

EVENT TERMS & CONDITIONS

These Terms and Conditions ("Terms") govern the registration and participation of any individual ("Participant", "you") in the event known as **DREAM PARADISE** ("Event") organised by **Haoyi Cafe Sdn Bhd** (the "Organiser") in collaboration with **VL Vacation Sdn. Bhd.** (the "Fulfilment Partner").

By registering or proceeding with payment, you acknowledge that you have read, understood, and agreed to these Terms.

1. DEFINITIONS

Cruise Line means **Resort World Cruises** (or such substitute carrier as may operate the vessel).

EVENT means **DREAM PARADISE**

ORGANISER means the cruise programme operator and event promoter for the event.

2. ORGANISER & FULFILMENT PARTNER

- 2.1. The Event is jointly coordinated by the Organiser and the Fulfilment Partner, with the Fulfilment Partner authorised to assist in participant registration, coordination, and administrative arrangements.
- 2.2. Participants acknowledge that the Event is held and managed by the Organiser.
- 2.3. All monies collected by the Fulfilment Partner are received on behalf of the Organiser. The Participants understand and acknowledge that the payment to the Fulfilment Partner is deemed payment to the Organiser.
- 2.4. The Organiser and Fulfilment Partner shall cooperate in good faith to deliver the Event.

3. REGISTRATION & PAYMENT

- 3.1 Registration is subject to:
 - (a) completion of all registration requirements;
 - (b) full payment of the Event fee at the time of registration; and
 - (c) written confirmation issued upon successful payment.
- 3.2 Registration is accepted on a first-come, first-served basis and subject to availability.
- 3.3 By registering, you confirm that you are at least 18 years of age and capable of entering into a binding agreement.
- 3.4 **Refundability** - Cancellations received before 01 DEC 2025 may be refunded, less an administrative fee of RM 200 per person.
50% of Tour Fare from 02nd Dec 2025 – 12th Jan 2026
20% of Tour Fare from 13th Jan 2026 – 09th Feb 2026
No refunds will be made for cancellations received after 09 FEB 2026.
- 3.5 **Taxes, Fees & Gratuities** - Mandatory government taxes, port and ticketing fees are included in your cruise fare. Gratuities are charged onboard to your cabin account at boarding as follows (per participant):
 - (a) **SGD 81** – Interior & Oceanview Cabins
 - (b) **SGD 99** – Balcony & Balcony Deluxe Cabins

(c) SGD 120 – Suites (Palace Suite, Palace Deluxe Suite, Palace Deluxe Premium, Palace Penthouse, Palace Villa).

3.6 **Cabin Assignment** - Cabin numbers are automatically assigned based on best availability at the time of booking and may change without notice at the Cruise Line's discretion.

3.7 **Rooming** - You may choose a single room. If you elect a shared room with outsiders, room matching will be arranged.

4. NAME CHANGES, TRANSFERS & FEES

4.1 During reservation, you may provide participant details upon booking.

4.2 Before 03 Mar 2026, a RM 150 per participant, per name administrative fee applies for each name change.

4.3 No changes of any kind (name or cabin) will be accepted from 03 Mar 2026.

5. ELIGIBILITY & HEALTH

5.1 **Age** - Adults aged 18 or older on the date of sailing may sail.

5.2 **Pregnancy** - Pregnant participants may sail only with a doctor's letter (on letterhead) confirming gestational weeks, fitness to travel, and that the pregnancy is not high-risk.

5.3 **Fitness to Travel** - By booking, you warrant that you are medically and physically fit for travel. The Organiser/Fulfilment Partner may refuse participation if a participant appears unfit to participate safely.

5.4 **Special Needs** - Notify the Organiser at booking of any disability/medical condition requiring special assistance. Participants who are not self-sufficient may be required to travel with a companion to assist during the cruise and in emergencies.

5.5 **Vaccinations** - You are responsible for compliance with any vaccinations/health advisories. Consult your healthcare professional, Centers for Disease Control and Prevention (CDC)/World Health Organisation (WHO) guidance, or a travel medicine specialist.

