

Frequently Asked Questions

Membership Nominees Application

1. Why do I need to apply for nominees?

As Resorts World At Sea/Affiliated properties Genting Rewards Members, you can nominate your family members or friends to sail together with you on the same cruise and enjoy the special cabin redemption rates.

2. What if I bring a non-Genting Rewards Member or a Genting Rewards Thematic member onboard?

Non nominees surcharge will be applied if they are not on your nomination list. Surcharges will be based on the itinerary and vessel you would like to cruise, please contact our membership hotlines to find out the details.

3. Who can be my nominee(s)?

Any family member or friend who is not a Genting Rewards member or currently holding a Genting Rewards Thematic card can be part of your nomination list.

4. How many nominees can I have in my account?

Below are the numbers of nominees that applicable to each member class for both Principal and Supplementary member:

- i. Classic Member : up to 4 nominees
- ii. Silver & Gold Member : up to 6 nominees
- iii. Platinum Member : up to 8 nominees

5. I am a supplementary member; can I have my own nomination list?

Yes, both principal and supplementary members can elect to have their own nominees.

6. What are the special rights of being in the nomination list?

Nominee status is not equivalent to a member and therefore does not inherit membership rights of the principal member. Nominee's right is only for booking of cabins purpose. Principal or supplementary members must sail together with the nominees in order to enjoy the special redemption rates. If nominees cruise on their own, published rates in cash will be charged.

7. Can I change my nominees?

- a. Yes, you can change your nominees. Changing of a nominee after 12 months since last application or amendment will be free of charge.
- b. Any change, replacement or cancellation of nominees within 12 months since last application or amendment, penalty charge as per below will be imposed based on per name, per transaction basis and as per the ship currency that member going to cruise:
 - i. Singapore (SuperStar Gemini) – SGD 100 GP
 - ii. Taiwan (SuperStar Aquarius) – HKD 500 GP
 - iii. Online nomination – USD 80 GP

- 8. At the time of booking, my cabin sharer is not under nomination list but he/she became a nominee after the booking date; will the non-nominee surcharge be refunded / waived?**

No refund / waiver is allowed, non-nominee surcharge should apply upon the date of booking.

- 9. I do not have sufficient Genting Point to cover the change of nominee penalty charges, can I make other forms of payment?**

Payment of penalty charges can only be made by redemption of Genting Points.

- 10. If my card has been upgraded, can I add nominees into my account?**

Yes, you can add nominees without any penalty charges according to your card status.

- 11. How do I know who has been added to my nomination list?**

You can contact our membership hotlines for assistance or write in to:

membership@resortsworldatsea.com for further enquiry about the nomination list.

- 12. If I do not cruise with my nominees, can they still enjoy the special cabin redemption rates?**

No, member must sail along with the nominees if not the published rates in cash will be charged to the cabin occupant upon check out.