or the Cash Security Deposit (where applicable) lodged by the Sales Agent. Further, DCML reserves the rights to terminate this Agreement pursuant to Clause 6.2 without prejudice to any antecedent breaches.

- 6 DCML shall neither be held responsible for informing the passengers of cancellation of their cruise bookings nor shall DCML be liable for any costs, claims, compensations or losses whatsoever suffered by the passengers arising from such cancellation.
- 7 DCML reserves the right to charge the Sales Agent interest on late payments LIBOR + 2% per annum
8. If there is a termination of the access to the Dream Cruises Online Reservation System, DCML reserves the right to charge the Sales Agent a reconnection fee for reconnection of the Dream Cruises Online Reservation System.
- 9 The payments shall be strictly made in Hong Kong Dollars (HKD) unless agreed otherwise in writing between the Parties.
10. The payment procedures above are subject to amendments and revisions as may be notified in writing by DCML from time to time.
11. The Sales Agent agrees to make payment to the bank account designated by DCML from time to time and payment mode as notified by DCML in writing. The Sales Agent shall provide detailed payment advice to DCML's Finance Department for all the payment made to DCML. The Sales Agent may remit the payment by telegraphic transfer to the bank account designated by DCML from time to time
12. For renewal of the Bank Guarantee (where applicable), DCML will send reminder to the Sales Agent indicating the renewal date and amount one (1) month before the expiry date of the Bank Guarantee. The Sales Agent shall ensure that the Bank Guarantee is up-to-date and in conformity with DCML's requirements. The Sales Agent shall always maintain the Bank Guarantee and/or the Cash Security Deposit in the total amount of HKD40,000.00 or its equivalent where if there is any deduction made during the continuance of this Agreement. The Sales Agent shall make up the difference within seven (7) days of receiving the notice from DCML.
- 13 If the Sales Agent does not wish to renew the Bank Guarantee / who wishes to negotiate reducing the amount of the Bank guarantee and/or Cash Security Deposit, it shall write to DCML officially within one (1) month before the expiry of the Bank Guarantee or the anniversary of this Agreement, where applicable
- 14 If the Sales Agent fails to submit the renewed Bank Guarantee by the due date stated in the Reminder and/or make up the difference of the Cash Security Deposit in accordance with Clause 12 of this Appendix 1, DCML reserves the right to adopt the following measures:-
 - (a) Bank Guarantee and/or Cash Security Deposit not submitted or made up the difference by the due date as stated in the 1st reminder will result in DCML withdrawing the Sales Agent's access to print confirmation slips and/or DCML making the confirmation of its bookings be subject to full settlement of the outstanding amounts.
 - (b) Bank Guarantee and/or Cash Security Deposit not submitted or made up the difference by the due date as stated in the 2nd reminder will result in termination of the Sales Agent's access to the Dream Cruises Online Reservation System. DCML reserves the right to charge the Sales Agent a reconnection fee for reconnection of the Dream Cruises Online Reservation System
 - (c) Bank Guarantee and/or Cash Security Deposit not submitted or made up the difference by the due date as stated in the final reminder will result in withdrawal of "Preferred Sales Agent" status.

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APPENDIX 2

DREAM CRUISES RESERVATION PROCEDURES

Reservations can be made via the following options -

Reservation

E-mail: hkgrouppdesk@gentingcruiselines.com (for Group)
hkrsvn@gentingcruiselines.com (for Free Independent Traveller)

All reservation requests will normally be within twenty-four (24) hours (public holidays and weekends in country of origin be taken into consideration) by the cruise line. An acceptance of a booking by the cruise line will serve as a firm commitment on behalf of the Sales Agent to the cruise line.

Section A for FIT bookings

Section B for Blockage / Series bookings

Section C for MICE & Ad-Hoc Group bookings

All the below FIT, Blockage / Series and MICE policies are subject to amendments and revisions from time to time without further notice.

Sales representative will advise the dates for special holiday season before every new itinerary is made available for sale.

A) FOR FIT BOOKINGS:

1. Should the Sales Agent wish to cancel or amend the booking, it must notify the cruise line Reservation Office, either by fax or email, and within the Cooling Period - see table below. After such time, the cancellation policy and the amendment policy set out below should apply.

Cooling Period Policy

Normal Free Independent Traveller ("FIT") Bookings	
Booking made	Cooling Period
8 days or more prior to departure	3 calendar days (72 hours) from time of booking made; after which cancellation charges applicable
7 – 4 days prior to departure	1 calendar day (24 hours) from time of booking made; after which cancellation charges applicable

Notes:

- (a) (i) Cooling Period - grace period for consideration of bookings without cancellation charges levied.
(ii) Calendar Day - a day per the calendar. If the cooling period ends on a weekend or public holiday, and the agent cannot reach the cruise reservations office to amend or cancel the booking, the change required by agent will be done on the next first working day. Reservations just need an email or fax from agent sent within the cooling period.
 - (b) Cooling period policy is not applicable to the following situations -
 - (i) group bookings;
 - (ii) sailing during special holiday season;
 - (iii) the existing booking has been cancelled and rebooked or postponed,
 - (iv) direct individual bookings (non-PSA / agent bookings).
2. The Sales Agent must make available or otherwise notify the passengers of the Terms and Conditions of Carriage of the cruise line

3. 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, the cruise line's **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, the cruise line's **Reservations Department** will issue a **Confirmation Slip**, which can be used to exchange for a boarding pass at the check-in counter.

4. **Amendment Policy (for all cabin types)**

Cancellation (including cancellation charges if applicable) **and re-booking** is required and applicable when:

- Total cabin change of passenger names (when all pax names within a cabin require change)
- Change of sailing date
- Downgrading of cabins (from higher category to lower category)
- Change of vessel
- Downgrade of Itinerary

For other changes

- Change and swap of passenger names will be subject to a USD20 (or its equivalent) amendment charge per pax (provided at least one original name remain unchanged within each cabin)
- No amendment charge for the upgrading of cabins to higher category in the same itinerary, difference between original and prevailing rate will be charged
- No amendment charge for upsell of itinerary provided original departure date remains unchanged (e.g. from 2N itinerary to 7N), difference between original and prevailing rate will be charged
- No amendment charge for additional passengers within the same cabin, charged at original rates
- For any split-off and new cabins, the new cabin will be considered as new booking at prevailing rates

Notes (for FIT Bookings):

- a) 100% of full cabin fare will be levied as cancellation charges in case of sailing during special holiday season
- 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) Any amendment imposed by the cruise line to the passenger, the amendment fee will be waived.
- d) Amendment fees are applicable to those amendment requests, which have been received not less than 5 calendar days prior to the departure date. Any amendment request received 4 calendar days or less prior to departure, 100% of full cabin fare as cancellation charges will be levied
- e) No charge shall be levied for up sold of cruise provided that the original departure date remains unchanged.
- f) Amendment request must be made in writing to the cruise line's Reservations Office and shall be effective only upon actual receipt by the cruise line's Reservations Office. The Sales Agent is reminded to confirm the amendment request by telephone in order to avoid disputes.
- g) The Sales Agent is required to notify its customers of the cruise line's 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

5. **Cancellation Policy**

The cancellation policy of the cruise line shall apply as follows:-

All cruise lengths on all vessels	
Cancellation Notice Received by	Cancellation Charges (per person)
More than 100 days prior to departure	Free refund, except non-refundable amounts or rates
100 - 46 days prior to departure	10% of full cabin fare
45 - 15 days prior to departure	30% of full cabin fare
14 - 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

B) FOR BLOCKAGE / SERIES BOOKINGS:

- 1 The Sales Agent must furnish the cruise line with the proper passenger information which complies with the applicable immigration requirements. It should be faxed or electronically mailed to the cruise line immediately and no later than seven (7) calendar days prior to sailing. In the event the Sales Agent fails to submit the proper passenger information to the cruise line's Reservation Office within the stipulated period, the cruise line 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
2. The Sales Agent must make available or otherwise notify the passengers of the Terms and Conditions of Carriage of the cruise line.
3. 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, the cruise line's 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, the cruise line's Reservations Department will issue a Confirmation Slip, which can be used to exchange for a boarding pass at the check-in counter.

4. Payment Schedule

Group Cabin Blockage Received (Days before departure)	Deposit to be paid
8 - 30 cabins	
First deposit - 14 days from booking date and within 45 days prior to departure	10% deposit
14 days prior to departure	20% deposit
14 days prior to departure	Full payment
31 - 200 cabins	
First deposit - 14 days from booking date and within 90 days prior to departure	10% deposit
60 days prior to departure	20% deposit
14 days prior to departure	50% deposit
14 days prior to departure	Full payment
200 and above cabins	
First deposit - 14 days from booking date and within 120 days prior to departure	10% deposit
60 days prior to departure	20% deposit
30 days prior to departure	50% deposit
30 days prior to departure	Full payment

5. Amendment Policy (for all cabin types)

Amendment charge of US\$20 (or equivalent) per change per pax (based on cabin occupancy) for all bookings including unnamed within the chargeable cancellation notice period.

- Change of Passenger Name
- Downgrading of Cabins

Cancellation (including cancellation charges if applicable) and rebooking will apply when:

- Change of Departure Date
- Change of Vessel
- Downgrade of Itinerary

For other changes:

- Change of all passengers in an original cabin will be treated as amendment.
- No amendment charge for the upgrading of cabins to higher category in the same itinerary, difference between original and prevailing rate will be charged
- No amendment charge for upsell of itinerary provided original departure date remains unchanged (e.g. from 2N itinerary to 7N), difference between original and prevailing rate will be charged
- No amendment charge for additional passengers within the same cabin, charged at original rates
- For any split-off and new cabins, the new cabin will be considered as new booking at prevailing rates

Notes (for Blockage / Series Bookings):

- 100% of full cabin fare will be levied as cancellation charges in case of sailing during special holiday seasons
- Deposit collections are based on cabin berth blockage, i.e. Twin, Triple, Quad occupancy:
 - 21 days or more before departure review and swapping of cabin berth/occupancy at no charge
 - 20 days or less before departure, cabin fare charges based on existing berth/occupancy in the block

For Special Holiday dates:

- a. 30 days or more before departure: review and swapping of cabin berth/occupancy at no charge
- b. 29 days or less before departure. cabin fare charges based on existing berth/occupancy in the block
- c) Any amendment imposed by the cruise line to the passenger, the amendment fee will be waived.
- d) Amendment fees are applicable to those amendment requests, which have been received not less than 5 calendar days prior to the departure date. Any amendment request received 4 calendar days or less prior to departure, 100% of full cabin fare as cancellation charges will be levied.
- e) No charge shall be levied for up sold of cruise provided that the original departure date remains unchanged
- f) Amendment request must be made in writing to the cruise line's Reservations Office and shall be effective only upon actual receipt by the cruise line's Reservations Office. The Sales Agent is reminded to confirm the amendment request by telephone in order to avoid disputes
- g) The Sales Agent is required to notify its customers of the cruise line's 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.
- h) "Group bookings" shall mean bookings of not less than 8 fully paid cabins
- i) Additional cabins to the existing group booking shall be charged at the current prevailing rates of cabins. Amount of cabins added to original blockage and at what rate remains at discretion of the cruise line based on availability and revenue management decisions

6 **Cancellation Policy**

The cancellation policy of the cruise line shall apply as follows:-

All cruise length, all vessels	
8 – 30 paid cabins (exclude FOC cabins)	
Cancellation Notice Received by	Cancellation Charges (per person)
46 days prior to departure	No cancellation
45 – 15 days prior to departure	30% of full cabin fare
14 – 8 days prior to departure	50% of full cabin fare
Within 7 days before departure	100% of full cabin fare
No Show / No Written Notice	100% of full cabin fare
All cruise lengths, all vessels	
31 – 200 paid cabins (excluding FOC cabins)	
Cancellation Notice Received by	Cancellation Charges (per person)
91 days prior to departure	No Cancellation
90 – 61 days prior to departure	30% of full cabin fare
60 – 31 days prior to departure	50% of full cabin fare
30 – 15 days prior to departure	75% of full cabin fare
Within 14 days before departure	100% of full cabin fare
No Show / No Written Notice	100% of full cabin fare

All cruise lengths, all vessels	
200 and above <u>paid cabins (excluding FOC cabins)</u>	
Cancellation Notice Received by	Cancellation Charges (per person)
121 days prior to departure	No Cancellation
120 – 91 days prior to departure	30% of full cabin fare
90 – 61 days prior to departure	50% of full cabin fare
60 – 31 days prior to departure	75% of full cabin fare
Within 30 days before 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 the cruise line's Reservations Office and shall be effective only upon actual receipt by the cruise line's 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 the cruise line's 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 special holiday seasons
- (d) 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.

