



21 April 2025

Star Voyager Guest Notice
Cancellation of 4 Night Ko Samui – Pulau Redang Cruise
departing from Singapore on 15, 19 & 23 May 2025.

Dear Valued Guests,

As part of upcoming schedule adjustments, StarCruises is introducing a refreshed lineup of shorter itineraries aboard the *Star Voyager*. Due to this change, the **4 Night Ko Samui – Pulau Redang Cruises** scheduled to depart from the **Singapore Cruise Centre (SCC)** on **15, 19, and 23 May 2025** have been **cancelled**.

These will be **replaced by the 3 Night Phuket Cruises**, departing from SCC on **15, 18 and 24 May 2025** and one **3 Night Penang – Kuala Lumpur (via Melaka) Cruise** departing on **21 May 2025**.

New 3 Night Phuket Itinerary on 15, 18 and 24 May 2025.

| Day | Port | Arrival Time | Departure Time |
|-------|----------------------------|-------------------|-------------------|
| Day 1 | Singapore (via SCC) | - | 12:00 PM |
| Day 2 | Phuket (via Deep Sea Port) | 5:00 PM (4:00 PM) | - |
| Day 3 | Phuket (via Deep Sea Port) | - | 2:00 AM (1:00 AM) |
| Day 4 | Singapore (via SCC) | 7:00 AM | |

New 3 Night Penang – Kuala Lumpur (via Melaka) Itinerary on 21 May 2025.

| Day | Port | Arrival Time | Departure Time |
|--------|---------------------------|--------------|----------------|
| 21 May | Singapore (via SCC) | - | 12:00 PM |
| 22 May | Penang | 10:00 AM | 8:00 PM |
| 23 May | Kuala Lumpur (via Melaka) | 11:00 AM | 9:00 PM |
| 24 May | Singapore (via SCC) | 7:00 AM | |

() Denotes Local Time

We apologize for any inconvenience caused and appreciate your kind understanding.

Affected guests with paid bookings **may transfer to the 3 Night Phuket Cruise on 15, 18 or 24 May 2025** or the **3 Night Penang – Kuala Lumpur (via Melaka) Cruise** on 21 May 2025 and receive **50% off** the original cruise fare and **SGD\$ 90 in onboard credits per cabin per cruise**. Alternatively, a **full refund is available** for cancellations. **Please see Appendix 1 for details.**

RW@Sea members, please email RW@Sea for assistance.

We thank you for your support and look forward to welcoming you aboard.

Warm regards,
StarCruises Team



For further enquiries, please contact:-

| | Country | Contact Numbers | Email |
|---|-----------|------------------|--|
| Resorts World Cruises Reservation Service Centre | Singapore | +65 800 852 8188 | reservations.en@rwcruises.com (English language) |
| | Malaysia | 1800 814 852 | reservations.ts@rwcruises.com (Chinese language) |
| | India | +91-8062961525 | |
| | Hong Kong | +852 800 938 887 | |
| | UAE | +971-45401313 | enquire@rwcruises.com |
| RW@Sea Membership Care | - | - | member.en@rwcruises.com (English language) |
| | - | - | member.cn@rwcruises.com (Chinese language) |

APPENDIX 1: Your Options

Submit your choice to your original booking source by 5 May 2025. If we don't hear from you, your booking will be automatically cancelled with a full refund.

Please fill in your particulars below:

| | |
|--|-------------------|
| Original Affected Itinerary / Date: | Name: |
| Reservation Number: | Signature: |

Note:

- *^Onboard Credits are valid for onboard food, beverages, shore excursions, spa & wellness, photography, and entertainment credit. They are non-refundable, non-transferable, and cannot be exchanged for cash. For inquiries, contact the ship's reception.*
- **Not applicable to redemption bookings or complimentary shore excursions.*
- **All enquiries and refunds through original booking source.**

Transfer Cruise*

- Move your booking to any upcoming **3 Night Phuket Cruise** on 15, 18 or 24 May 2025 or the **3 Night Penang – Kuala Lumpur (via Melaka) Cruise** on 21 May 2025 aboard the *Star Voyager* departing from Singapore Cruise Centre and receive:
 - 50% discount on original cruise fare*.
 - SGD \$90 in onboard credits^ per cabin per cruise*.
 - Refund for paid shore excursions at affected destinations via booking source*.
 - Refund difference in paid port charges via booking source.
- Subject to availability and original booking conditions (itinerary, cabin category, seasonality of cruising period)
- Available Sailing Dates (please tick one):

3 Night Phuket Cruises: 15 – 18 May 18 – 21 May 24 – 27 May

3 Night Penang – Kuala Lumpur (via Melaka) Cruise: 21 – 24 May

Cancel Cruise with Full Refund*

- Receive a full refund (paid cabin fare, port charges and shore excursions).