



13 February 2026

[UPDATED 13 February 2026 @ 11:45PM]
Star Voyager Guest Notice
Important Update: Cancellation of 13 February Departure

Dear Valued Guests,

We sincerely regret to inform you that due to a technical issue, **today's Star Voyager is not able to set sail today.**

We understand today's cancellation will affect your travel plans and sincerely apologize for any inconvenience caused.

Affected guests with paid bookings may choose one of the available options below:

- **Transfer Cruise (Applicable for Paid Booking Guest Only)**
 - Transfer your cruise booking to any *Star Voyager 2 or 3 Night Cruise* departing from Hong Kong on or before **30 August 2026** and receive the following :
 - **HK\$200 onboard credit[^] per cabin, per cruise as a gesture of goodwill.
 - **HK\$200 per guest as indicated in the earlier notice plus **HK\$500 (for transportation cost) per cabin 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, passengers will not be required to top up the price difference in cruise fare, port charges & gratuities via their original booking source.

- **Cancel Cruise with Full Refund (Applicable for Paid Booking Guest Only)**
 - Cancel your Cruise and receive a full refund amount of your cruise (Paid Cabin Fare + Paid Port Charges) via your original booking source.
 - Affected guests will also receive **HK\$200 per guest as indicated in the earlier notice plus **HK\$500 (for transportation cost) per cabin via original booking source.
 - Affected guests will also have the option to enjoy a **50% discount on their next 2 or 3 Night Star Voyager cruise departing from Hong Kong on or before 30 August 2026.**

Please submit your preferred choice and completed details to the original booking source by 13 March 2026. Guests 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.

StarDream Rewards will be contacted by the Membership Care team and will receive the following on their next cruise:

- HK\$ 200 per guest as indicated in the earlier notice plus HK\$500 (for transportation cost) per cabin as onboard credit[^] or cash on the next cruise.
- Refund of any paid port charges and gratuities for the affected 2 Night Cruise.

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.**





StarDream Rewards members may email Membership Care for support.

Guests are encouraged to contact their original booking source for any assistance.

Our staff at the terminal are also available to assist you.

We truly apologize for the inconvenience and greatly appreciate your understanding.

We look forward to welcoming you on a future sailing and once again apologize for today's disruption.

Thank you for your patience and cooperation.

Warm regards,
StarCruises Team

For further enquiries, please contact:

	Country	Contact Numbers (Mon – Fri, 9 AM – 6PM)	Email
StarDream Cruises Reservation Service Centre	Hong Kong	+852 800 938 887	reservations.ts@stardreamcruises.com (Chinese language)
	Taiwan	00 (801) 498 887	reservations.en@stardreamcruises.com (English language)
	Malaysia	1800 814 852	
	Singapore	+65 800 852 8188	
StarDream Rewards Membership Care	-	-	member.cn@stardreamcruises.com (Chinese language)
	-	-	member.en@stardreamcruises.com (English language)