7. Release Policy

No. of Cabins Blocked	No. of Cabins can be Released
8 – 30 paid cabins	No Review Policy
31 - 200 cabins	<p>(a) 1st review : Sales Agent shall have review 60 days before departure and release 20% of unused cabins. If the cabins released by the Sales Agent are more than 20% of the unused cabins, cancellation charges as per Cancellation Policy will be levied.</p> <p>(b) - OR - 2nd review: Sales Agent shall have review 30 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.</p>
201 or more cabins	<p>(a) 1st review : Sales Agent shall have review 90 days before departure and release 20% of unused cabins. If the cabins released by the Sales Agent are more than 20% of the unused cabins, cancellation charges as per Cancellation Policy will be levied.</p> <p>(b) - OR - 2nd review. Sales Agent shall have review 60 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.</p>

Notes

- (a) Any group of bookings which is less than 8 paid cabins will not be qualified as "**Blockage / Series Booking**". Neither blockage benefits nor blockage rates will apply. Such bookings will be converted to FIT bookings applying FIT prevailing rates and governed by the FIT policy.

8. Free of Charge Policy

No. of Cabins Blocked	No. of Free of Charge Cabins ("FOC Cabins") to be accorded
Every 8 cabins blocked	1 FOC passenger to be accorded

For example:

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

- Eligibility of FOC cabins are accorded based on named cabins which are paid for.
- Any subsequent cancellations and changes which affects the original eligible cabin tally, will be subject to a re-calculation where FOC cabins may be rescinded and the group amount is re-charged (except cabins which are subject to 100% cancellation charge)

Notes:

- a) Cabins with single occupancy are not eligible towards FOC benefits
- b) Category of FOC cabins are based on highest number of paid cabin category utilized
 - If cabin blockage has an even number of cabins between categories, FOC will be accorded based on lowest category utilized
- c) FOC pax are entitled to the same benefits as paying passengers
- d) Strictly applicable to blockages only and subject to cabin availability
- e) Free of Charge Policy is not applicable to sailings during special holiday seasons,
- f) Free of Charge Policy shall strictly be applicable to blockage / series bookings only.
- g) Maximum 5 FOC cabins will be accorded to each group in every cruise. Port charges and other onboard charges such as gratuity to be paid by passenger.

C) FOR MICE & AD-HOC GROUP BOOKINGS:

1. The Sales Agent must furnish the cruise line with the proper passenger information which complies with the applicable immigration requirements. It should be faxed or electronically mailed to the cruise line immediately and no later than seven (7) calendar days prior to sailing. In the event the Sales Agent fails to submit the proper passenger information to the cruise line's Reservation Office within the stipulated period, the cruise line 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
2. The Sales Agent must make available or otherwise notify the passengers of the Terms and Conditions of Carriage of the cruise line.
3. 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, the cruise line's 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, the cruise line's Reservations Department will issue a Confirmation Slip, which can be used to exchange for a boarding pass at the check-in counter.

4. Payment Schedule

MICE confirmed booking	Deposit to be paid
First deposit, Non Refundable - 14 days from booking date and within	20% deposit
60 days prior to departure	40% deposit
30 days prior to departure	Full payment

5. Amendment Policy (for all cabin types)

Amendment charge of US\$20 (or equivalent) per change per pax (based on cabin occupancy) for all bookings including unnamed within the chargeable cancellation notice period:

- Change of Passenger Name
- Downgrading of Cabins

Cancellation (including cancellation charges if applicable) and rebooking will apply when:

- Change of Departure Date
- Change of Vessel
- Downgrade of Itinerary

For other changes:

- Change of all passengers in an original cabin will be treated as amendment
- No amendment charge for the upgrading of cabins to higher category in the same itinerary, difference between original and prevailing rate will be charged
- No amendment charge for upsell of itinerary provided original departure date remains unchanged (e.g. from 2N itinerary to 7N), difference between original and prevailing rate will be charged
- No amendment charge for additional passengers within the same cabin, charged at original rates
- For any split-off and new cabins, the new cabin will be considered as new booking at prevailing rates

Notes (for MICE & Ad-Hoc Bookings):

- a) 100% of full cabin fare will be levied as cancellation charges in case of sailing during special holiday seasons
- b) Any amendment imposed by the cruise line to the passenger, the amendment fee will be waived.
- c) Amendment fees are applicable to those amendment requests, which have been received not less than 5 calendar days prior to the departure date. Any amendment request received 4 calendar days or less prior to departure, 100% of full cabin fare as cancellation charges will be levied.
- d) No charge shall be levied for up sold of cruise provided that the original departure date remains unchanged.
- e) Amendment request must be made in writing to the cruise line's Reservations Office and shall be effective only upon actual receipt by the cruise line's Reservations Office. The Sales Agent is reminded to confirm the amendment request by telephone in order to avoid disputes
- f) The Sales Agent is required to notify its customers of the cruise line's 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.
- g) "MICE & Ad-Hoc bookings" shall mean bookings of not less than 8 fully paid cabins with a MICE purpose (meeting, incentive, conference, events).
- h) Additional cabins to the existing group booking shall be charged at the current prevailing rates of cabins. Amount of cabins added to original blockage and at what rate remains at discretion of the cruise line based on availability and revenue management decisions.

6. Cancellation Policy

The cancellation policy of the cruise line shall apply as follows:-

All cruise length, all vessels	
Cancellation Notice Received by	Cancellation Charges (per person)
Greater than 61 days before departure	20% of Full Cabin Fare
60 - 31 days before departure	40% of Full Cabin Fare
Within 30 days before departure	100% of Full Cabin Fare
No Show	100% of Full Cabin Fare

7. Release Policy

No. of cabins blocked	No. of cabins released
All	1st & Final review
	- Before 30 days prior departure, release of 10% of unnamed cabins allowed without charge

a) Release policy for MICE and ad-hoc groups is not applicable during special holiday season

8. Free of Charge (FOC) Policy

- Ad-hoc negotiation at initial proposal

----- END -----

APPENDIX 3

ACCEPTABLE STANDARD FORMAT OF BANK GUARANTEE

[LETTER OF THE ISSUING BANK]

In consideration of your appointment of [Applicant's name] of [Applicant's address] (hereinafter referred as "the Sales Agent") as your Sales Agent under the terms of the Sales Agency Agreement dated [date] between you and the Sales Agent, we [name of issuing bank] of [bank's address] hereby unconditionally guarantees as primary obligator the payment to you on first demand of all the liabilities of the Sales Agent upon the terms and conditions hereinafter appearing :-

- (a) We guarantee to you the payment by the Sales Agent of all monies and liabilities as shall be payable under the terms of the said Sales Agency Agreement.
- (b) This guarantee shall be a continuing guarantee but our liability hereunder shall not exceed the aggregate sum of [currency and amount in figures] [currency and amount in words]
- (c) Within the aforesaid limit of liability this guarantee shall extend to and be applicable to the whole debt and liabilities of the Sales Agent to you under the terms of the said Sales Agency Agreement.
- (d) You shall be at liberty without discharging us from liability hereunder to grant time or other indulgence to the Sales Agent.
- (e) In order to give full effect to the provisions of this Guarantee we hereby waive all rights inconsistent with such provisions and which we might otherwise as surely be entitled to claim and enforce
- (f) This Guarantee is for a period commencing from [effective date] to [expiry date] (hereinafter referred to as the "expiry date") and during this period our Guarantee herein provided shall be unconditional and irrevocable.
- (g) We agree that you are entitled to claim all monies payable by us under this Guarantee upon receipt of your written demand stating that the Sales Agent has failed to comply with the terms of the said Sales Agency Agreement. Further, this Guarantee is enforceable in the same manner aforesaid for a period up to two (2) months from the expiry date of this Guarantee
- (h) The Guarantee shall be governed by and construed in accordance with the Laws of [*] and all Parties agree to submit to the jurisdiction of the courts of [*]

Appendix 1

Txn Date	Pax Name	Pax Type	Operator	Agency Reference	Cruise ID	Bkg No.	Group ID	Cabin Type	Cabin Fare	Port Charges	Hof Bar	Taxes	Others	Amt/Cdt	Promo Discounts	Other Discounts	Comm	Total Due	Amount Received	Balance Due	
10/12/2021	KIN YIU TONG	A	SIN DANNY		0002220128A	15084477		DPS	8,090.00	500.00	0.00	0.00	0.00	0.00	4,202.00	0.00	0.00	583.60	3,804.40	10,384.00	1,530.00
10/12/2021	CHING WA JOJO KWAN	A	SIN DANNY		0002220128A	15084477			8,090.00	500.00	0.00	0.00	0.00	0.00	4,202.00	0.00	0.00	583.20	3,804.60		
10/12/2021	TSZ CHING SOPHIE TONG	C	SIN DANNY		0002220128A	15084477			6,146.00	500.00	0.00	0.00	0.00	0.00	4,202.00	0.00	0.00	291.60	2,152.40		
10/12/2021	HAU CHING RACHEL TONG	C	SIN DANNY		0002220128A	15084477			6,146.00	500.00	0.00	0.00	0.00	0.00	4,202.00	0.00	0.00	291.60	2,152.40		
10/12/2021	NGAN LIN SUNG	A	SIN DANNY		0002220128A	15084512		DPS	8,090.00	500.00	0.00	0.00	0.00	0.00	4,202.00	0.00	0.00	582.80	3,805.20	6,590.00	1,020.00
10/12/2021	KIN YING ADA TONG	A	SIN DANNY		0002220128A	15084512			8,090.00	500.00	0.00	0.00	0.00	0.00	4,202.00	0.00	0.00	583.20	3,804.60		
Total									44,852.00	3,000.00	0.00	0.00	0.00	0.00	25,212.00	0.00	0.00	2,816.00	18,524.00	18,974.00	2,550.00

Payment to be payable to:
 Name Of Account: Dream Cruises Management Limited
 Account Number: 012-677-0-010183-6
 Swift Code: BKCHHK33XXX
 IBAN Code:
 Currency: HKD
 Name Of Bank: Bank of China (Hong Kong) Limited
 S/F, Bank of China Tower, No.1 Garden Road, Central, Hong Kong



Connexus Travel Limited
全旅達國際旅遊有限公司
 Licence No.: 350001
 Unit 501 5/F Tower B Manulife Financial Centre
 223 Wai Yip Street Kwun Tong Kowloon Hong Kong
 Tel : 2579 6688
 Fax : 2590 0055
 Email : general@connexustravel.com
 Website : www.connexustravel.com

Payment Voucher

Payment No. : PAYV00025736 Date : 04/10/2021 By : NSL
 Pay To : D00050 - Dream Cruises Management Ltd
 Payee Name : Dream Cruises Management Ltd
 Address : Suite 1501 Ocean Centre, 5 Canton Road,
 Tsim sha Tsui, Kowloon, Hong Kong

Form of Payment : Exchange Rate : 1.000000
 Cheque HKD 16,974.00 283765 BHKCQ / HONG KONG BANK - CQ issue
 Sixteen Thousand Nine Hundred And Seventy-Four Only

Enclosed is a cheque for payment as specified below. Please quote our Payment Voucher No on your receipt.