6. TRAVEL DOCUMENTS & IMMIGRATION

6.1 You are responsible for holding a valid passport with at least six (6) months' validity beyond completion of travel and any required visas/permits.

6.2 Names on travel documents must exactly match cruise documents.

6.3 Participants without mandatory documentation will be denied boarding and no refund will be issued.

6.4 The Organiser and Fulfilment Partner do not provide immigration advice; please consult the relevant consulates/embassies.

7. CONDUCT, SAFETY & COMPLIANCE

7.1 You must observe proper conduct, comply with all laws and regulations, and respect local customs, other participants and event personnel.

7.2 The Event will proceed as scheduled; latecomers may not be accommodated or refunded.

- 7.3 The Organiser/Fulfilment Partner may implement reasonable security/verification procedures; refusal to comply may result in denied entry or removal.
- 7.4 Adhere to all safety, health and crowd-control measures imposed by authorities, the Cruise Line, the Organiser and/or the Fulfilment Partner.
- 7.5 **Zero-Tolerance Drug Policy** - Malaysia authorities maintain a zero-tolerance policy regarding illegal controlled substances. Violations will be referred to law enforcement; no refund or compensation will be provided.
- 7.6 **Prohibited Items** - No illegal, dangerous or prohibited items (including weapons, explosives, controlled substances). Such items may be confiscated and may result in removal without refund.
- 7.7 **Tobacco/Vape** - Strictly no cigarettes/tobacco, electronic cigarettes or vape products allowed; any such products will be confiscated before embarkation.
- 7.8 **Liquor/Food Policy** - Participants are prohibited from bringing alcoholic/non-alcoholic beverages or any raw/cooked food onboard. The Cruise Line may retain onboard-purchased alcohol until voyage end and may refuse alcohol sales to anyone.

8. WHEELCHAIRS & ACCESSIBILITY

- 8.1 Participants may bring their own wheelchair/powered wheelchair/scooter or rent from an outside vendor who will deliver to the ship (the Cruise Line does not provide these).
- 8.2 Notify the Organiser at booking or at least 30 days prior to sailing for allocation of a wheelchair-accessible cabin (subject to availability; not guaranteed).

9. LUGGAGE & PERSONAL BELONGINGS

- 9.1 The Cruise Line, the Facilitator and the Fulfilment Partner assume no responsibility for carry-on luggage. Any luggage left at the pier will be forwarded at the participant's expense.
- 9.2 Claims for luggage loss/damage must be made in writing to debarkation personnel before leaving the pier area.
- 9.3 All luggage must be stored in-cabin. Pets and prohibited items are not allowed onboard.
- 9.4 **Security Screening** - All hand-carried and/or checked-in luggage is subject to security clearance.
- 9.5 Participants are responsible for their belongings at all times; the Organiser and Fulfilment Partner are not liable for loss, theft or damage during the Event.

10. EVENT CONTENT, IP & MEDIA

- 10.1 All event materials, content and media belong to the Organiser and/or Fulfilment Partner.
- 10.2 Participants shall not commercially exploit any Event material without prior written consent.
- 10.3 **Photography/Filming by Organiser/Fulfilment Partner** - By attending, you consent to filming/photography, and to the use of your likeness in any media for trade, advertising, publicity or other purposes, without compensation, and you assign all rights/title/interest therein to the Organiser as applicable. If you do not wish to be filmed, please inform the video crew and be prepared to vacate the filming area temporarily.
- 10.4 **Personal Photography** - Small, non-professional digital cameras and mobile phones are permitted. No flash during shows. Professional-quality cameras with detachable

lenses and video-specific cameras are prohibited. Participants may not use any footage/photos for commercial purposes without the Organiser's written consent.

11. VENDING; GIFTS & MERCHANDISE

- 11.1 You may not sell, promote, distribute or offer for sale any merchandise, goods, souvenirs or other products during the Event without the Organiser's prior written approval.
- 11.2 Any gifts, vouchers or promotional items distributed are non-exchangeable, non-transferable and not for resale.

