

Member Bookings FAQ

1) How do I make amendments to my booking?

Send an email to Membership Care with your amendment enquiries in complete detail. Please include your membership ID, reservation number, cruise date and amendment details.

2) I have already made a booking using a complimentary voucher, can I cancel my name and my cabin companion still cruise without me?

No. As the member who received the complimentary voucher must cruise. If you are unable to cruise on the chosen date, you should submit change date or cancellation request. Please be advised that should the invited member not turn up on the day of the cruise then companions will not be permitted to cruise.

3) Can I give away the complimentary vouchers to my friends and families?

Complimentary cabin vouchers are non-transferable. Any fraudulent activities with the cruise vouchers will result in the booked cruises being cancelled without notice.

4) Can I add passengers to my booking?

Adding passengers is possible if there are cabins with extra beds is available on your selected cruise date. Adding passengers is subject to amendment fees.

5) When I try to book, the error message shows "This promo code's already been redeemed". What should I do?

You may email Membership Care with the valid membership ID, the screenshot of physical voucher and the error message for further assistance.

6) How do I make special requests for my booking?

For special request such as infant amenities, wheelchair, or accessible cabins etc, you may email or call to Membership Care for further processing. Please note that special request is subject to availability and not guaranteed.

7) Can I change my sailing date?

Yes, amendment fee applies.

8) What are the amendment fees for members?

Effective from 1st October 2023, a SGD25 amendment fees will be imposed for the departures from 10th October onwards.

9) What are the cancellation and refund policies for member bookings?

Port charges and vouchers will be deemed forfeit if cancellation is received less than twenty-one (21) days before departure.

10) Is there any hotline for me to contact the Membership Care team?

Singapore/Malaysia: No, at this point in time only email communication is available. Email address member.booking@rwcruises.com

11) Can I book multiple cabins on the same cruise date?

Every member is only allowed to book themselves into one cabin per departure.

12) My friend and I booked on the same cruise, can I request for connecting cabin?

You may email or call to Membership Care for further processing. Please note that special request is subject to availability and not guaranteed. Amendment fees may apply.

13) Can I request a wheelchair accessible cabin?

For the accessible cabins, you may email to Membership Care for further processing. Please note that special request is subject to availability and not guaranteed.

14) Can I upgrade my cabin type?

Cabin upgrade is only available for member after board the ship.

Member should approach Reception and enquire as to whether any cabins are available for a paid upgrade. Membership Care team is unable to perform cabin upgrade prior to your cruise.

15) What are the cabin categories that I can book?

Member can book up to Balconies (subject to promotion mechanisms and availability). Upgrades to Palace only available onboard after embarking and are subject to availability and charges.

16) If I am making a booking through Membership Care directly, what payment options do I have?

Membership Care will provide you a secure payment link so that you may use your credit card.

17) Can I use my member points to book a cruise?

Point redemptions for cabins are not available at this point in time.

18) How long does it take for my booking cancellation refund request to be completed?

Fourteen (14) working days.

19) What are the documents I need to bring for check-in on the sailing day?

That information is available at the following link <https://rwcruises.com/about-us/faq>

20) Where can I see my check-in time?

A cruise ticket with a check-in time indicated will be sent to your email 3-7 days prior to your sailing.

21) How do I prebook restaurants or shows?

Large groups and events can email sg.corporate@rwcruises.com (Singapore) or my.corporate@rwcruises.com (Malaysia).

Inclusive restaurants and shows cannot be reserved.