Payment Details

Document No.	Doc Ref	Supp Inv No.	Date	Ref	Pax Name	Document amount	Payment amount
EXOR00075550	IVLE00356887			A9990Z0001	TONG/KIN YIU MR	HKD 16,974.00	HKD 16,974.00

Remarks : SETTLEMENT OF BOOKING ID: 15028259
 LES000234106 C/O Evelyn Soong

Grand total of the Payment 16,974.00
Grand total in base currency 16,974.00

Approved by : _____

(*) Partial Payment of the document amount

Connexus Travel Limited

Form of Payment : Cheque 283765
 Amount : HKD 16,974.00
 Our Reference : PAYV00025736

Payment of :
 EXOR00075550

Address : Dream Cruises Management Ltd
 Attention : Mak Sau Lan (Keller)
 Suite 1501 Ocean Centre, 5 Canton Road,
 Tsim sha Tsui, Kowloon, Hong Kong

Received by:
 Accounts Department

GTL-CONNEXUS
全旅達



Connexus Travel Limited
全旅達國際旅遊有限公司
Licence No.: 350001
Unit 501 5/F Tower B Manulife Financial Centre
223 Wai Yip Street Kwun Tong Kowloon Hong Kong
Tel : 2579 6688 Fax : 2590 0055
Email : general@connexustravel.com
Website : www.connexustravel.com

EXCHANGE ORDER

(ORIGINAL)

To: Dream Cruises Management Ltd
Suite 1501 Ocean Centre, 5 Canton Road,
Tsim sha Tsui, Kowloon, Hong Kong

No. EXOR00075550

Supplier No. : D00050
Date : 30/09/21
Our SO : LES000234106
Staff : essy
TCID : wsi
Print By : ESSY
Sales ID : Other

Attn : Wong Rene
Tel : 852 23782936 Fax :
Tour Code :
In exchange for this order please issue :

Item(s) / Passenger(s)	Description		
1. Cruises Tour	GENTING DREAM - 2N - CTN		
TONG/KIN YIU MR	Start Date : 22DEC21		
KWAN/CHING WA JOJO MS	Description : HKG		
TONG/TSZ CHING SOPHIE MS	End Date : 24DEC21		
TONG/HAU CHING RACHEL MISS	Description : HKG		
SUNG/NGAN LIN MS	Status : HK		
TONG/KIN YING ADA MS	Unit Fare : 16,974.00	Tax : (+)	0.00
	Less Comm :(-) 0.00 (- 0.00%)	Qty:(x)	1
	Fare Total :		16,974.00

Sailing Date: 22-24 December 2021
Cabin: 1 Quad + 1 Twin Palace Suite (DPS)
Cabin 1 - 15028239 (Quad) / Cabin no.: 13028
Cabin 2 - 15028239 (Twin) / Cabin no.: 13030

Breakdown:
1st & 2nd Guest: (HKD 3,288 X 2) X 2 cabins = HKD13,152
3rd & 4th Guest: (HKD1,644 X 2) X 1 cabin = HKD 3,288
Port charges: HKD500 X 6 paxs = HKD3,000
LESS Agent comm: HKD 1,480 + HKD 986 = - HKD 2,466

=====
Total NETT Amount: HKD 16,974/-
XO REMARK

* cheque deposit
to supplier's BOC A/c

NOTE sent to Mail Room
Pls pass cheque to Mail Room on 5 OCT, thanks!

Credit Terms : C.O.D.
Grand Total : HKD Sixteen Thousand Nine Hundred And Seventy-Four
Only

Grand Total : HKD 16,974.00

Remark :

CONNEXUS TRAVEL LIMITED
Accounts Original Copy

Approved by: *[Signature]*

Amount Paid: **HK\$16974/-**

Pay/Check No.:

A/Cs Paid/Debited by:

30/9/21

Less Paid Amt : 0.00

Balance : 16,974.00

Authorized Signature



Connexus Travel Limited
全旅達國際旅遊有限公司
 Licence No.: 350001
 Unit 501 5/F Tower B Manulife Financial Centre
 223 Wai Yip Street Kwun Tong Kowloon Hong Kong
 Tel : 2579 6688
 Fax : 2590 0055
 Email : general@connexustravel.com
 Website : www.connexustravel.com

Payment Voucher

Payment No.: PAYV00026718 Date: 23/12/2021 By: NSL
 Pay To : D00050 - Dream Cruises Management Ltd
 Payee Name : Dream Cruises Management Ltd
 Address : Suite 1501 Ocean Centre, 5 Canton Road,
 Tsim sha Tsui, Kowloon, Hong Kong

Form of Payment : Exchange Rate : 1.000000
 Cheque HKD 2,550.00 284012 BHKCQ / HONG KONG BANK - CQ issue
 Two Thousand Five Hundred And Fifty Only

Enclosed is a cheque for payment as specified below. Please quote our Payment Voucher No on your receipt.

Payment Details

Document No.	Doc Ref	Supp Inv No.	Date	Ref	Pax Name	Document amount	Payment amount
EXOR00078073	IVLE00362674			A9990Z0001	TONG/KIN YIU MR	HKD 2,550.00	HKD 2,550.00

Remarks : SETTLEMENT OF CONFIRMATION NO: 15084512 &
 15084477
 LES000234106 C/O Yvonne Li

Grand total of the Payment 2,550.00
Grand total in base currency 2,550.00

Approved by : _____

(*) Partial Payment of the document amount

Connexus Travel Limited

Form of Payment : Cheque 284012
 Amount : HKD 2,550.00
 Our Reference : PAYV00026718

Address : Dream Cruises Management Ltd
 Attention : Mak Sau Lan (Keller)
 Suite 1501 Ocean Centre, 5 Canton Road,
 Tsim sha Tsui, Kowloon, Hong Kong

Payment of :
 EXOR00078073

Received by:
 Accounts Department

EXCHANGE ORDER

(ORIGINAL)

To: Dream Cruises Management Ltd
Suite 1501 Ocean Centre, 5 Canton Road,
Tsim sha Tsui, Kowloon, Hong Kong

No. EXOR00078073

Supplier No. : D00050
Date : 23/12/21
Our SO : LES000234106
Staff : ylky
TCID : wsi
Print By : YLKY
Sales ID : Other

Attn : Wong Rene
Tel : 852 23782936 Fax :
Tour Code :
In exchange for this order please issue :

Item(s) / Passenger(s)	Description			
1. Cruises Tour	GENTING DREAM - 2N - CTN			
TONG/KIN YIU MR	Start Date : 28JAN22			
KWAN/CHING WA JOJO MS	Description : HKG			
TONG/TSZ CHING SOPHIE MS	End Date : 30JAN22			
TONG/HAU CHING RACHEL MISS	Description : HKG			
SUNG/NGAN LIN MS	Status : HK			
TONG/KIN YING ADA MS	Unit Fare : 2,550.00	Tax : (+)		0.00
	Less Comm :(-) 0.00 (- 0.00%)			Qty:(x) 1
	Fare Total :			2,550.00

Sailing Date: 28-30 January 2021
Cabin: 1 Quad + 1 Twin Palace Suite (DPS)
Cabin 1 - 15084477 (Quad) / Cabin no.: 13016
Cabin 2 - 15084512 (Twin) / Cabin no.: 13018

Breakdown:
1st & 2nd Guest: (HKD 3,288 X 2) X 2 cabins = HKD13,152
3rd & 4th Guest: (HKD1,944 X 2) X 1 cabin = HKD 3,888
Port charges: HKD500 X 6 paxs = HKD3,000
LESS Agent comm: HKD 1,750 + HKD 1,166 = - HKD 2,916
=====

Total NETT Amount: HKD 7,610 + 11,914 = HKD 19,524
LESS payment HKD 10,384 + 6,590
Balance payment = HKD 2,550

Credit Terms : C.O.D.
Grand Total : HKD Two Thousand Five Hundred And Fifty Only

Grand Total : HKD 2,550.00

Remark :

Less Paid Amt : 0.00
Balance : 2,550.00

Authorized Signature



Fw: CONNEXUS TRAVEL/GD0128/ #15084477 & 15084512/ Opt full refund

Ada Cheung to: Irene Tsang

30/03/2022 04:26 PM

----- Forwarded by Ada Cheung/Swire Travel Ltd on 30/03/2022 04:25 PM -----

From: Yvonne Li/Swire Travel Ltd
To: Ada Cheung/Swire Travel Ltd,
Date: 08/02/2022 11:27 AM
Subject: Fw: CONNEXUS TRAVEL/GD0128/ #15084477 & 15084512/ Opt full refund

----- Forwarded by Yvonne Li/Swire Travel Ltd on 08/02/2022 11:27 AM -----

From: "Rene Wong Fan Fung (GCL, HKG)" <rene.wong@gentingcruiselines.com>
To: Yvonne Li/Swire Travel Ltd,
Cc: "Flora Tan Wing Sze (GCL, HKG)" <flora.tan@gentingcruiselines.com>, Alexa Wong/Swire Travel Ltd, Danny Sin/Swire Travel Ltd
Date: 20/01/2022 12:25 PM
Subject: Re: CONNEXUS TRAVEL/GD0128/ #15084477 & 15084512/ Opt full refund

Dear Yvonne

It will take around 6 - 12 weeks. Thanks.

Dear Flora

Please assist to process refund for below bookings. Thanks.

Regards

Rene

Yvonne Li <YvonneLi@connexustravel.com>於2022年1月20日 下午12:20寫道:

WARNING: This email originated outside GentingHK from: YvonneLi@connexustravel.com. DO NOT click links or attachments unless you recognize the sender and know the content is safe.

Dear Rene,

Regarding the refund, would you please advise the duration and process?

Should you need any further assistance, please do not hesitate to contact me. Thank you.

Best Regards,

Yvonne Li

Tel: +852 3151 8992
Fax: +852 3154 6265
Email: yvonne.li@connexustravel.com

<mime-attachment.jpg>

Connexus Travel Limited
全旅達國際旅遊有限公司

Unit 501, 5/F Tower B, Manulife Financial Centre,
223 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong
香港九龍觀塘偉業街223號宏利金融中心B座5樓501室
Visit our website at: <http://www.connexustravel.com>

In partnership with:
<mime-attachment.jpg>

----- Forwarded by Yvonne Li/Swire Travel Ltd on 20/01/2022 12:18 PM -----

From: "Reservations FIT (GCL, HKG)" <hkrsvn@gentingcruiselines.com>
To: Yvonne Li/Swire Travel Ltd,
Cc: "Rene Wong Fan Fung (GCL, HKG)" <rene.wong@gentingcruiselines.com>, "Flora Tan Wing Sze (GCL, HKG)" <flora.tan@gentingcruiselines.com>, Alexa Wong/Swire Travel Ltd, Danny Sin/Swire Travel Ltd, "Reservations FIT (GCL, HKG)" <hkrsvn@gentingcruiselines.com>
Date: 20/01/2022 12:18 PM
Subject: RE: CONNEXUS TRAVEL/GD0128/ #15084477 & 15084512/ Opt full refund

Dear Yvonne,

Bkg:15084477 & 15084512 was cancelled without charge due to operational schedule amendment, for the refund, you may contact sales directly, tthanks.

****Important Notes/Reminders****

- * All guests traveling on Genting Dream are required to mandatory check-in online prior to embarkation.
- * All guests shall make sure that they possess and bring along valid travel document (s). As stipulated by the HKSAR government, cruise bookings are only open to holders of Hong Kong ID card for immigration check at departure and arrival .
- * In the event of any booking changes, please verify and regenerate cruise tickets for guests
- * Please inform guests to perform online check-in between 90 days and up to 1 hour before their scheduled departure / time.
Online Check-in Link ->> [DC online check in](#)
- * Full Name as per Passport, Nationality, Date of Birth, Passport No. & Passport Expiry Date more than 6 months validity from the end or your desired cruise.
- * Please ensure your guests have obtained relevant visa (s) prior to sailing, failing which, guests may be denied boarding & no refund will be allowed.
- * For Fly/Cruise Packages
Once packages are issued or guaranteed, air tickets and hotel accommodations are subject to cancellation charges imposed by service providers and maybe non-refundable. Any name change / amendment is subject to confirmation and penalty imposed

Norma Castellon

From: info @Moecker.com
Sent: Thursday, May 19, 2022 12:05 PM
To: Norma Castellon
Subject: FW: Genting Hong Kong Limited (Joint Provisional Liquidators Appointed) (For Restructuring Purposes Only) (the "Company") - Connexus Travel Ltd
Attachments: POC-Vendor-Crystal-final.pdf; POC-Crystal-Cruises-Consumer-FinalR1.pdf; Proof of Claim_signed.pdf; Summary for Security Deposit & Genting Group Pending Refund Table.xlsx; Apendix 1_Total claim HKD19,524.pdf; Apendix 2_FCC_Total claim HKD140,162.88.pdf; Apendix 3_FCC_Total claim HKD4,680.pdf; Apendix 4_Security deposit HKD40,000.pdf

From: Irene Tsang
Sent: Thursday, May 19, 2022 1:21 AM
To: info @Moecker.com <info@moecker.com>
Cc: Ada Cheung <AdaCheung@connexustravel.com>
Subject: Genting Hong Kong Limited (Joint Provisional Liquidators Appointed) (For Restructuring Purposes Only) (the "Company") - Connexus Travel Ltd

Dear Sir/Madam,

Regarding our Crystal Cruises refund claims that occurred between 2018 and 2022. We would like to file a claim with Crystal Cruises for a total amount of HKD204,366.88. Please see attachment for details.

