



18 December 2025

Star Voyager Guest Notice
Cancellation of 5 Night Cruises Departing from Hong Kong
15 February – 26 April 2026
(excluding 5 April 2026 departure)

Dear Valued Guests,

We regret to inform you that our scheduled 5 Night Cruises departing from Hong Kong between **15 February and 26 April 2026** will be **cancelled** due to recent operational schedule adjustments. Please note that the departure on **5 April 2026** will **continue as scheduled**.

We understand that this update may affect your travel plans and we sincerely apologize for these adjustments. For your convenience, please refer to **Appendix 1** for options available to guests with confirmed paid bookings.

For assistance, please contact your original booking source.

StarDream Rewards members may email Membership Care for support.

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

Warm regards,
StarCruises Team

For further enquiries, please contact:

	Country	Contact Numbers (Mon – Fri, 9 AM – 6PM)	Email
StarDream Cruises Reservation Service Centre	Hong Kong	+852 800 938 887	reservations.ts@stardreamcruises.com (Chinese language)
	Taiwan	00 (801) 498 887	reservations.en@stardreamcruises.com
	Malaysia	1800 814 852	(English language)
	Singapore	+65 800 852 8188	
StarDream Rewards Membership Care	-	-	member.cn@stardreamcruises.com (Chinese language)
	-	-	member.en@stardreamcruises.com (English language)





APPENDIX 1

- Please submit your preferred choice and completed details to the original booking source **by 16 January 2026**. **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 Cruises from Hong Kong / 15 Feb – 26 April 2026. excluding 5 Apr 2026.	Name:
Reservation Number:	Signature:

Note: ^Applicable only for onboard food and beverages, spa & wellness, photography, shore excursions 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**

- Affected guests may transfer their booking to any **5 Night Star Voyager cruise** departing from Hong Kong **on or before 23 August 2026**, under the following terms:
 - Guests will receive a refund via their original booking source, where applicable for:
 - Any price difference in cruise fare, port charges and gratuities. However, if the new Transfer Cruise fare is higher than the original booking fare, guests will be required to top up the price difference.
 - Any paid shore excursions in Okinawa and Xiamen.
 - As a **gesture of goodwill**, guests with paid bookings who select the Transfer Cruise option will receive **HK\$ 500** Onboard credits^** per cabin, per cruise.
 - Bookings are subject to cabin availability, with the cabin category remaining the same as the original booking.

Cancel Cruise with Full Refund**

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

