



25 August 2026

STAR VOYAGER GUEST NOTICE
IMPORTANT UPDATE: HONG KONG SAILINGS FROM
30 SEPTEMBER – 15 NOVEMBER 2026

Dear Valued Guests,

Thank you for choosing StarCruises.

Due to changes to our regional deployment schedule, please be advised that the scheduled Star Voyager sailings departing from Hong Kong from 30 September to 15 November 2026 will be cancelled.

We understand that this may be disappointing, especially for guests who have been looking forward to their cruise with us, and we sincerely apologise for the inconvenience caused.

While we are unable to operate the scheduled sailings during this period, **Hong Kong remains an important part of our regional network, and we hope to welcome you back on board Star Voyager in Hong Kong again soon.**

To assist you with the next steps, please refer to **Appendix 1** for further details on the arrangements and options available to you.

For assistance, please contact your **booking source (travel agent or booking channel)**.

We appreciate your understanding and continued support, and we look forward to welcoming you aboard **StarCruises** in the future.

Warm regards,
StarCruises Team

For further enquiries, please contact:-

	Country	Contact Numbers (Mon–Sun, 9 AM – 6PM)	Email
StarDream Cruises Reservation Service Centre	Hong Kong	+852 800 938 887	reservations.en@stardreamcruises.com (English language)
	Taiwan	0080 149 8887	reservations.ts@stardreamcruises.com (Chinese language)
	Malaysia	1800 814 852	
	Singapore	+65 800 852 8188	
StarDream Rewards Membership Care	-	-	member.en@stardreamcruises.com (English language)
	-	-	member.cn@stardreamcruises.com (Chinese language)





APPENDIX 1

- Please submit your preferred option and completed details to your original booking source by the dates listed below.
- Passengers who do not revert by 30 October 2026 will automatically fall under the Cancel Cruise with Full Refund category. All submissions shall be considered as final.

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

Please insert Original Affected Itinerary / Date:	Name:
Reservation Number:	Signature:

Note:

- (1) Applicable only for onboard food and beverages, spa & wellness, photography, entertainment credit and shore excursions. 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.
- (2) Not applicable to passengers with any forms of redemption bookings.
- (3) In HK\$ or the equivalent amount in the booking currency at the cruise line's exchange rate.
- (4) Complimentary shore excursions are non-refundable.

☐ **Transfer Cruise⁽²⁾ (Please submit by 30 October 2026)**

- Transfer your cruise booking to any StarCruises sailings in the region departing **before or on 29 August 2027** based on the following terms:
 - Full refund of pre-paid shore excursions⁽⁴⁾ affected by the cancelled sailings via original original booking source.
 - Guests with paid bookings will receive HK\$100 Onboard Credit⁽¹⁾⁽²⁾ per person per night as a gesture of goodwill for the transferred sailing.
 - 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 than the original booking fare, guests will not be required to top up for the price difference via their original booking source. If the new Transfer Cruise fare is lower than the original booking fare, guests will receive a refund for the price difference via their original booking source.

☐ **Cancel Cruise with Full Refund⁽²⁾ (Please submit by 30 October 2026)**

- Cancel your Cruise and receive a full refund amount⁽³⁾ of your cruise (Paid Cabin Fare + Paid Port Charges) and pre-paid affected shore excursions⁽⁴⁾ via original booking source. You may contact your original booking source for the full refund arrangements.

Waiver of fuel surcharge (HK\$ 100⁽³⁾ per guest, per night) is only applicable for original bookings made before 20 March 2026.

In addition to the above-mentioned options, all affected guests with paid bookings will also be entitled to a **HK\$ 500⁽²⁾⁽³⁾ Next Cruise Discount per person**, for any StarCruises sailings on or before 29 August 2027. (Note: Discount applies to affected guests and is redeemable only as the 1st and/or 2nd guest sharing the same cabin on a future 2026/2027 StarCruises sailings.)

Kindly approach your original booking source or send an email to reservations.ts@stardreamcruises.com for your future discounted booking reservation.

To verify official Guest Notice communications, please visit www.StarDreamCruises.com and access the “Media & Resources” section at the bottom of the homepage.