Enclosed please find:

1. Proof of Claim
2. An excel file for Summary of Security Deposit & Genting Group pending refund table
3. Copies of supporting documents - Appendix 1 to Appendix 4

Please review and process the claims. Should you need further information, please feel free to contact us. Kindly return email for acknowledgement of receipt. Thank you.

Thanks & regards,

Irene Tsang

Accounting Officer

Tel: +852 2579 6497

Fax: +852 3154 6981

Email: IreneTsang@connexustravel.com



Connexus Travel Limited
全旅達國際旅遊有限公司

Unit 501, 5/F Tower B, Manulife Financial Centre,
223 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong
香港九龍觀塘偉業街 223 號宏利金融中心 B 座 5 樓 501 室

Visit our website at: <http://www.connexustravel.com>

In partnership with:



----- Forwarded by Danny Sin/Swire Travel Ltd on 09/03/2022 11:15 AM -----

From: "Fred Yip" <fred.yip@goldjoy.com>
To: "Michael Yau" <michael.yau@klook.com>, "Larry Lo" <larry.lo@travelctm.com>, "Ronnie Ho" <ronnieho@jetour.com.hk>, "ceo@wingontravel.com" <ceo@wingontravel.com>, "TE Iras Ko (EXO)" <iras@tegroup.com.hk>, "Ingrid Leung" <ingrid@incruising.com>, "Linda Yuen" <linda@sightseers.com.hk>, "renees@travel-resources.com.hk" <renees@travel-resources.com.hk>, "Lucian Yu" <lucian.yu@lotusint.com.hk>, "Albert Wong - OPH" <albert.wong@egltours.com>, "Freddy Yip" <freddy.yip@goldjoy.com>, "alex.lee@miramartravel.hk" <alex.lee@miramartravel.hk>, "tong.tong@hkcts.com" <tong.tong@hkcts.com>, "Pinky Lee@kkday.com" <Pinky.lee@kkday.com>, "maria.ng@tcitravel.com" <maria.ng@tcitravel.com>, "zy_su@hongthai.com" <zy_su@hongthai.com>, "Wong Stephen" <stephen@fs-travel.com>, "zhonggs1230@gmail.com" <zhonggs1230@gmail.com>, "lily.agonoy@jebentravel.com" <lily.agonoy@jebentravel.com>, Gloria Slethaug/Swire Travel Ltd, "鄭譚英" <zoe@wingontravel.com>, "Tracy Fung (CC3)" <tracyfung@texpert.com>, "Marco Kong" <marcokong@jetour.com.hk>, "Nicole Ho" <nicoleho@jetour.com.hk>, "Phoenix Wong" <phoenixwong@jetour.com.hk>, "Patrick Lui - OPH" <patrick.lui@egltours.com>, "Wai Hung Li" <waihung@klook.com>, "kamfai.wan@ctg.cn" <kamfai.wan@ctg.cn>, "nicky.kwok@kkday.com" <nicky.kwok@kkday.com>, "larry.liu@tcitravel.com" <larry.liu@tcitravel.com>, "dobbylai@hongthai.com" <dobbylai@hongthai.com>, "seoul.ng@mfebsen.com" <seoul.ng@mfebsen.com>, Danny Sin/Swire Travel Ltd, "Carmen Chan" <carmen.chan@goldjoy.com>, "Susan Wong" <susan.wong@goldjoy.com>, "Kitty Yip" <kitty.yip@tichk.org>, "Stephen Chan" <stephen.chan@goldjoy.com>, "Glee" <glee@ucruising.com>, "abbylo | AGM" <abbylo@ucruising.com>,
Date: 09/03/2022 11:11 AM
Subject: Re: Genting Hong Kong Limited (Joint Provisional Liquidators Appointed) (For Restructuring Purposes Only) (the "Company")

Dear All,

For those who have guests booked on Crystal Cruises, Genting Hong Kong has sent out a notice this morning detailing the claims procedures.

Please see the attached forms that must be completed by June 11 this year.

I would like to regretfully inform you that our cruise brand, Crystal Cruises has ceased operation and offices have been closed. The management of Crystal Cruises is now under the management of an assignee, Michael Moecker & Associates.

A latest update has been made by the assignee on the link below for guests and vendor to make claim for any money owing.

Attached is the claim form for consumer to submit.

[Consumer Claim Form – Crystal Cruises Claims \(crystalcruiseclaims.com\)](http://crystalcruiseclaims.com)

As for travel partners, you may use the Vendor claim form to submit for any claims owing such as commission etc.

[Vendor Claim Form – Crystal Cruises Claims \(crystalcruiseclaims.com\)](http://crystalcruiseclaims.com)

Kindly submit the completed form to info@moecker.com

If you need to speak to someone, please request a call back by sending an email to info@moecker.com (it may take several days for you to receive a call back)

For more information you can visit website [Home - Crystal Cruises Claims \(crystalcruiseclaims.com\)](http://Home - Crystal Cruises Claims (crystalcruiseclaims.com))

Consumers and Vendors have until June 11, 2022 to file a claim.

Please make sure your claim includes all relevant information and documents. Again, you must file a claim in order to be eligible to receive a distribution.

I am ever grateful for all the support you have given Crystal Cruises and thank you for your understanding and kindness shown.

Regards,
Frederick Yip
Executive Director

Goldjoy Travel Limited
Unit B2, 9F, United Centre
95 Queensway, Admiralty
Hong Kong
Ph: +852 2863 1180
Mob: +852 9222 9988
Email: fred.yip@goldjoy.com

On Wed, 2 Mar 2022 at 19:59, Fred Yip <fred.yip@goldjoy.com> wrote:
Dear fellow members,

Thank you all for submitting your information to TIC earlier last week.
On behalf of all members, I would like to thank Kitty, Chairperson Mrs Gianna Hsu and Ms Fanny Yeung, Executive Director of TIC for assisting with this matter.
Hopefully TIC will be able to assist us to negotiate with Genting Hong Kong and the government to help us and the consumers in this dire situation.

Please see the attached TIC notice published to our members yesterday.

Wish everybody good health and stay safe.

Regards,

Frederick Yip
Executive Director

Goldjoy Travel Limited
Unit B2, 9F, United Centre
95 Queensway, Admiralty
Hong Kong
Ph: +852 2863 1180
Fax: +852 2866 8666
Email: fred.yip@goldjoy.com

On Fri, 25 Feb 2022 at 12:00, Project Genting <projectgenting@alvarezandmarsal.com> wrote:
Dear Fred

We acknowledge receipt of your email and thank you for providing the breakdown in the zipped file.

Currently the Joint Provisional Liquidators (“JPLs”) of Genting Hong Kong Limited (Provisional Liquidators Appointed) (“GHK”) and Dream Cruises Holding Limited (Provisional Liquidators Appointed) (“DCHL”) are looking into the financial position and affairs of the Genting group including Dream Cruises Management Limited and star entities which your company and other sales agents are claiming against.

The appointment of the JPLs is made for proposing a restructuring of GHK’s, DCHL’s and their subsidiaries’ financial indebtedness in a manner to allow GHK and DCHL to continue as a going concern. The JPLs are also granted powers to preserve assets and values of the subsidiaries of GHK and DCHL for the benefits of creditors.

In light of the large operation scale of Genting group and the complexities involved, we appreciate for adequate time to review and consider your claims such that they can be addressed appropriately. Thank you for your understanding and patience.

We also noted from your spreadsheet that some figures relate to Crystal. If your company and other sales agents are claiming against Crystal Cruises, LLC (“Crystal”), insofar as Crystal is concerned, although it is a subsidiary of GHK, the pre-existing management of that entity have effected an Assignment for the Benefit of Creditors under Florida Law, with the consequence that Crystal is not under the JPLs’ direct or indirect control. We therefore advise you contact Mark Healey of Michael Moeckler & Associates, who is the assignee dealing with that insolvency process in respect of your queries regarding Crystal.

Best regards
Maggie

From: Fred Yip <fred.yip@goldjoy.com>
Sent: Friday, February 11, 2022 5:59 PM
To: Project Genting <projectgenting@alvarezandmarsal.com>
Cc: Michael Yau <michael.yau@klook.com>; Larry Lo <larry.lo@travelctm.com>; Ronnie Ho <ronnieho@jetour.com.hk>; ceo@wingontravel.com; TE Iras Ko (EXO) <iras@tegroup.com.hk>; Ingrid Leung <ingrid@incruising.com>; Linda Yuen <linda@sightseers.com.hk>; renees@travel-resources.com.hk; Lucian Yu <lucian.yu@lotusint.com.hk>; Albert Wong - OPH <albert.wong@egltours.com>; Freddy Yip <freddy.yip@goldjoy.com>; alex.lee@miramartravel.hk; tong.tong@hkcts.com; Pinky.lee@kkday.com; maria.ng@tcitravel.com; zy_su@hongthai.com; Wong Stephen <stephen@fs-travel.com>; zhonggs1230@gmail.com; lily.agonoy@jebsestravel.com; GloriaSlethaug@connexustravel.com; 鄭譚英 <zoe@wingontravel.com>; Tracy Fung (CC3) <tracyfung@texpert.com>; Marco Kong <marcokong@jetour.com.hk>; Nicole Ho <nicoleho@jetour.com.hk>; Phoenix Wong <phoenixwong@jetour.com.hk>; Patrick Lui - OPH <patrick.lui@egltours.com>; Wai Hung Li <waihung@klook.com>; kamfai.wan@ctg.cn; nicky.kwok@kkday.com; larry.liu@tcitravel.com; dobbylai@hongthai.com; seoul.ng@mfejbsen.com; DannySin@connexustravel.com; Carmen Chan <carmen.chan@goldjoy.com>; Susan Wong <susan.wong@goldjoy.com>; Kitty Yip <kitty.yip@tichk.org>; Stephen Chan <stephen.chan@goldjoy.com>; Glee <glee@ucruising.com>; abbylo | AGM <abbylo@ucruising.com>
Subject: Re: Genting Hong Kong Limited (Joint Provisional Liquidators Appointed) (For Restructuring Purposes Only) (the "Company")

[EXTERNAL EMAIL]

Dear Jet and Maggie,

As requested, we have consolidated the high level figures from most of the sales agencies. There could be some late submissions but I will back fill them to you as soon as I receive them.

Genting Hong Kong and sub-group

=====
Dream Cruises HKD\$8,468,941.48
Star Cruises HKD\$461,752.00
Crystal Cruises USD\$847,155.38

I have attached the breakdown in the attached zip file (will call you to provide the password). There are also contact details for each sales agency if further clarifications are needed.

For the questions in your previous email, I will answer on behalf of the group (if any other members have a different answer, please feel free to voice out).

1. *Whether such claim for refund had been lodged with Genting?*

Some agencies have requested refunds but no confirmation has been received and the sales & operations team are no longer with the company to follow up.

Please consider this as an official request for the refund of customer payments and deposits. If there is an alternate lodgement method, please let us know.

2. *Breakdown of the refund request by each vessel (if there is any vessel other than Genting Dream) and each agent (including refund amount, dates of the trips, booking numbers, number of customers, reasons for refund, payment method, etc)*

This will be completed by 18 February 2022 by each agent, this break down will also be provided to the Hong Kong Travel Industry Council for reference.

3. *In the breakdown per point 2 above, please also advise to which entity the booking fees were paid to. Did all the Sales Agents pay to Dream Cruises Management Limited? Please confirm.*

For Dream Cruises payments, they are to Dream Cruises Management Limited. Star Cruises and Crystal Cruises will be different entities.

4. *Please advise the implications with the Hong Kong consumer laws and Travel Industry council code of conduct when there is a delay in refund by Dream Cruises Management Limited.*

An appointed representative of the Travel industry Council has been looped into this email Ms Kitty Yip.

5. *Please advise if there is any subsidy/funding from the government received by the Sales Agents in relation to the refund to customers.*

There is no funding or subsidy from the Government that we are aware of.

Many thanks for your attention.

Regards,

Fred Yip

Executive Director

Goldjoy Travel Limited

Unit B2, 9F, United Centre

95 Queensway, Admiralty

Hong Kong

Ph: +852 2863 1180

Mob: +852 9222 9988

Email: fred.yip@goldjoy.com

On Wed, 9 Feb 2022 at 09:16, Project Genting <projectgenting@alvarezandmarsal.com> wrote:

Dear Mr. Yip

Thank you for coordinating with other 12 sales agents (the “**Sales Agents**”) of Dream Cruises Management Limited in relation to the refund situation.

