



1 August 2026

STAR NAVIGATOR GUEST NOTICE
2 AUGUST 2026 (SUN) KEELUNG DEPARTURE UPDATE

Dear Valued Guests,

On behalf of StarCruises, we look forward to welcoming you aboard the **Star Navigator**.

Prior to your departure, we would like to share an important travel update.

As part of our cruise operations, we continuously monitor weather conditions. Based on the latest forecast, **more than a week in advance**, **Typhoon Dolphin** may affect the vessel's scheduled return to **Keelung**, with the possibility of arriving on **Monday, 10 August 2026**, instead of the scheduled arrival on **Sunday, 9 August 2026**.

As weather forecasts this far in advance can change significantly from day to day, we will endeavour to return on **Sunday, 9 August 2026** as scheduled under safe conditions. At this time, **there are no changes to the planned ports of call at Kochi, Tokyo, Shimizu and Osaka.**

We will monitor weather conditions closely and will provide regular updates during the voyage, with information regarding the return to Keelung either on Sunday or Monday. The safety and well-being of our guests and crew remain our highest priority in our planning.

Guests with onward travel arrangements or important commitments after the scheduled return are advised to allow for a possible one-day delay in the vessel's arrival back in **Keelung**. Guests who may wish to disembark in **Japan** during the voyage should contact their original booking source or our ground staff for assistance, should the vessel's return to **Keelung** be delayed.

Thank you for your understanding and cooperation.

Guests may refer to **Appendix 1** for more details and available options.
For assistance, please contact your booking source (travel agent or booking channel).

Thank you for choosing StarCruises and we look forward to welcoming you aboard the Star Navigator.

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 choice and completed details to the original booking source **by 31 August 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: Star Navigator 7N Kochi-Tokyo-Shimizu-Osaka Cruise / 2 August 2026 Keelung departure	Name:
Reservation Number:	Signature:

***Not applicable to passengers with any forms of redemption bookings.*

☐ **Continue to Cruise**

- Guest may Continue to Cruise with the **7 Night Kochi-Tokyo-Shimizu-Osaka Cruise** Cruise, departing on 2 August 2026 (Sunday) from Keelung aboard the *Star Navigator*, acknowledging and accepting in advance the possibility that the vessel's itinerary and/or scheduled return to **Keelung at the end of the voyage** may be affected due to adverse weather conditions.

☐ **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 affected shore excursions via original booking source.
 - Bookings are subject to cabin availability, with the cabin category remaining the same as the original booking.
 - Guests may choose to transfer to another **Star Navigator** sailing with a different cruise duration, itinerary or cabin category and retain their original promotional offer, subject to cabin availability. Any applicable fare difference will be processed through the original booking source.
 - StarCruises will endeavour to offer guests alternative sailings with a similar cruise duration / itinerary, wherever possible.

☐ **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 shore excursions (if applicable) via original booking source. You may contact your original booking source for the full refund arrangements. *(Note: Complimentary shore excursions are non-refundable)*

All affected guests with paid bookings will be entitled to a ****NT2,000 Next Cruise Discount per person** on Star Navigator's 2026 Taiwan homeport sailings. *(Note: The discount is applicable to each affected guest from the current sailing and may be redeemed 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.

