



7 OCTOBER 2026

STAR VOYAGER GUEST NOTICE
IMPORTANT UPDATE: CANCELLATION OF SUNDAY DEPARTURE FROM SINGAPORE
FOR THE 3-NIGHT KUALA LUMPUR (VIA MELAKA) - PENANG CRUISE
ON 15 NOVEMBER 2026

Dear Valued Guests,

Due to changes to our regional deployment schedule, the following **Star Voyager 3 Night Kuala Lumpur (via Melaka) - Penang Cruise** departing from Singapore on 15 November 2026 will be cancelled.

We understand that this may be disappointing, especially for guests who have been looking forward to their cruise with us, and we sincerely apologise for the inconvenience caused.

To assist you with the next steps, **please refer to Appendix 1** for further details on the arrangements and options available to you.

For assistance, please contact your booking source (travel agent or booking channel).

We appreciate your understanding and continued support, and we look forward to welcoming you aboard StarCruises in the future.

Warm regards,
StarCruises Team

For further enquiries, please contact:-

	Country	Contact Numbers (Mon–Sun, 9 AM – 6PM)	Email
StarDream Cruises Reservation Service Centre	Singapore	+65 800 852 8188	reservations.en@stardreamcruises.com (English language)
	Malaysia	1800 814 852	reservations.ts@stardreamcruises.com (Chinese language)
	Hong Kong	+852 800 938 887	
	Taiwan	0080 149 8887	
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 30 October 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: <u>Singapore Sunday departure on 15 November 2026:</u> <u>3 Night Kuala Lumpur (via Melaka) - Penang Cruise</u>	Name:
Reservation Number:	Signature:

Note:

- (1) Applicable only for onboard food and beverages, spa & wellness, photography, entertainment credit and shore excursions. 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 SG\$ or the equivalent amount in the booking currency at the cruise line's exchange rate.
- (4) Complimentary shore excursions are non-refundable

☐ **Transfer Cruise⁽²⁾ (Please submit by 30 October 2026)**

- Transfer your cruise booking to any Star Voyager sailings departing from Singapore **before or on 13 March 2027** based on the following terms:
 - Full refund of pre-paid shore excursions⁽⁴⁾ affected by the cancelled sailings via original booking source.
 - Guests with paid bookings will receive SG\$100 Onboard Credit⁽¹⁾⁽²⁾ per cabin per cruise as a gesture of goodwill for the transferred sailing.
 - 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, guests will be required to top up for the price difference via their original booking source. If the new Transfer Cruise fare is lower than the original booking fare, guests will receive a refund for the price difference via their original booking source.

Waiver of fuel surcharge (SG\$ 10⁽³⁾ per guest, per night) is only applicable for original bookings made before 1 October 2026.

☐ **Cancel Cruise with Full Refund⁽²⁾ (Please submit by 30 October 2026)**

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

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