Referring to your letter on 8 February 2022, we understand that the Sales Agents are requesting for refund of cruise fares and port charges for the cancelled sailings between 5 January 2022 and 17 February 2022.

On 27 January 2022, the board of directors of Dream Cruises Holding Limited (the “**Company**”), the parent company of Dream Cruises Management Limited, resolved to make an application to the Supreme Court of Bermuda (“**Bermuda Court**”) for the appointment of Mr Edward Simon Middleton, Ms Wing Sze Tiffany Wong and Mr Edward Alexander Niles Whittaker as the joint provisional liquidators (“**JPLs**”) of the Company to develop and propose any restructuring proposal in respect of the Company’s debts and liabilities. On 4 February 2022, the Bermuda Court made an order appointing the JPLs over the Company.

The JPLs are given extensive powers in respect of the Company and are authorised to, among other things, facilitate and assist the Company in developing and proposing a restructuring of the Company’s together with its subsidiaries’ financial indebtedness in a manner designed to allow the Company to continue as a going concern.

The JPLs are currently in discussions with the management teams of the Company to urgently identify potential remediation plans to preserve value and protect the interests of all secured and unsecured creditors.

In order to assist the JPLs in understanding the Sales Agents’ refund request, we appreciate if you could provide/advise:

1. Whether such claim for refund had been lodged with Genting?
2. Breakdown of the refund request by each vessel (if there is any vessel other than Genting Dream) and each agent (including refund amount, dates of the trips, booking numbers, number of customers, reasons for refund, payment method, etc)
3. In the breakdown per point 2 above, please also advise to which entity the booking fees were paid to. Did all the Sales Agents pay to Dream Cruises Management Limited? Please confirm.
4. Please advise the implications with the Hong Kong consumer laws and Travel Industry council code of conduct when there is a delay in refund by Dream Cruises Management Limited.
5. Please advise if there is any subsidy/funding from the government received by the Sales Agents in relation to the refund to customers.

As the JPLs are just recently appointed, the JPLs would respectfully request adequate time to fully assess the situation such that the refund request can be addressed in an appropriate manner.

Thank you.

Best regards,

Maggie

From: Fred Yip <fred.yip@goldjoy.com>

Sent: Tuesday, February 8, 2022 11:49 AM

To: Project Genting <projectgenting@alvarezandmarsal.com>

Cc: ceo@wingontravel.com; Larry Lo <larry.lo@travelctm.com>; TE Iras Ko (EXO) <iras@tegroup.com.hk>; Ingrid Leung <ingrid@incruising.com>; Linda Yuen <linda@sightseers.com.hk>; renees@travel-resources.com.hk; lucian.yu@lotusint.com.hk; Albert Wong – OPH <albert.wong@egltours.com>; Freddy Yip <freddy.yip@goldjoy.com>; michael.yau@klook.com; alex.lee@miramartravel.hk; Pinky.lee@kkday.com; Wong Stephen <stephen@fs-travel.com>; Ronnie Ho <ronnieho@jetour.com.hk>; Zoe Cheng <zoe@wingontravel.com>; Tracy Fung (CC3) <tracyfung@texpert.com>; Marco Kong <marcokong@jetour.com.hk>; Nicole Ho <nicoleho@jetour.com.hk>; Patrick Lui – OPH <patrick.lui@egltours.com>; Frederick Yip <fred.yip@goldjoy.com>; waihung@klook.com; nicky.kwok@kkday.com; zhonggs1230@gmail.com

Subject: Re: Genting Hong Kong Limited (Joint Provisional Liquidators Appointed) (For Restructuring Purposes Only) (the "Company")

[EXTERNAL EMAIL]

Dear Joint Provisional Liquidators ("JPL") of Genting Hong Kong,

A meeting was held amongst our travel trade members on the 4th February 2022.

Please find the attached letter regarding our refund requests from our trade members & sales agents of Dream Cruises Management Limited.

Thank you for your immediate attention and look forward to hearing from you.

All attendees are cc-ed in this email correspondence.

Regards,

Frederick Yip

Executive Director

Goldjoy Travel Limited

Unit B2, 9F, United Centre
95 Queensway, Admiralty
Hong Kong
Ph: +852 2863 1180
Mob: +852 9222 9988

Fax: +852 2866 8666
Email: fred.yip@goldjoy.com

On Mon, 31 Jan 2022 at 12:36, Project Genting <projectgenting@alvarezandmarsal.com> wrote:
Dear Mr Yip,

Thank you for your call just now.

This is the project email of the Joint Provisional Liquidators.

Should you have any queries, please do not hesitate to contact us via our hotline (5262 6355 / 5372 1126) or through this email.

Kind regards,

Brian Wong

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and delete the original. Thank you.

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by service providers. Hotel bedding request is not guaranteed and subject to confirmation upon arrival .

Best Regards,
Carol Li

Genting Cruise Lines
gentingcruiselines.com

寄件者: Yvonne Li <YvonneLi@connexustravel.com>

寄件日期: 2022年1月20日 上午 11:40

收件者: Reservations FIT (GCL, HKG)

副本: Rene Wong Fan Fung (GCL, HKG); Flora Tan Wing Sze (GCL, HKG); Alexa Wong; Danny Sin

主旨: CONNEXUS TRAVEL/GD0128/ #15084477 & 15084512/ Opt full refund

Dear Team,

After discussed with guests, they confirmed to opt for full refund of their affected voyage. Here are booking numbers for your further arrangement. Please advise refund duration and method.

Booking#15084477 & 15084512

Should you need any further assistance, please do not hesitate to contact me. Thank you.

Best Regards,

Yvonne Li

Tel: +852 3151 8992

Fax: +852 3154 6265

Email: yvonneli@connexustravel.com

Connexus Travel Limited
全旅達國際旅遊有限公司

Unit 501, 5/F Tower B, Manulife Financial Centre,
223 Wai Yip Street, Kwun Tong, Kowloon, Hong Kong
香港九龍觀塘偉業街223號宏利金融中心B座5樓501室
Visit our website at: <http://www.connexustravel.com>

In partnership with:

From: "Flora Tan Wing Sze (GCL, HKG)" <flora.tan@gentingcruiselines.com>
To:
Cc: "Keller Mak Sau Lan (GCL, HKG)" <keller.mak@gentingcruiselines.com>, "Rene Wong Fan Fung (GCL, HKG)" <rene.wong@gentingcruiselines.com>, "Patrick Wong Chun Shing (GCL, HKG)" <patrick.wong@gentingcruiselines.com>
Date: 14/01/2022 06:44 PM
Subject: [Important Notice] Genting Dream - cancellation of itinerary: 20 January to 3 February 2022

Dear all,

In accordance with the latest social-distancing measures as stipulated by the Government of the Hong Kong Special Administrative Region, Dream Cruises has unfortunately had to cancel Genting Dream's Super Seacation departures on 20 January to 3 February 2022.

Please find the Important Notices as attached for your necessary action.

Please disseminate the above information to your staffs and guests concerned.

Regards,
Sales Team

Genting Cruise Lines
Suite 1501, Ocean Centre, 5 Canton Road, Tsimshatsui, Kowloon, Hong Kong SAR
gentingcruiselines.com

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[attachment "20220120-0203 GDR Cancellation (ENG).pdf" deleted by Yvonne Li/Swire Travel Ltd] [attachment "20220120-0203 GDR Cancellation (CHI).pdf" deleted by Yvonne Li/Swire Travel Ltd]

Connexus Travel Limited 全旅達國際旅遊有限公司

Digital Transformation Award (Bronze) 服務數碼優化獎(銅獎) 2019
Team Award - Field & Special Service Merit Award 外勤服務優異獎 2019
Outstanding Customer Service Program Award (Silver) 卓越顧客服務項目獎(銀獎) 2017
- *HKACE Customer Service Excellence Awards 優質顧客服務大獎*
The Most Favourite Business Travel Agency 我最喜愛商務旅遊旅行社 2013-2019
The Most Favourite Travel Agency of Cruise Service 我最喜愛郵輪服務旅行社 2016-2019
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The Most Favourite In-depth Tour 我最喜愛深度遊團 2018
The Most Favourite Extraordinary Experience Travel Agency 我最喜愛非凡旅遊體驗旅行社 2017
- *U Magazine Travel Awards 旅遊大獎*
The Outstanding Brand Award 實力品牌大獎 2015 & 2017
- *Economic Digest 經濟一週*

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- *Economic Digest* 經濟一週

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PARTNER



Yvonne Li

Dear Alexa, Please inform guest - Mr Tong, King...

15/01/2022 10:10:54 AM

From: Yvonne Li/Swire Travel Ltd
To: Alexa Wong/Swire Travel Ltd,
Cc: TeamSTL0
Date: 15/01/2022 10:10 AM
Subject: Affected booking #15084477 & 15084512: [Important Notice] Genting Dream - cancellation of itinerary: 20 January to 3 February 2022

Dear Alexa,

Please inform guest - Mr Tong, King Yiu, booking# 15084477 & 15084512 regarding their cruise has been cancelled due to current COVID-19 prevention policy from HK Government, attached cruise line cancellation letter and booking list for your kind reference.

SF# LES000234106

30-Sep-21	TONG, KING YIU (co Alexa)	Confirmed	changed from 22Dec to 28Jan'22
30-Sep-21	TONG, KING YIU (co Alexa)	Confirmed	changed from 22Dec to 28Jan'22

尊敬的旅客：

因應香港特別行政區政府最新頒布之衛生防疫措施，我們非常抱歉地通知您，「雲頂夢號」原定於2022年1月20日至2月3日期間由香港出發之Super Seacation海上遊將會取消。

出發日期	航程
2022年1月21日	3天2夜
2022年1月23日	4天3夜
2022年1月26日	3天2夜
2022年1月28日	3天2夜
2022年1月30日	4天3夜
2022年2月2日	3天2夜

星夢郵輪嚴格遵循特區政府就變種病毒Omicron疫情發展所收緊的社交距離措施，並按照規例取消措施生效期間「雲頂夢號」海上遊航次。我們將繼續密切留意疫情發展，並保持與有關部門的緊密溝通。根據香港特區政府現行的防疫措施，預計「雲頂夢號」海上遊航線將於2022年2月4日重啟。

針對此次航程變更，星夢郵輪為受影響旅客提供下列方案：

- 改期出發
- 受影響旅客可以改乘「雲頂夢號」2022年2月4日至4月27日出發的航程。請於2022年2月14日或之前聯絡原報名單位，使用原報名優惠方案、住宿相同等級艙房（需視當時訂房狀況而定）重新預訂行程。
- 為表誠意，星夢郵輪將為受影響旅客提供船上消費額。（僅適用於已全額付費的預訂）：
 - 原訂航次為3天2夜的航程：每艙房港幣300元
 - 原訂航次為4天3夜的航程：每艙房港幣500元
- 如新預訂航次的航程較原報名的航次長（如4天3晚），旅客必須補回艙房費差價。
- 如新預訂航次之艙房費/港務費比原報名航次低，星夢郵輪將退回差價。

- 如重新預定航次之旅客名稱有變, 本公司將豁免收取行政手續費。
- 以積分或參加優惠計劃換房之受影響會員請致電雲尊會熱綫查詢。

換取郵輪信用額

- 受影響旅客可將已付費用包括艙房費、港務費和郵輪服務費(如適用)轉換為郵輪信用額, 可用作預訂「雲頂夢號」2022年2月4日至4月27日之前出發的航程。請於2022年2月14日或之前聯絡原報名單位重新預訂行程。
- 為表誠意, 星夢郵輪將為受影響旅客提供船上消費額。(僅適用於已全額付費的預訂):
 - 原訂航次為3天2夜的航程: 每艙房港幣300元
 - 原訂航次為4天3夜的航程: 每艙房港幣500元
- 如新預訂航次的航程較原報名的航次長(如4天3晚), 旅客必須補回艙房費差價。
- 如新預訂航次之艙房費/港務費比原報名航次低, 星夢郵輪將退回差價。
- 如重新預定航次之旅客名稱有變, 本公司將豁免收取行政手續費。
- 以積分或參加優惠計劃換房之受影響會員請致電雲尊會熱綫查詢。

取消行程

- 旅客亦可選擇取消行程並將獲得已支付款項的全額退款, 包括艙房費、港務費和郵輪服務費(如適用)。
- 以積分或參加優惠計劃換房之受影響會員, 請致電雲尊會熱綫查詢。

星夢郵輪致力於為旅客提供優質郵輪體驗。對於此變更給您造成的不便, 我們深感抱歉。星夢郵輪在此重申, 是次取消「雲頂夢號」航次乃依循香港特區政府最新防疫措施而定, 船上並無任何與新冠病毒疫情相關的紀錄。

Should you need any further assistance, please do not hesitate to contact me. Thank you.

