24 March 2026

STAR VOYAGER GUEST NOTICE
SINGAPORE DEPARTURE UPDATES: 31 MAY 2026
5 NIGHT BALI – LOMBOK CRUISE CANCELLED

Dear Valued Guest,

Due to an operational schedule change, we regret to inform you that the original **5 Night Bali – Lombok Cruise** departing from **Singapore on 31 May 2026** has been cancelled.

In its place, the Star Voyager will now **depart from Singapore on 31 May 2026 to offer a 2 Night Pangkor Cruise, followed by a 3 Night Penang Cruise departing on 2 June 2026**.

Below is the updated schedule:

Date	Port	New Arrival Time	New Departure Time
31 May (Sun)	**Singapore (SCC)**	**-**	**2:00 PM**
1 June (Mon)	**Pangkor**	**9:00 AM**	**7:00 PM**
2 June (Tue)	**Singapore (SCC)**	**2:00 PM**	**8:00 PM**
3 June (Wed)	**Cruising at Sea**	**-**	**-**
4 June (Thu)	**Penang**	**7:00 AM**	**3:00 PM**
5 June (Fri)	**Singapore (SCC)**	**3:00 PM**	**-**

We understand that this change affects your travel plans, and we sincerely apologize for any inconvenience caused.

Affected guests may refer to *Appendix 1* for available options and are kindly requested to contact their original booking source for further assistance.

StarDream Rewards members may email Membership Care for support.

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

For further enquiries, please contact:-

	Country	**Contact Numbers (Mon – Fri, 9AM – 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	00 (801) 498 887	
StarDream Rewards Membership Care	-	-	member.en@stardreamcruises.com (English language)
	-	-	member.cn@stardreamcruises.com (Chinese 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:-

Original Affected Itinerary / Date: 5N Bali - Lombok Cruise / 31 May 2026 Singapore departure on Star Voyager.	**Name:**
Reservation Number:	**Signature:**

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 30 April 2026)

- All affected guests may choose to sail on the original departure date of **31 May 2026 (Sunday) from the Singapore Cruise Centre (SCC) aboard Star Voyager**, **now offering a revised 2 Night Pangkor Cruise or depart on 2 June 2026 for the 3 Night Penang Cruise**. Alternatively, guests may combine both sailings into a 5-Night cruise.
- Guests continuing to cruise will receive the following:
  - **Onboard Credit per cabin, per cruise as a gesture of goodwill.
    - 2 Night or 3 Night Cruise: **SGD90^
    - 5 Night Cruise: **SGD 90^
  - **Refund** of pre-purchased Bali and Lombok shore excursions via original booking source.

☐ ****Transfer Cruise (Applicable for Paid Booking Guest Only)**
(Please submit your confirmation to your original booking source by 30 April 2026)

- Transfer your cruise booking to any *Star Voyager* **Cruise** departing from Singapore **on or before 26 June 2026**; or **between 6 and 22 September 2026** and receive the following :
  - ****Refund** of pre-purchased Bali and Lombok shore excursions via original booking source.
  - **SGD90^ 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 30 April 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.