StarCruises

4 May 2026

Star Navigator Guest Notice

Dear Valued Guests,

We sincerely apologize for the temporary disruption to the hot water service in your cabin since yesterday afternoon and for the inconvenience caused.

We are pleased to inform you that the issue has now been fully resolved and normal service has been restored. We thank you for your kind patience.

As a gesture of goodwill, all affected guests will receive **NT$ 600 Onboard credits^ per person, per cruise**

Note: ^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.

For assistance or any inquiries, please don't hesitate to visit our Front Office in the lobby.

Thank you for choosing Star Navigator and we remain committed to ensuring you continue to have a pleasant cruise with us.

Warm regards,
StarCruises Team

For further enquiries, please contact:

	Country	Contact Numbers (Mon – Fri, 9 AM – 6PM)	Email
StarDream Cruises Reservation Service Centre	Taiwan	00 (801) 498 887	reservations.ts@stardreamcruises.com (Chinese language) reservations.en@stardreamcruises.com (English language)
	Hong Kong	+852 800 938 887	
	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)

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