



21 August 2026

STAR NAVIGATOR GUEST NOTICE
UPDATED ITINERARY: 13 SEPTEMBER 2026 (SUNDAY) KEELUNG DEPARTURE

Dear Valued Guests,

On behalf of StarCruises, we look forward to welcoming you aboard the *Star Navigator*, departing from Keelung on **Sunday, 13 September 2026**.

Following the **earthquake in Kumamoto Prefecture on 28 July 2026**, damage was sustained at the Yatsushiro Port passenger terminal and surrounding infrastructure. As recovery works continue, the scheduled **Kumamoto (Yatsushiro) call on Wednesday, 16 September 2026** will be replaced with **Sasebo (Miura Pier)**.

Enjoy an updated **5 Night Kagoshima–Sasebo–Naha Cruise**, with a visit to **Sasebo, Japan**, known for its scenic coastline, charming harbour and local seafood.

The *Star Navigator* will **return to Keelung on Friday, 18 September 2026, as scheduled**.

Please find the revised cruise itinerary for your reference:

Date	Port	Arrival Time	Departure Time
13 Sept (Sun)	Keelung	-	8:00 PM
14 Sept (Mon)	Cruising at Sea	-	-
15 Sept (Tue)	Kagoshima	7:00 AM (8:00 AM)	7:00 PM (8:00 PM)
16 Sept (Wed)	Sasebo	6:00 AM (7:00 AM)	3:00 PM (4:00 PM)
17 Sept (Thu)	Naha	2:00 PM (3:00 PM)	9:00 PM (10:00 PM)
18 Sept (Fri)	Keelung	3:00 PM	-

() Local Time

We apologize for any inconvenience caused.

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 Navigator* 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	Taiwan	0080 149 8887	reservations.ts@stardreamcruises.com (Chinese language)
	Hong Kong	+852 800 938 887	reservations.en@stardreamcruises.com (English language)
	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 option and completed details to your original booking source by the dates listed below.
- Passengers who do not revert by 3 September 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: 5N Kagoshima-Kumamoto-Naha Cruise / 13 September 2026 Keelung departure	Name:
Reservation Number:	Signature:

Note:

- (1) 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.
- (2) Not applicable to passengers with any forms of redemption bookings.
- (3) In NT\$ or the equivalent amount in the booking currency at the cruise line's exchange rate.
- (4) Complimentary shore excursions are non-refundable.

☐ **Continue to Cruise (Please submit by 3 September 2026)**

- Guests may continue cruising on the updated **5 Night Kagoshima–Sasebo–Naha Cruise**, departing from Keelung on Sunday, 13 September 2026 aboard the *Star Navigator*, and receive the following via their original booking source:
 - Full refund of pre-paid Kumamoto shore excursions⁽⁴⁾.
 - Guests with paid bookings will receive NT\$ 1,600 Onboard Credits⁽¹⁾⁽²⁾ per cabin per cruise as a gesture of goodwill.

☐ **Transfer Cruise⁽²⁾ (Please submit by 3 September 2026)**

- Transfer your Cruise to any *Star Navigator* Cruise departing from Keelung on or before **8 December 2026** based on the following terms:
 - Full refund of pre-paid Japan shore excursions⁽⁴⁾ via original booking source.
 - Bookings are subject to cabin availability, with the cabin category remaining the same as the original booking.
 - Guests transferring to another *Star Navigator* sailing of the same cruise duration and similar itinerary type may retain their original cruise fare basis, subject to availability and operational approval.
 - For transfers to alternative sailings outside the same cruise category or duration, any applicable fare difference will be handled via the original booking source.
 - StarCruises will endeavour to provide guests with transfer options of similar cruise duration and itinerary profile whenever possible.
- Waiver of fuel surcharge (NT\$ 300⁽³⁾ per guest, per night) is only applicable for original bookings made before 20 March 2026.

☐ **Cancel Cruise with Full Refund⁽²⁾ (Please submit by 3 September 2026)**

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

All affected guests with paid bookings will be entitled to a **NT\$ 2,000⁽²⁾⁽³⁾ Next Cruise Discount per person**, for *Star Navigator*'s 2026 Taiwan homeport sailings. (Note: Discount applies to affected guests and is redeemable only as the 1st or 2nd guest on a future 2026 Taiwan homeport sailing.)

Kindly approach your original booking source or send an email to reservations.ts@stardreamcruises.com for your future discounted booking reservation.

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

