



14 August 2026

STAR NAVIGATOR GUEST NOTICE
UPDATED ITINERARY: 23 AUGUST 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, 23 August 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, 26 August 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, 28 August 2026, as scheduled**.

Please find the revised cruise itinerary for your reference:

Date	Port	Arrival Time	Departure Time
23 Aug (Sun)	Keelung	-	8:00 PM
24 Aug (Mon)	Cruising at Sea	-	-
25 Aug (Tue)	Kagoshima	7:00 AM (8:00 AM)	7:00 PM (8:00 PM)
26 Aug (Wed)	Sasebo	6:00 AM (7:00 AM)	3:00 PM (4:00 PM)
27 Aug (Thu)	Naha	2:00 PM (3:00 PM)	9:00 PM (10:00 PM)
28 Aug (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 15 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 / 23 August 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 19 August 2026)**

- Guests may continue cruising on the updated **5 Night Kagoshima–Sasebo–Naha Cruise**, departing from Keelung on Sunday, 23 August 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 15 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 15 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 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.

