



13 April 2026

**Star Voyager Guest Notice**  
**Hong Kong – 5 July 2026 (Sunday) Departure Update**  
**3 Night Sanya Cruise Revised to a 5 Night Vietnam (Ha Long Bay - Da Nang) Cruise**

Dear Valued Guests,

We would like to inform you that the original **3 Night Sanya Cruise** departing from Hong Kong (Ocean Terminal) on **5 July 2026 (Sunday)** has been revised to a **5 Night Vietnam Cruise**, now visiting **Ha Long Bay and Da Nang**.

While we believe this enhanced 5 Night itinerary offers an exciting opportunity to explore two of Vietnam’s most notable destinations, we understand that the change may not suit all guests. For those who prefer the 3 Night itinerary, the available options are outlined below.

The revised 5 Night sailing also features **extended port stays of up to 10 hours in each destination**, allowing you more time to explore, discover local highlights and enjoy each port at a more relaxed pace.

**Please refer to the updated schedule, including the revised Hong Kong departure time:**

| Date                 | Port   | New Arrival Time           | New Departure Time        |
|----------------------|--|----------------------------|---------------------------|
| <b>5 July (Sun)</b>  | <b>Hong Kong (Ocean Terminal)</b><br><b>Check-In Time: 2:00 PM</b><br><b>Gate Closing Time 5:00 PM</b> | -                          | <b>6:00 PM</b>            |
| <b>6 July (Mon)</b>  | <b>Cruising at Sea</b>   | -                          | -                         |
| <b>7 July (Tue)</b>  | <b>Ha Long Bay</b>   | <b>7:00 AM (6:00 AM)</b>   | <b>5:00 PM (4:00 PM)</b>  |
| <b>8 July (Wed)</b>  | <b>Da Nang</b>   | <b>12:00 PM (11:00 AM)</b> | <b>10:00 PM (9:00 PM)</b> |
| <b>9 July (Thu)</b>  | <b>Cruising at Sea</b>   | -                          | -                         |
| <b>10 July (Fri)</b> | <b>Hong Kong (Ocean Terminal)</b>  | <b>2:00 PM</b>             |                           |

( ) Denotes Local time

We understand that this change may affect your travel plans, and we sincerely appreciate your understanding. We hope you will take this opportunity to enjoy a longer and more enriching cruise experience to Vietnam.

Affected guests may refer to **Appendix 1** for the available options and contact their original booking source for further assistance. 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<br>(Mon – Fri, 9 AM – 6PM) | Email  |
|---|-----------|--|--|
| <b>StarDream Cruises<br/>Reservation Service Centre</b> | Hong Kong | +852 800 938 887                           | <a href="mailto:reservations.ts@stardreamcruises.com">reservations.ts@stardreamcruises.com</a><br>(Chinese language) |
|   | Taiwan    | 00 (801) 498 887                           | <a href="mailto:reservations.en@stardreamcruises.com">reservations.en@stardreamcruises.com</a><br>(English language) |
|   | Malaysia  | 1800 814 852                               |  |
|   | Singapore | +65 800 852 8188                           |  |
| <b>StarDream Rewards<br/>Membership Care</b>            | -         | -  | <a href="mailto:member.cn@stardreamcruises.com">member.cn@stardreamcruises.com</a><br>(Chinese language)             |
|   | -         | -  | <a href="mailto:member.en@stardreamcruises.com">member.en@stardreamcruises.com</a><br>(English language)             |





## APPENDIX 1

- **Passengers who do not revert by the given timeline below 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:-

|  |                   |
|--|-------------------|
| <b>Original Affected Itinerary / Date:</b><br>3N Sanya Cruise / 5 July 2026 Hong Kong departure on Star Voyager. | <b>Name:</b>      |
| <b>Reservation Number:</b>   | <b>Signature:</b> |

Note: ^Applicable only for onboard food and beverages, shore excursion, 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**

(Please submit your confirmation to your original booking source by 8 May 2026)

- All affected guests may continue to cruise on the **originally booked departure date on 5 July 2026 (Sunday)** from **Hong Kong's Ocean Terminal** aboard the **Star Voyager** to enjoy the revised **5 Night Vietnam (Ha Long Bay-Da Nang) Cruise** and receive the following:
  - **Refund** of pre-purchased Sanya shore excursions via original booking source.
  - **Complimentary additional 2 Nights** — no fare top-up required.
  - Guests with paid bookings will only need to cover the **additional 2 Nights' gratuities fees and port charges.**

**\*\*Transfer Cruise (Applicable for Paid Booking Guest Only)**

(Please submit your confirmation to your original booking source by 8 May 2026)

- Transfer your cruise booking to any **Star Voyager 3 Night Cruise** departing from Hong Kong on or before **30 August 2026** and receive the following:
  - **\*\*Refund** of pre-purchased Sanya shore excursions via original booking source.
  - **\*\*HK\$600^** onboard credit per cabin, per cruise as a gesture of goodwill.
  - 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, guests will be required to top up or receive a refund for the price difference via their original booking source.

**\*\*Cancel Cruise with Full Refund (Applicable for Paid Booking Guest Only)**

(Please submit your confirmation to your original booking source by 8 May 2026)

- 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 arrangement.

