



17 July 2025

Star Voyager Guest Notice
Updated Sailing Information – Important Itinerary Change

Original Departure: 20 July 2025 (Sunday)

New Departure: 21 July 2025 (Monday), 12:00 PM

Cruise Change: 5 Night Okinawa to 4 Night Da Nang & Ha Long Bay (Vietnam) Cruise

Dear Valued Guests,

Due to the latest weather advisory regarding a developing typhoon in the region, *Star Voyager's* departure has been **rescheduled from 20 July 2025 (Sunday) to 21 July 2025 (Monday) at 12:00 PM**, departing from Hong Kong Ocean Terminal. **Check-in will begin at 9:00 AM, and the gate will close at 11:00 AM.**

To prioritize the safety and well-being of our guests and crew, the original **5 Night Okinawa Cruise will be replaced with a 4 Night Cruise to Da Nang and Ha Long Bay (Vietnam).** The return to Hong Kong remains unchanged on **25 July (Friday) at 2:00 PM.**

Below is the update cruise itinerary for your reference:

Date	Port	Arrival Time	Departure Time
20 July (Sun)	Hong Kong (Ocean Terminal)	CANCELLED	CANCELLED
21 July (Mon)	Hong Kong (Ocean Terminal)	-	12:00 NOON
22 July (Tue)	Da Nang	4:00 PM (3:00 PM)	11:59 PM (11:00 PM)
23 July (Wed)	Ha Long Bay	5:00 PM (4:00 PM)	1:00 AM (11:59 PM)
24 July (Thu)	Cruising at Sea	-	-
25 July (Fri)	Hong Kong (Ocean Terminal)	2:00 PM	

() Local Times

We apologize for the inconvenience and appreciate your understanding. Please refer to **Appendix 1 for options** available to affected guests with confirmed paid bookings.

For assistance, contact your original booking source.

StarDream Rewards members may email Membership Care for support.

Thank you for choosing *Star Voyager* — we look forward to welcoming you onboard.

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 31 July 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: 5N Naha - Ishigaki Cruise / 20 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.*

Continue to Cruise**

- Guest may Continue to Cruise with the revised 4 Night Da Nang - Ha Long Bay Cruise, departing on 21 July 2025 (Monday) from Hong Kong Ocean Terminal aboard the *Star Voyager*.
 - As a gesture of goodwill, guests who choose to continue cruising will receive:
 - 50% off the original cruise fare via the original booking source.
 - Onboard Credits[^] of up to HK\$ 1,000** per cabin, inclusive of the HK\$100 per cabin, per night promotional credit.
 - Waiver of Vietnam Visa on Arrival Fee, where applicable
 - Additionally, the following will be refunded via your original booking source:
 - 1 Night Port Charges of HK\$200 per guest
 - Affected pre-paid shore excursions(Note: Complimentary shore excursions are non-refundable)

Transfer Cruise**

- Transfer your Cruise to any *Star Voyager* 5 Night Cruise departing from Hong Kong Ocean Terminal on or before **9 November 2025** based on the following terms:-
 - Bookings are subject to cabin availability, with the cabin category remaining the same as the 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 via their original booking source.

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.