12. ITINERARY & PROGRAMME ADJUSTMENTS

The Organiser may at any time amend the itinerary, schedule, venue or sequence of activities for operational, safety or regulatory reasons. Such amendments do not entitle participants to any refund or compensation.

13. FORCE MAJEURE & CANCELLATIONS

- 13.1 **Force Majeure** - Neither the Organiser nor the Fulfilment Partner is liable for delay, modification or cancellation due to circumstances beyond reasonable control (including natural disasters, pandemics, government orders, labour disputes, technical disruptions).
- 13.2 **Cruise-Level Changes (The Organiser/ Fulfilment Partner/Cruise Line)** - In the event of strike, lockouts, riots, labour stoppage or other causes beyond The Organiser, the Fulfilment Partner or the Cruise Line's control, the Cruise Line may cancel/advance/postpone sailings or calls and may substitute a vessel. If the Cruise is completely cancelled, The Organiser will return cabin fare and related taxes/fees; if partially cancelled, a proportionate part thereof. No further liability or compensation applies. Refunds (if any) for third-party travel products (airfare, hotel, car rental) are subject to those providers' policies.
- 13.3 **Third Party Cancellations** – The Organiser is not liable for any third party's failure to appear/performance due to causes beyond its reasonable control. The Organiser may engage replacements, change/postpone/terminate all or part of the entertainment programme or itinerary without liability.

14. ASSUMPTION OF RISK & LIMITATION OF LIABILITY

- 14.1 Participation is voluntary and at your own risk. Availability of medical care may be limited/delayed; some activities/areas may not permit timely evacuation.
- 14.2 Except in cases of proven negligence or wilful misconduct by the Organiser or Fulfilment Partner, neither shall be liable for personal injury, loss or damage arising from participation.
- 14.3 To the fullest extent permitted by law, the Organiser, Fulfilment Partner and the Cruise Line and their affiliates (the Released Parties) are not liable for any indirect, incidental or consequential damages, including loss of income or enjoyment.
- 14.4 Without limiting the above, you agree to release and hold harmless the Released Parties from claims arising from or connected with:
 - a) injury, death or delay of participants, or loss/damage/delay of baggage or property (including shore excursions, onboard concessions, athletic/recreational activities);

- b) your request for or selection of a roommate;
- c) emotional distress or psychological injury (except where caused by the Released Parties' negligence resulting in actual physical injury or risk thereof, or where intentionally inflicted by them);
- d) any change in scheduled events or celebrity appearances; and
- e) the Cruise Line's exercise of contractual rights.

15. PERSONAL DATA

15.1 Personal data collected will be handled in accordance with applicable privacy laws.

15.2 The Organiser and/or Fulfilment Partner may share relevant participant information with partners/service providers only for Event-related purposes.

16. GOVERNING LAW & JURISDICTION

These Terms are governed by Malaysian law. Any dispute is subject to the exclusive jurisdiction of the Malaysian courts.

17. MISCELLANEOUS

17.1 The Organiser and/or the Fulfilment Partner may update or amend these Terms at any time prior to the Event, provided such amendments do not materially affect core entitlements.

17.2 Headings are for convenience only and do not affect interpretation.

17.3 Any waiver of a breach shall not be a continuing waiver.

17.4 If any provision is found invalid/unenforceable, the remainder shall continue in full force.

18. DISCLAIMER

To the best of our knowledge, the information herein is accurate and reliable as of 27 Oct 2025 and may be updated without notice. Neither the Organiser nor the Fulfilment Partner assumes any liability for accuracy or completeness of third-party information.

19. ACKNOWLEDGEMENT BY PARTICIPANT

By proceeding with payment, I confirm that:

- a) I will observe proper conduct and abide by all applicable laws and regulations.
- b) I understand that each participant is personally responsible for their own behaviour and compliance.