



16 May 2025

Star Voyager Guest Notice

Cancelled 2 Night High Seas Cruise departing from Hong Kong on 11 July 2025

Dear Valued Guests,

We sincerely regret to inform you that **due to operational schedule adjustments**, the **2 Night High Seas Cruise** departing from the **Hong Kong** on **11 July 2025** will be **cancelled**.

We apologize for any inconvenience caused and in view of this, affected guests sailing on 11 July 2025 with confirmed paid bookings may choose one of the options listed below in Appendix 1.

For enquiries, you may contact your original booking source.

StarDream Rewards members with credit cabin redemptions may email StarDream Rewards Membership Care 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
StarDream Cruises Reservation Service Centre	Hong Kong	+852 800 938 887	reservations.ts@stardreamcruises.com (Chinese language)
	Malaysia	1800 814 852	reservations.en@stardreamcruises.com (English language)
	Singapore	+65 800 852 8188	
	Taiwan	00 (801) 498 887	
StarDream Rewards Membership Care	-	-	member.en@stardreamcruises.com (English language)
	-	-	member.cn@stardreamcruises.com (Chinese language)





APPENDIX 1

- Please submit your preferred choice and completed details to the original booking source **by 15 June 2025**. Passengers who do not revert by the given timeline will automatically fall under the category of **Cancel Cruise with Full Refund**. All submissions shall be considered as final.
- For enquiries and assistance, please contact your original booking source.

Please fill in your particulars and choose / tick “√” one of your preferred options below:-

Original Affected Itinerary / Date: 2N High Seas Cruise / 11 July 2025 Hong Kong departure	Name:
Reservation Number:	Signature:

Note: ^Complimentary Onboard Credits are only applicable for onboard food and beverages, shore excursions, spa & wellness, photography and entertainment credit. Unspent Onboard Credits are non-refundable or exchangeable for cash. During your voyage, you may contact the ship's reception for Onboard Credits related enquiries.

***Not applicable to passengers with any forms of redemption bookings.*

Transfer Cruise**

- Transfer your Cruise to any Star Voyager 2 Night High Seas Cruise departing from Hong Kong Ocean Terminal between 27 June and 29 August 2025 based on the following terms:-
 - Receive Onboard Credits^ of HK\$ 400** per cabin as a gesture of goodwill.
 - Bookings are subject to cabin availability with the itinerary, type and booking conditions, cabin category and seasonality of the cruising period remaining the same as per original booking.
 - If the new Transfer Cruise fare is higher or lower than the original booking fare, passengers will be required to top up or receive a refund for the price difference.

Cancel Cruise with Full Refund**

- Cancel your Cruise and receive a full refund amount of your cruise (Paid Cabin Fare + Paid Port Charges + paid shore excursion fee) via your original booking source. You may contact your original booking source for the full refund arrangements.

