

# Cruise Essentials

## Everything you need to know about your cruise

### 1. Access Card/ Boarding Pass

- Access card is used for onboard identity card, onboard charge card, gangway security pass and cabin key card.
- It is an identification card. Issued to all passengers in exchange for your Travel Documents before you can board the ship and upon collection before disembarkation.
- Please keep the access card with you at all times during the entire cruise.
- Please remember to bring along your access card throughout the cruise for inclusive dining privilege verification.

### 2. Boarding

- Please present your Passport/ Travel Documents together with the access card upon boarding.

### 3. Star Navigator (Ship's Programme Sheet)

- Please refer to the day's Star Navigator for all restaurants' opening hours and programme highlights of the day. You can find a copy of Star Navigator in your stateroom or pick it up from the Reception Counter on Deck 7.

### 4. Gala Dinner

- Available for 4-night sailing and above.
- Dress Code: Elegant casual, no shorts or open-toed footwear is allowed. All garments for gentlemen must come with a collar.
- Guests are required to make advance reservations for the Gala Dinner.
- Gala Dinner schedule for special cruises are according to the sailing schedules and might be different from the above timings.

### 5. More Information

- Currency used onboard is RenMinBi (RMB)
- Prior to disembarkation, please ensure that all outstanding bills are cleared before retrieving your passport.
- Cruise fare includes meals and selected beverages at inclusive restaurants.
- Please note all heating devices such as iron, cooking plate, water heater, etc. are prohibited onboard the cruise.
- All Guest are strictly prohibited from bringing any alcohol, alcoholic drink, intoxicating liquor or beverage onboard the ship.
- Star Cruises reserves the right to refuse any passengers whose condition is not made known to the cruise line prior to sailing, and shall not be required to refund any portion of the cruise fare paid by these passengers. Subject to Star Cruises' Terms and Conditions.

### Check in & Embarkation

1. Check-in location: Shekou Cruise Centre, No 1 Haiyun Road, Nanshan District, Shenzhen, Guangdong Province, China  
蛇口邮轮中心, 广东省深圳市南山区海运路一号.
2. Passengers have to present confirmation slips and valid travel documents to collect the boarding passes at the check-in counter. All passengers must embark before the gate closes, otherwise passengers may have to bear any liability involved.
3. Berthing time may change subject to the availability of berths at different ports. Notice of the time changes will be given one week prior to departure.

### Visa/Passport Requirements & Passage Restrictions

1. All passengers are required to provide travel documents for all departures including valid passports to countries where we call. All passports must have at least 6 months of validity from the date of sailing.
2. Passengers are responsible for ensuring that all travel documents and visas are in order prior to departure from their home country. Visa and immigration regulations vary depending on the travel destinations and the nationalities of the passengers. Passengers are advised to consult their local travel agents and/or diplomatic representations on the immigration formalities for their proposed itineraries.
3. Any child whose travel document is attached to the parent's passport must travel with the accompanying parent. A passenger under 18 years of age must be accompanied in the same or connecting stateroom by a passenger 18 years or older.
4. Passage for a pregnant woman will only be permitted before her 24th week of pregnancy at the time of sailing.
5. Infant aged 6 months or less at the commencement of the cruise will be refused permission to board the cruise ship and the Carrier shall have no liability whatsoever for any consequences of such refusal. Guests are advised to check with the Carrier before booking.
6. Star Cruises reserves the right to refuse embarkation to any passenger whose medical condition is not made known or travel documents are invalid during reservation or prior to sailing, and shall not be required to refund any portion of the fare paid by the above mentioned passenger.
7. No refund will be made to passengers who are denied embarkation for non-compliance of immigration requirements.

MALSV\_W16\_20161129\_E

### Star Cruises Reservation Office

**Address** Logan Heritage, No.6, Beach Street, 10300 George Town, Penang, Malaysia

**Office Hours** Monday to Friday 09:00am - 06:00pm. Saturday, Sunday & Public Holiday 09:00am - 05:00pm

**Website** www.starcruiises.com

**General Enquiries & Bookings** Tel: (KL) +60 3 2302 1288 (PG) +60 4 263 1128

**Office Tel:** +60 4 269 8388 **Fax:** +60 4 261 2888

### Terms & Conditions

1. All fares are in Malaysia Ringgit and do not include Visa Fee, Port Charge, Gratuity Fee, Holiday Surcharge, optional land tour and other incidental charges.
2. Single fare passenger pays 150% of twin-sharing fare.
3. Infant (below 2 years old) pays 25% of twin-sharing normal fare applicable only upon 2 full-paying passengers.
4. A RM40 administration fee per person will be charged for changes made to booking after confirmation slip is issued. The fee excludes cancellation fees.
5. Cancellation policy stated in the table below is for sailings in Normal Season. Irrespective of the notice period given, a 100% full fare will be charged for cancellation made for Peak Season sailings.