[attachment "20220120-0203 GDR Cancellation (ENG).pdf" deleted by Yvonne Li/Swire Travel Ltd] [attachment "20220120-0203 GDR Cancellation (CHI).pdf" deleted by Yvonne Li/Swire Travel Ltd] [attachment "Dream Cruise booking list.xlsx" deleted by Yvonne Li/Swire Travel Ltd]

Best Regards,

Yvonne Li

Tel: +852 3151 8992

Fax: +852 3154 6265

Email: yvonneli@connexustravel.com



Connexus Travel Limited
全旅達國際旅遊有限公司

Unit 501, 5/F Tower B, Manulife Financial Centre,
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Visit our website at: <http://www.connexustravel.com>

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----- Forwarded by Yvonne Li/Swire Travel Ltd on 15/01/2022 09:54 AM -----

From: "Flora Tan Wing Sze (GCL, HKG)" <flora.tan@gentingcruiselines.com>
To:
Cc: "Keller Mak Sau Lan (GCL, HKG)" <keller.mak@gentingcruiselines.com>, "Rene Wong Fan Fung (GCL, HKG)" <rene.wong@gentingcruiselines.com>, "Patrick Wong Chun Shing (GCL, HKG)" <patrick.wong@gentingcruiselines.com>
Date: 14/01/2022 06:44 PM
Subject: [Important Notice] Genting Dream - cancellation of itinerary: 20 January to 3 February 2022

Dear all,

In accordance with the latest social-distancing measures as stipulated by the Government of the Hong Kong Special Administrative Region, Dream Cruises has unfortunately had to cancel Genting Dream's Super Seacation departures on 20 January to 3 February 2022.

Please find the Important Notices as attached for your necessary action.

Please disseminate the above information to your staffs and guests concerned.

Regards,
Sales Team

Genting Cruise Lines
Suite 1501, Ocean Centre, 5 Canton Road, Tsimshatsui, Kowloon, Hong Kong SAR
genticcruiselines.com

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Fw: Crystal FCC being expired soon - Booking #2084721 & #2084716

Yvonne Li to: Irene Tsang

30/03/2022 06:30 PM

Cc: Ada Cheung

----- Forwarded by Yvonne Li/Swire Travel Ltd on 30/03/2022 06:30 PM -----

From: "mecruise" <mecruises@miramarexpress.hk>
To: Yvonne Li/Swire Travel Ltd,
Cc: "MT Cruise" <mt-cruise@miramartravel.hk>
Date: 25/08/2021 12:14 PM
Subject: RE: Crystal FCC being expired soon- Booking #2084721 & #2084716

Good afternoon Yvonne,

Please be advised that your clients' FCC has now been extended to be redeemed before 31 December 2022 and for sailing before 09 March 2023. Kindly inform your clients for booking a new sailing before the deadline, otherwise the FCC will be expired and forfeited by Crystal Cruise thereafter.

Please acknowledge receipt of this e-mail, thank you.

Regards

Miramar Express (Cruise Team)

From: Yvonne Li [mailto:YvonneLi@connexustravel.com]
Sent: Monday, August 16, 2021 11:40 AM
To: mecruise
Cc: mt-cruise@miramartravel.hk; Stella Chiu; Cruise Team
Subject: RE: Crystal FCC being expired soon- Booking #2084721 & #2084716

Dear Rainbow / Team,

As discussed via phone, please request HQ to extend FCC expiration date. Thank you.

Crystal Cruises Booking #2084721 & #2084716

Booking reference: 2084721

CHUANG, Leontine - USD 100

YICK, Simon - USD 100

YICK, Simone - USD 100

(to be redeemed before 9 Sep.2021 for sailings before 9 Mar. 2023.)

Booking reference: 2084716

CHUANG, Dione Yeeman - USD 100

YICK, Aidan - USD 100

YICK, Brendan - USD 100
(to be redeemed before 9 Sep.2021 for sailings before 9 Mar. 2023.)

Best Regards,

Yvonne Li

Tel: +852 3151 8992
Fax: +852 3154 6265
Email: yvonneli@connexustravel.com

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Visit our website at: <http://www.connexustravel.com>

In partnership with:

From: "mecruise" <mecruises@miramarexpress.hk>
To: Yvonne Li/Swire Travel Ltd,
Cc: <mt-cruise@miramartravel.hk>, Stella Chiu/Swire Travel Ltd
Date: 12/08/2021 03:58 PM
Subject: RE: Crystal FCC being expired soon- Booking #2084721 & #2084716

Good afternoon Yvonne / Connexus Travel

Re : Crystal Cruises Booking #2084721 & #2084716

We would like to remind you that your clients' FCC USD100.00 per person for your clients to be redeemed before 09 Sep. 2021 and for Sailing before 09 Mar. 2023. Please let us know if your clients have decided to book for any future sailing, otherwise the FCC will be expired and forfeited by Crystal Cruise thereafter.

Please acknowledge receipt of this e-mail, thank you.

Regards

Miramar Express (Cruise Team)

From: mecruise [<mailto:mecruises@miramarexpress.hk>]
Sent: Friday, February 19, 2021 12:55 PM
To: 'Yvonne Li'
Cc: 'mt-cruise@miramartravel.hk'
Subject: Re : Crystal FCC being expired soon

Dear Yvonne Li,

Re : Crystal Cruises Booking #2084721 & #2084716

Please be advised that FCC has been extended for the following bookings in Red. Kindly adjust your record and recall by making a new sailing before the deadline. Otherwise, FCC will be forfeited automatically once it is expired.

2084721 - \$100pp 3/9/2021 for 3/9/2023 – US\$100pp 9/9/2021 for 3/9/2023(to be redeemed before 9 Sep.2021 for sailings before 9 Mar. 2023.)

2084716 - \$100pp 3/9/2021 for 3/9/2023 – US\$100pp 9/9/2021 for 3/9/2023(to be redeemed before 9 Sep.2021 for sailings before 9 Mar. 2023.)

Please feel free to contact us for any further assistance.

Best regards

Miramar Cruise Team

From: mecruise [<mailto:mecruises@miramarexpress.hk>]
Sent: Friday, February 19, 2021 12:27 PM
To: 'Yvonne Li'
Cc: 'mt-cruise@miramartravel.hk'
Subject: Re : Crystal FCC being expired soon

Dear Yvonne Li,

Re : Crystal Cruises Booking #2084721 & #2084716

Please be advised that FCC has been extended for the following bookings in Red. Kindly adjust your record and recall by making a new sailing before the deadline. Otherwise, FCC will be forfeited automatically once it is expired.

2084721 - \$100pp 3/9/2021 for 3/9/2023 – US\$100pp 9/9/2021 for 3/9/2023

2084716 - \$100pp 3/9/2021 for 3/9/2023 – US\$100pp 9/9/2021 for 3/9/2023

Please feel free to contact us for any further assistance.

Best regards

Miramar Cruise Team

From: mecruise [<mailto:mecruises@miramarexpress.hk>]
Sent: Friday, February 19, 2021 12:10 PM
To: 'Yvonne Li'
Cc: 'mt-cruise@miramartravel.hk'
Subject: RE: Crystal FCC being expired soon

Dear Yvonne Li,

Re : Crystal Cruises Booking #2084721 & #2084716

Please be advised that FCC has been extended for the following bookings. Kindly adjust your record and recall by making a new sailing before the deadline. Otherwise, FCC will be forfeited automatically once it is expired.

2084721 – \$100pp 3/9/2021 for 3/9/2023 – US\$100pp 9/9/2021 for 3/9/2023

2084716 – \$100pp 3/9/2021 for 3/9/2023 – US\$100pp 9/9/2021 for 3/9/2023

Please feel free to contact us for any further assistance.

Best regards

Miramar Cruise Team

From: Yvonne Li [<mailto:YvonneLi@connexustravel.com>]
Sent: Thursday, January 28, 2021 4:00 PM
To: mecruise
Cc: 'MT Cruise'
Subject: Re : Crystal FCC being expired soon

Dear Team,

As per guest request, could you extend the FCC till end of 2021 while COVID-19 is still serious?

Should you need any further assistance, please do not hesitate to contact me. Thank you.

Best Regards,

Yvonne Li

Tel: +852 3151 8992

Fax: +852 3154 6265

Email: yvonneli@connexustravel.com

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From: "mecruise" <mecruises@miramarexpress.hk>
To: Yvonne Li/Swire Travel Ltd,
Cc: "MT Cruise" <mt-cruise@miramartravel.hk>
Date: 28/01/2021 03:54 PM
Subject: Re : Crystal FCC being expired soon

Dear Yvonne / Connexus Travel,

Re : Crystal Cruises Booking #2084721 & #2084716

We would like to remind you that above booking FCC USD 100.00 per person x 6 people = USD600.00 for your guests to be redeemed before 09 Mar.2021 .

Please let us know if your guests have any decision for booking any future sailing by using the FCC before the expiration date, otherwise the FCC will be forfeited by Crystal thereafter .

Please acknowledge receipt of this e-mail, thank you.

Regards

Miramar Cruise Team

Connexus Travel Limited 全旅達國際旅遊有限公司

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- The Most Favourite Travel Agency of Cruise Service 我最喜愛郵輪服務旅行社 2016-2019
- The Most Favourite Luxury Travel Agency 我最喜愛尊貴旅遊旅行社 2015-2017, 2019
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- The Most Favourite Extraordinary Experience Travel Agency 我最喜愛非凡旅遊體驗旅行社 2017
- *U Magazine Travel Awards* 旅遊大獎
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- *Economic Digest* 經濟一週

[attachment "image001.jpg" deleted by Yvonne Li/Swire Travel Ltd] [attachment "image002.jpg" deleted by Yvonne Li/Swire Travel Ltd]

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- *HKACE Customer Service Excellence Awards* 優質顧客服務大獎
- The Most Favourite Business Travel Agency 我最喜愛商務旅遊旅行社 2013-2019
- The Most Favourite Travel Agency of Cruise Service 我最喜愛郵輪服務旅行社 2016-2019
- The Most Favourite Luxury Travel Agency 我最喜愛尊貴旅遊旅行社 2015-2017, 2019
- The Most Favourite In-depth Tour 我最喜愛深度遊團 2018
- The Most Favourite Extraordinary Experience Travel Agency 我最喜愛非凡旅遊體驗旅行社 2017
- *U Magazine Travel Awards* 旅遊大獎
- The Outstanding Brand Award 實力品牌大獎 2015 & 2017
- *Economic Digest* 經濟一週



image001.jpg



image002.jpg

Confirmation

30 August, 2018

Contact : Ms. Jade Wong
Company : Connexus Travel Limited
E-Mail : JadeWong@connexustravel.com

Tel : 3151 8951
Fax : 3154 6985

Registered Address
 Unit 501, 5/F Tower B,
 Manulife Financial Centre, 223 Wai Yip Street,
 Kwun Tong, Kowloon, Hong Kong

Booking Reference : 2084716 OCY200719-12 **Ship No. & Name** : Crystal Serenity
Embarkation : 19-Jul-20 / Venice **Disembarkation** : 31-Jul-20 / Rome
Category & No. : PH (Penthouse with Verandah) # 11006
Dining Preference : Open Dining **Table Size Request** : **Bed-Size** : Queen

Title :	Master	Mrs	Master	Total
Last Name :	YICK	CHUANG	YICK	
First Name :	Brendan	Dione Yeeman	Aidan	
Crystal Society :	CS#533352	CS#220156	CS#464115	
Crystal Key :	QRFGS3	QRFGS1	QRFGS2	

