7 April 2026

Star Navigator Guest Notice
Cancellation of 1 November 2026 Departure: 2 Night Naha Cruise

Dear Valued Guests,

We regret to inform you that the **2 Night Naha Cruise** departing from **Keelung on 1 November 2026 (Sunday)** is no longer available due to a revised deployment of the vessel.

We sincerely apologize for any inconvenience this may cause to your travel plans. To assist you, please refer to **Appendix 1** for the available options for guests with confirmed and paid bookings.

For further assistance, please contact your **original booking source**.

StarDream Rewards members may also email **Membership Care** for support.

We greatly appreciate your understanding and look forward to welcoming you onboard the **Star Navigator** on a future sailing.

Warm regards,
StarCruises Team

For further enquiries, please contact:

	Country	Contact Numbers (Mon – Fri, 9 AM – 6PM)	Email
StarDream Cruises Reservation Service Centre	Taiwan	00 (801) 498 887	reservations.ts@stardreamcruises.com (Chinese language) reservations.en@stardreamcruises.com (English language)
	Hong Kong	+852 800 938 887	
	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 choice and completed details to the original booking source* ***by 20 April 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: **2N Naha Cruise / 1 November 2026 Keelung departure**	**Name:**
Reservation Number:	**Signature:**

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

- Transfer your Cruise to any *Star Navigator* Cruise departing from Keelung on or before **8 December 2026** based on the following terms:
  - Refund of pre-purchased Naha shore excursions via original booking source.
  - As a gesture of goodwill, guests with paid bookings choosing the Transfer Cruise option will receive NT$ 3,200** Onboard credits^ per cabin, per cruise
  - 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, passengers will be required to top up or receive a refund for the price difference via their original booking source.
- Waiver of fuel surcharge (NTD 600 per guest, per night) is only applicable for original bookings made before 20 March 2026.

☐ **Cancel Cruise with Full Refund****

- Cancel your Cruise and receive a full refund amount of your cruise (Paid Cabin Fare + Paid Port Charges) and pre-purchased Naha shore excursions (if applicable) via original booking source. You may contact your original booking source for the full refund arrangements.
- In addition to a full refund, affected guests will also receive an extra 10% of the paid cabin fare (cruise ticket only, excluding Port Charges) via the original booking source.