1 November 2026

STAR VOYAGER GUEST NOTICE
UPDATED ITINERARY: 2 NOVEMBER 2026 (MONDAY) SINGAPOE DEPARTURE

Dear Valued Guests,

On behalf of StarCruises, we look forward to welcoming you aboard the *Star Voyager*, departing from Singapore on **Monday, 2 November 2026**.

We would like to share an important update regarding your upcoming voyage.

Due to a technical issue affecting the ship's maximum speed, **we regret to inform you that we will be required to change the itinerary from a 3 Night Phuket Cruise to a 3 Night Penang Cruise.**

We understand that this change may be disappointing and sincerely apologise for any inconvenience caused. **We will be calling at Penang, Malaysia on Tuesday, 3 November 2026 at 1:00 PM, departing at 10:00 PM**. We will arrive in Singapore on Thursday, 5 November 2026 at 2:00 PM as originally scheduled.

Please be assured that the ship remains safe to operate, as the safety of our guests and crew is always our highest priority.

We hope you will take this opportunity to discover Penang, a destination known for its rich cultural heritage, historic streets and diverse local cuisine.

Below is the updated cruise itinerary for your reference:

Date	Port	Arrival Time	Departure Time
2 Nov (Mon)	**Singapore Cruise Centre**	**-**	**1:00 PM**
3 Nov (Tue)	**Penang**	**1:00 PM**	**10:00 PM**
4 Nov (Wed)	**Cruising at Sea**	**-**	**-**
5 Nov (Thu)	**Singapore Cruise Centre**	**2:00 PM**	**-**

As a gesture of goodwill, guests with paid bookings who continue with the revised cruise will receive **SG$ 90 in Onboard Credits[1][2] per cabin per cruise**,.

Guests may refer to **Appendix 1** for further details and available options.
For assistance, please contact your booking source (travel agent or booking channel).
We look forward to welcoming you aboard the *Star Voyager* for a memorable voyage.

Warm regards,
StarCruises Team
For further enquiries, please contact:-

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

Original Affected Itinerary / Date: **3N Phuket Cruise / 2 November 2026 Singapore departure**	**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.*

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

(2) *In SGD$ or the equivalent amount in the booking currency at the cruise line's exchange rate.*

(3) *Complimentary shore excursions are non-refundable.*

☐ **Continue to Cruise (Please submit before departure on 2 November 2026)**

- Guests may continue cruising on the updated **3 Night Penang Cruise**, departing from Singapore on Monday, 2 November 2026 aboard the *Star Voyager*, and receive the following via their original booking source:
  - Full refund of pre-paid Phuket shore excursions[4].
  - Guests with paid bookings will receive SG$ 90 Onboard Credits[1][2] per cabin per cruise as a gesture of goodwill.

☐ **Transfer Cruise[2] (Please submit by 30 November 2026)**

- Transfer your cruise booking to any Star Voyager sailings departing **before or on 13 March 2027** based on the following terms:
  - Full refund of pre-paid Phuket shore excursions[4] via original booking source
  - 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 November 2026)**

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

Waiver of fuel surcharge (SG$ 10[3] per guest, per night) is only applicable for original bookings made before 1 October 2026.

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