Regular Cruise Fare :	US\$750.00	US\$11,949.00	US\$11,949.00 =	US\$24,648.00
Crystal Savings :	US\$0.00	US\$0.00	US\$0.00 =	US\$0.00
Book Now Savings :	US\$0.00	-US\$1,000.00	-US\$1,000.00 =	-US\$2,000.00
CS Savings :	-US\$19.00	-US\$274.00	-US\$274.00 =	-US\$567.00
OB Discount :	-US\$19.00	-US\$274.00	-US\$274.00 =	-US\$567.00
Gross Cruise Fare :	US\$712.00	US\$10,401.00	US\$10,401.00 =	US\$21,514.00
Trip Insurance :	DECLINED	DECLINED	DECLINED =	US\$0.00
Port Charge :	US\$540.00	US\$540.00	US\$540.00 =	US\$1,620.00
Total :	US\$1,252.00	US\$10,941.00	US\$10,941.00 =	US\$23,134.00

Payment Schedule

Deposit Payment :	US\$5,470.50 x 7.8 = HK\$42,670	Payment Due Date :	Settled
Remaining Deposit :	US\$313.00 x 7.8 = HK\$2,441	Payment Due Date :	03-Sep-18
Balance Payment :	US\$17,350.50 x 7.8 = HK\$135,334	Payment Due Date :	10-Mar-20

You can save an additional EPD if you settle the final payment in early

Gross Cruise Fare :		=	US\$21,514.00
EPD Discount :		=	-US\$538.00
Discounted Fare :		=	US\$20,976.00
All Other Charges :		=	US\$1,620.00
Discounted Total :		=	US\$22,596.00

Payment for EPD : US\$17,125.50 x 7.8 = HK\$133,579 **Payment Due Date** : 10-Oct-19

Cancellation :

Non-refundable Administrative Fee US\$100 per person prior to (19-Mar-20)
 25% Penalty of fare for reservations cancelled on (20-Mar-20 to 18-Apr-20)
 50% Penalty of fare for reservations cancelled on (19-Apr-20 to 18-May-20)
 75% Penalty of fare for reservations cancelled on (19-May-20 to 17-Jun-20)
 100% Penalty of fare for reservations cancelled on (18-Jun-20 to 19-Jul-20)

Terms & Conditions : Please refer to below official web-link of Crystal Cruises for the details information.

<http://www.crystalcruises.com/legal/crystal-cruises-general-ticket-terms-conditions>

Travel Visa : Passport must be valid for six months after the end of the cruise. Guest own responsibility to grant need

Travel Insurance : We strongly recommend purchase a travel insurance before you sail.

Please contact our staff for "Visa Reference Letter" if needed to apply appropriate travel visa.

Payment Details (For Agent Only)

	Normal Pricing			
Total Gross :	US\$23,134.00 @ HK\$180,445			
13% AGT Comm. :	US\$2,796.82 @ HK\$21,815			
Total AGT Nett :	US\$20,337.18 @ HK\$158,630			

Deposit Payment :	US\$5,470.50 @ HK\$42,670
Remaining Deposit :	US\$313.00 @ HK\$2,441
Balance Payment :	US\$14,553.68 @ HK\$113,519

	Pricing with EPD			
	US\$22,596.00 @ HK\$176,249			
	US\$2,726.88 @ HK\$21,270			
	US\$19,869.12 @ HK\$154,979			
	US\$5,470.50 @ HK\$42,670			
	US\$313.00 @ HK\$2,441			
	US\$14,085.62 @ HK\$109,868			

Cheque Payable To : Miramar Hotel & Investment (Express) Ltd

Remark : AGT Comm. will be refunded to agent within 3 months after sailing if payment settled by credit card.

Miramar Hotel & Investment (Express) Ltd · Licence No : 350695
 1902, 19/F, Causeway Bay Plaza, Phase 1, 489 Hennessy Road, Causeway Bay, Hong Kong.
 Handling Staff : **Ryan Wong** · Tel : (852) 3960-0387 · Fax : (852) 2342-3303
 E-mail : ryan.wong@miramarexpress.hk · Website: www.miramarexpress.hk

Miramar Express
美麗華旅遊
信譽保證 地產商標 誠信
牌照號碼 330695

Confirmation

30 August, 2018

Contact : Ms. Jade Wong
 Company : Connexus Travel Limited
 E-Mail : JadeWong@connexustravel.com

Tel : 3151 8951
 Fax : 3154 6985

Registered Address
 Unit 501, 5/F Tower B,
 Manulife Financial Centre, 223 Wai Yip Street,
 Kwun Tong, Kowloon, Hong Kong

Booking Reference : 2084721 OCY200719-12 Ship No. & Name : Crystal Serenity
 Embarkation : 19-Jul-20 / Venice Disembarkation : 31-Jul-20 / Rome
 Category & No. : PS (Penthouse Suite with Verandah) # 11004
 Dining Preference : Open Dining Table Size Request : Bed-Size : Queen

Title	Miss	Ms.	Mr.	Total
Last Name	YICK	CHUANG	YICK	
First Name	Simone	Leontine	Simon	
Crystal Society	CS#462114	CS#220157	CS#362645	
Crystal Key	K89CH3	K89CH1	K89CH2	

Regular Cruise Fare	US\$750.00	US\$15,799.00	US\$15,799.00 =	US\$32,348.00
Crystal Savings	US\$0.00	US\$0.00	US\$0.00 =	US\$0.00
Book Now Savings	US\$0.00	-US\$1,000.00	-US\$1,000.00 =	-US\$2,000.00
CS Savings	-US\$19.00	-US\$370.00	-US\$370.00 =	-US\$759.00
OB Discount	-US\$19.00	-US\$370.00	-US\$370.00 =	-US\$759.00
Gross Cruise Fare	US\$712.00	US\$14,059.00	US\$14,059.00 =	US\$28,830.00
Trip Insurance	DECLINED	DECLINED	DECLINED =	US\$0.00
Port Charge	US\$540.00	US\$540.00	US\$540.00 =	US\$1,620.00
Total	US\$1,252.00	US\$14,599.00	US\$14,599.00 =	US\$30,450.00

Payment Schedule

Deposit Payment	US\$7,299.50 x 7.8 = HK\$56,936	Payment Due Date : Settled
Remaining Deposit	US\$313.00 x 7.8 = HK\$2,441	Payment Due Date : 03-Sep-18
Balance Payment	US\$22,837.50 x 7.8 = HK\$178,133	Payment Due Date : 10-Mar-20

You can save an additional EPD if you settle the final payment in early

Gross Cruise Fare		= US\$28,830.00
EPD Discount		= -US\$720.00
Discounted Fare		= US\$28,110.00
All Other Charges		= US\$1,620.00
Discounted Total		= US\$29,730.00

Payment for EPD : US\$22,430.50 x 7.8 = HK\$174,958 Payment Due Date : 10-Oct-19

Cancellation :

Non-refundable Administrative Fee US\$100 per person prior to (19-Mar-20)
 25% Penalty of fare for reservations cancelled on (20-Mar-20 to 18-Apr-20)
 50% Penalty of fare for reservations cancelled on (19-Apr-20 to 18-May-20)
 75% Penalty of fare for reservations cancelled on (19-May-20 to 17-Jun-20)
 100% Penalty of fare for reservations cancelled on (18-Jun-20 to 19-Jul-20)

Terms & Conditions : Please refer to below official web-link of Crystal Cruises for the details information.

<http://www.crystalcruises.com/legal/crystal-cruises-general-ticket-terms-conditions>

Travel Visa : Passport must be valid for six months after the end of the cruise. Guest own responsibility to grant need
Travel Insurance : We strongly recommend purchase a travel insurance before you sail.

Please contact our staff for "Visa Reference Letter" if needed to apply appropriate travel visa.

Payment Details (For Agent Only)

	Normal Pricing
Total Gross	US\$30,450.00 @ HK\$237,510
13% AGT Comm.	US\$3,747.90 @ HK\$29,234
Total AGT Nett	US\$26,702.10 @ HK\$208,276

Deposit Payment	US\$7,299.50 @ HK\$56,936
Remaining Deposit	US\$313.00 @ HK\$2,441
Balance Payment	US\$19,089.60 @ HK\$148,899

	Pricing with EPD
Total Gross	US\$29,730.00 @ HK\$231,894
13% AGT Comm.	US\$3,654.30 @ HK\$28,504
Total AGT Nett	US\$26,075.70 @ HK\$203,390
Deposit Payment	US\$7,299.50 @ HK\$56,936
Remaining Deposit	US\$313.00 @ HK\$2,441
Balance Payment	US\$18,463.20 @ HK\$144,013

Cheque Payable To : Miramar Hotel & Investment (Express) Ltd

Remark : AGT Comm. will be refunded to agent within 3 months after sailing if payment settled by credit card.

Miramar Hotel & Investment (Express) Ltd · Licence No : 350695
 1902, 19/F, Causeway Bay Plaza, Phase 1, 489 Hennessy Road, Causeway Bay, Hong Kong.
 Handling Staff : **Ryan Wong** · Tel : (852) 3960-0387 · Fax : (852) 2342-3303
 E-mail : ryan.wong@miramarexpress.hk · Website: www.miramarexpress.hk

Miramar Express
美麗華旅遊
信譽保證 竭誠服務

CTL-CONNEXUS
全旅達



香港旅遊業議會
查詢熱線
TIC Hotline : 2969 8188
LIG NO 350001
CONNEXUS TRAVEL LIMITED
旅行社參考編號 TA REF NO: IDC300000202

已繳徵費
LEVY PAID
\$ 7.33
04.10.2019

Connexus Travel Limited
全旅達國際旅遊有限公司
Licence No.: 350001

501 5/F Tower B Manulife Financial Centre
223 Wai Yip Street Kwun Tong Kowloon Hong Kong
Tel : 2579 6688 Fax : 2590 0055
Email : general@connexustravel.com
Website : www.connexustravel.com

OFFICIAL RECEIPT

Bill : CHUANG/DIONE YEE MAN
2605 PACIFIC PLACE APARTMENTS,
88 QUEENSWAY, HONG KONG.

No. IDC300000202

A/C No. : A9993Z0009
Date : 04/10/19
Our SO : COR300001864
Your Ref. :
Page : 1 of 1

Ordered by : CHUANG DIONE

(COPY)

Description	Tkt/Voucher	Amount
-------------	-------------	--------

CHUANG/DIONE YEEMAN MRS
CHUANG/LEONTINE MS
YICK/AIDAN MSTR
YICK/BRENDAN MSTR
YICK/SIMON MR
YICK/SIMONE MISS

CRYSTAL SERENITY 12 DAYS MONUMENTAL MEDITERRANEAN (OCY200719-12) Status : OK
Start Date : 19JUL20 VCE
End Date : 31JUL20 ROM

DEPOSIT AMOUNT HKD2,441 + HKD2,441
= HKD4,882.00

Due Date : 05/09/18

Staff : SCSS / WCCW [4]

E. & O.E.

Invoice Total: HKD 4,882.00

Drawer Name : KAN/DIONE YEE MAN
Form of Payment : 1. Cheque 000750 BEA 03/09

Amt. Received : HKD 4,882.00
Four Thousand Eight Hundred And Eighty-Two Only

Remark : 000750 BEA 03/09 HKD13,602.00

CTL-CONNEXUS
全旅達



香港旅遊業議會
查詢熱線
TIC Hotline : 2969 8188
已繳徵費
LEVY PAID
\$ 421.03
03.10.2019
LIC NO 350001
CONNEXUS TRAVEL LIMITED
旅行社參考編號 TA REF NO: IDC300018901

Connexus Travel Limited
全旅達國際旅遊有限公司
Licence No.: 350001

TRAVELLERS MUST OBTAIN RECEIPTS WITH LEVY STAMP
TO HAVE PROTECTION BY THE TRAVEL INDUSTRY
COMPENSATION FUND. 旅客必須取得印花收據，
方可獲得「旅遊業賠償基金」保障。

501 5/F Tower B Manulife Financial Centre
223 Wai Yip Street Kwun Tong Kowloon Hong Kong
Tel : 2579 6688 Fax : 2590 0055
Email : general@connexustravel.com
Website : www.connexustravel.com

OFFICIAL RECEIPT

Bill : CHUANG/DIONE YEE MAN
2605 PACIFIC PLACE APARTMENTS,
88 QUEENSWAY, HONG KONG.

No. IDC300018901

A/C No. : A9993Z0009
Date : 03/10/19
Our SO : COR300001864
Your Ref. :
Page : 1 of 1

Ordered by : CHUANG DIONE

(COPY)

Description	Tkt/Voucher	Amount
-------------	-------------	--------

CRYSTAL SERENITY 12 DAYS MONUMENTAL MEDITERRANEAN (OCY200719-12) Status :
Start Date : 19JUL20 VCE
End Date : 31JUL20 ROM

(Room 1 - booking number 2084721)
CHUANG/LEONTINE MS
YICK/SIMON MR
YICK/SIMONE MISS

Early Payment Schedule
Deposit Payment Paid HK\$56,936
Remaining Deposit Paid HK\$2,441

Balance Payment HK\$159,362

(Room 2 - booking number 2084716)
CHUANG/DIONE YEEMAN MRS
YICK/AIDAN MSTR
YICK/BRENDAN MSTR

Early Payment Schedule
Deposit Payment Paid HK\$42,670
Remaining Deposit Paid HK\$2,441

Balance Payment HK\$121,321

Two rooms total balance payment : HKD280,683.00

Due Date : 03/10/19

Invoice Total: HKD 280,683.00

Staff : SCSS / IMSC [4]

E. & O.E.

REMARK : BOOKING IS CONFIRMED BASED ON ABOVE SPECIFIED PRODUCTS BOOKED.
TERMS & CONDITIONS APPLY.

Drawer Name : KAN DIONE YEE MAN
Form of Payment : 1. Cheque

2/10 BEA 000844

Amt. Received : HKD 280,683.00
Two Hundred Eighty Thousand Six Hundred And Eighty-Three Only

Remark :



Connexus Travel Limited
全旅達國際旅遊有限公司
 Licence No.: 350001
 Unit 501 5/F Tower B Manulife Financial Centre
 223 Wai Yip Street Kwun Tong Kowloon Hong Kong
 Tel : 2579 6688
 Fax : 2590 0055
 Email : general@connexustravel.com
 Website : www.connexustravel.com

Payment Voucher

Payment No. : PAYV00011400 Date : 08/10/2019 By : NSL
 Pay To : M00083 - MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
 Payee Name : MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
 Address : RM 1902, 19/F, CAUSEWAY BAY PLAZA,
 PHASE 1, 489 HENNESSY ROAD,
 CAUSEWAY BAY, HONG KONG.

Form of Payment : Exchange Rate : 1.000000
 Cheque HKD 253,881.00 279616 BHKCQ / HONG KONG BANK - CQ issue
 Two Hundred Fifty-Three Thousand Eight Hundred And Eighty-One
 Only

Enclosed is a cheque for payment as specified below. Please quote our Payment Voucher No on your receipt.

Payment Details

Document No.	Doc Ref	Supp Inv No.	Date	Ref	Pax Name	Document amount	Payment amount
EXOR00050631				A9993Z0009	CHUANG/DIONE YEEMAN MRS	HKD 109,868.00	HKD 109,868.00
EXOR00050633				A9993Z0009	CHUANG/LEONTINE MS	HKD 144,013.00	HKD 144,013.00

Remarks : SETTLEMENT OF EXOR00050631, 50633 -
 RESERVATION ON. #2084716, 2084721
 COR300001864 C/O YVONNE LI (CRUISE)

Grand total of the Payment 253,881.00
Grand total in base currency 253,881.00

Approved by : _____

(* Partial Payment of the document amount)

Connexus Travel Limited

Form of Payment : Cheque 279616
 Amount : HKD 253,881.00
 Our Reference : PAYV00011400
 Tour Code: CRU-20200719-CRYSTAL
 Address : MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
 Attention :
 RM 1902, 19/F, CAUSEWAY BAY PLAZA,
 PHASE 1, 489 HENNESSY ROAD,
 CAUSEWAY BAY, HONG KONG.

Payment of :
 EXOR00050631, EXOR00050633

Received by:
 Accounts Department



Connexus Travel Limited
 全旅達國際旅遊有限公司
 Licence No.: 350001
 Unit 501 5/F Tower B Manulife Financial Centre
 223 Wai Yip Street Kwun Tong Kowloon Hong Kong
 Tel : 2579 6688 Fax : 2590 0055
 Email : general@connexustravel.com
 Website : www.connexustravel.com

EXCHANGE ORDER

(COPY)

To: MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
 RM 1902, 19/F, CAUSEWAY BAY PLAZA,
 PHASE 1, 489 HENNESSY ROAD,
 CAUSEWAY BAY, HONG KONG.

No. EXOR00050631

Supplier No. : M00083
 Date : 03/10/19
 Our SO : COR300001864
 Staff : ylky
 TCID : scss
 Print By : ITYH
 Sales ID : SCSK

Attn :
 Tel : 27215553 Fax :
 Tour Code : CRU-20200719-CRYSTAL
 In exchange for this order please issue :

Item(s) / Passenger(s)	Description
1. Cruises Tour CHUANG/DIONE YEEMAN MRS YICK/AIDAN MSTR YICK/BRENDAN MSTR	CRYSTAL SERENITY 12 DAYS MONUMENTAL MEDITERRANEAN (OCY2 Start Date : 19JUL20 Description : VCE End Date : 31JUL20 Description : ROM Status : OK Unit Fare : 109,868.00 Tax : (+) 0.00 Less Comm :(-) 0.00 (- 0.00%) Qty:(x) 1 Fare Total : 109,868.00

Reservation no.: #2084716
 Cruise Line: Crystal Cruises
 Ship: Crystal Serenity
 Sailing date: 19 July (Venice) - 31 July (Rome) 2020
 Itinerary: 12 Days Monumental Mediterranean (OCY200719-12)
 Category: Penthouse with Verandah (Cat. PH) - #11006

Cruise fare: USD 10401 x 2
 Cruise fare: USD 712 x 1
 Port charge: USD 540 x 3

LESS deposit: HKD 42,670
 LESS deposit: HKD 2,441
 BALACNE NET HKD 109,868

Credit Terms : 29 Days

Grand Total : HKD One Hundred Nine Thousand Eight Hundred And Sixty-Eight Only

Grand Total : HKD 109,868.00

Remark :

Less Paid Amt : 109,868.00

Balance : 0.00

Authorized Signature

EXCHANGE ORDER

(COPY)

To: MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
RM 1902, 19/F, CAUSEWAY BAY PLAZA,
PHASE 1, 489 HENNESSY ROAD,
CAUSEWAY BAY, HONG KONG.

No. EXOR00050633

Supplier No. : M00083
Date : 03/10/19
Our SO : COR300001864
Staff : ylky
TCID : scss
Print By : ITYH
Sales ID : SCSK

Attn :
Tel : 27215553 Fax :
Tour Code : CRU-20200719-CRYSTAL
In exchange for this order please issue :

Item(s) / Passenger(s)	Description
------------------------	-------------

1. Cruises Tour CHUANG/LEONTINE MS YICK/SIMON MR YICK/SIMONE MISS	CRYSTAL SERENITY 12 DAYS MONUMENTAL MEDITERRANEAN (OCY2 Start Date : 19JUL20 Description : VCE End Date : 31JUL20 Description : ROM Status : OK Unit Fare : 144,013.00 Tax : (+) 0.00 Less Comm :(-) 0.00 (- 0.00%) Qty:(x) 1 Fare Total : 144,013.00
--	--

Reservation no.: #2084721
Cruise Line: Crystal Cruises
Ship: Crystal Serenity
Sailing date: 19 July (Venice) - 31 July (Rome) 2020
Itinerary: 12 Days Monumental Mediterranean (OCY200719-12)
Category: Penthouse Suite with Verandah (Cat. PS) - #11004

Cruise fare: USD 14059 x 2
Cruise fare: USD 712 x 1
Port charge: USD 540 x 3

LESS deposit: HKD 56,936
LESS deposit HKD 2,441
Balance NET HKD 144,013

Credit Terms : 29 Days
Grand Total : HKD One Hundred Forty-Four Thousand And Thirteen
Only

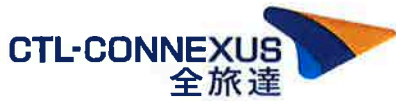
Grand Total : HKD 144,013.00

Remark :

Less Paid Amt : 144,013.00

Balance : 0.00

Authorized Signature



Connexus Travel Limited
 全旅達國際旅遊有限公司
 Licence No.: 350001
 Unit 501 5/F Tower B Manulife Financial Centre
 223 Wai Yip Street Kwun Tong Kowloon Hong Kong
 Tel : 2579 6688 Fax : 2590 0055
 Email : general@connexustravel.com
 Website : www.connexustravel.com

EXCHANGE ORDER

(COPY)

To: MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
 RM 1902, 19/F, CAUSEWAY BAY PLAZA,
 PHASE 1, 489 HENNESSY ROAD,
 CAUSEWAY BAY, HONG KONG.

No. EXOR00000285

Supplier No. : M00083
 Date : 04/09/18
 Our SO : COR300001864
 Staff : jwty
 TCID : scss
 Print By : ITYH
 Sales ID : SCSK

Attn :
 Tel : 27215553 Fax :
 Tour Code : CRU-20200719-CRYSTAL
 In exchange for this order please issue :

Item(s) / Passenger(s)	Description
------------------------	-------------

1. Cruises Tour
 CHUANG/DIONE YEEMAN MRS
 YICK/AIDAN MSTR
 YICK/BRENDAN MSTR

CRYSTAL SERENITY 12 DAYS MONUMENTAL MEDITERRANEAN (OCY2
 Start Date : 19JUL20
 Description : VCE
 End Date : 31JUL20
 Description : ROM
 Status : OK
 Unit Fare : 2,441.00 Tax : (+) 0.00
 Less Comm :(-) 0.00 (- 0.00%) Qty:(x) 1
Fare Total : 2,441.00

Reservation no.: #2084716
 Cruise Line: Crystal Cruises
 Ship: Crystal Serenity
 Sailing date: 19 July (Venice) - 31 July (Rome) 2020
 Itinerary: 12 Days Monumental Mediterranean (OCY200719-12)
 Category: Penthouse with Verandah (Cat. PH) - #11006

Cruise fare: USD 10401 x 2
 Cruise fare: USD 712 x 1
 Port charge: USD 540 x 3

Remaining deposit: HKD 2441

Credit Terms : 30 Days

Grand Total : HKD Two Thousand Four Hundred And Forty-One Only

Grand Total : HKD 2,441.00

Remark :

Less Paid Amt : 2,441.00

Balance : 0.00

Authorized Signature



Connexus Travel Limited
 全旅達國際旅遊有限公司
 Licence No.: 350001
 Unit 501 5/F Tower B Manulife Financial Centre
 223 Wai Yip Street Kwun Tong Kowloon Hong Kong
 Tel : 2579 6688 Fax : 2590 0055
 Email : general@connexustravel.com
 Website : www.connexustravel.com

EXCHANGE ORDER

(COPY)

To: MIRAMAR HOTEL & INVESTMENT (EXPRESS) LTD
 RM 1902, 19/F, CAUSEWAY BAY PLAZA,
 PHASE 1, 489 HENNESSY ROAD,
 CAUSEWAY BAY, HONG KONG.

No. EXOR00000287

Supplier No. : M00083
 Date : 04/09/18
 Our SO : COR300001864
 Staff : jwty
 TCID : scss
 Print By : ITYH
 Sales ID : SCSK

Attn :
 Tel : 27215553 Fax :
 Tour Code : CRU-20200719-CRYSTAL
 In exchange for this order please issue :

Item(s) / Passenger(s)	Description
------------------------	-------------

1. Cruises Tour
 CHUANG/LEONTINE MS
 YICK/SIMON MR
 YICK/SIMONE MISS

CRYSTAL SERENITY 12 DAYS MONUMENTAL MEDITERRANEAN (OCY2
 Start Date : 19JUL20
 Description : VCE
 End Date : 31JUL20
 Description : ROM
 Status : OK
 Unit Fare : 2,441.00 Tax : (+) 0.00
 Less Comm :(-) 0.00 (- 0.00%) Qty:(x) 1
Fare Total : 2,441.00

Reservation no.: #2084721
 Cruise Line: Crystal Cruises
 Ship: Crystal Serenity
 Sailing date: 19 July (Venice) - 31 July (Rome) 2020
 Itinerary: 12 Days Monumental Mediterranean (OCY200719-12)
 Category: Penthouse Suite with Verandah (Cat. PS) - #11004

Cruise fare: USD 14059 x 2
 Cruise fare: USD 712 x 1
 Port charge: USD 540 x 3

Remaining deposit: HKD 2441

Credit Terms : 30 Days

Grand Total : HKD Two Thousand Four Hundred And Forty-One Only

Grand Total : HKD 2,441.00

Remark :

Less Paid Amt : 2,441.00

Balance : 0.00

Authorized Signature