### CANCELLATION POLICY

#### 5 NIGHTS CRUISES OR MORE (EXCLUDE SUPER PEAK SEASON)

30 - 45 days before departure 25% of Cruise Full Fare

15 - 29 days before departure 50% of Cruise Full Fare

8 -14 days before departure 75% of Cruise Full Fare

7 days or less before departure 100% of Cruise Full Fare

No Show / No Written Notice 100% of Cruise Full Fare

### CANCELLATION POLICY

#### 4 NIGHTS CRUISES OR LESS (EXCLUDE SUPER PEAK SEASON)

14 - 45 days before departure 25% of Cruise Full Fare

8 -13 days before departure 50% of Cruise Full Fare

7 days or less before departure 100% of Cruise Full Fare

No Show / No Written Notice 100% of Cruise Full Fare

6. Star Cruises reserves the right to cancel or substitute any scheduled port-of-call / itinerary / price / programme at any time without prior notice.
7. All cruises/passages are subject to the Terms & Conditions of Carriage of Star Cruises ("TTC") available at appointed travel agents or Star Cruises offices and website at www.starcruiises.com



The Leading Cruise Line In Asia-Pacific™

Star Cruises reserves the right to cancel and/or substitute any scheduled port of call/ itinerary/ price/ programme at any time and for any reason whatsoever without notice. Cruises specified herein are governed by Star Cruises' Terms and Conditions, which form part of the passage contract and can be found at www.starcruiises.com. It is the responsibility of the passenger to ensure that he or she has a valid visa to enter those countries that require one. Star Cruises reserves the right to refuse permission to allow passengers who do not possess the required valid travel documents to board. © Copyright first printed in 2014 by Star Cruises. All rights reserved. No part of this flyer may be reproduced or used in any form or by any means – graphic, electronic or mechanical, including but not limited to photocopying, recording, taping or information from storage and retrieval systems without prior written permission from Star Cruises. Information is correct at the time of printing as refer to REG-MAL-SV-W16-SHK-DM001-R7.

# SuperStar Virgo - China and Vietnam

Fares are valid until 31 December 2016 in MYR and are per person based on twin-sharing

Generic Promo

WINTER SEASON 2016  
EX-SHENZHEN

Version: Nov 29, 2016		Itinerary 1	Itinerary 2 - 5	Itinerary 6	Itinerary 7				
Cruise Fare (Promo Index: ASNSV16019)		7-Night Cruise (Sat)	5-Night Cruise (Wed/Fri/Sun)	4-Night Cruise (Mon)	2-Night Cruise (Fri)				
Stateroom description		Promotional Rate	Promotional Rate	Promotional Rate		Promotional Rate			
				Low	Peak	1st Pax	2nd	3rd Pax	4th Pax
<b>AA - AB</b>	Executive Suite (Deck 9 & 10)	9,395	5,835	4,865	9,730	3,565	1,783	FREE (upon 2 full paying pax)	1,783
<b>AC - AD</b>	Junior Suite (Deck 9 & 10)	7,520	4,670	3,890	7,785	2,855	1,428		1,428
<b>AE</b>	Star Suite (Deck 8)	6,765	4,205	3,500	7,005	2,570	1,285		1,285
<b>BA - BC</b>	Oceanview Stateroom with Balcony (Deck 9 - 11)	6,015	3,735	3,115	6,225	2,285	1,143		1,143
<b>CS</b>	Deluxe Oceanview Stateroom with Window (Deck 8)	4,885	3,035	2,530	5,060	1,855	928		928
<b>CA - CD</b>	Oceanview Stateroom with Window (Deck 5, 6 & 9)	4,700	2,920	2,430	4,865	1,785	893		893
<b>DS</b>	Deluxe Inside Stateroom (Deck 8)	3,945	2,450	2,045	4,085	1,500	750		750
<b>DA - DD</b>	Inside Stateroom (Deck 5 - 6, 9 - 11)	3,760	2,335	1,945	3,890	1,425	713		713
The 3rd or 4th guest in the same cabin (applicable to adult)		50% of the Promotional Twin-sharing Fare							
Kid & Infant Fare (below 12 years old) in the same cabin		FREE (upon 2 full paying pax)							
Single Fare		150% of the Promotional Twin-sharing Fare							
Senior Citizen Fare (55 years old & above)		Additional 10% of the Promotional Twin-sharing Fare							
Onboard Credit per cabin (only applicable to BC & above)		HKD 1,350	HKD 900	HKD 1,295	HKD 225				
Onboard Credit per person - 2 years old & above		HKD 1,960	HKD 1,400	HKD 1,120	HKD 560				
Onboard Credit per person - below 2 years old		HKD 455	HKD 325	HKD 260	HKD 130				
Port Charge (subject to change)		703	458	367	245				
Gratuity onboard (per person per night)		AA - AE Cabin: HKD 120		BA - DD Cabin: HKD 100		Gratuity Free for Infant aged below 2 years			

Itinerary 1				Itinerary 2				Itinerary 3				Itinerary 4			
7-Night (Sat) Hong Kong - Shekou - Ho Chi Minh City - Nha Trang - Shekou - Hong Kong				5-Night (Sun) Shekou - Ho Chi Minh City - Nha Trang - Shekou				5-Night (Sun) Shekou - Da Nang - Halong Bay - Shekou				5-Night (Fri) Shekou - Da Nang - Halong Bay - Shekou			
Day	Destination	Arrival	Departure	Day	Destination	Arrival	Departure	Day	Destination	Arrival	Departure	Day	Destination	Arrival	Departure
Sat	Hong Kong	-	1800	Sun	Shenzhen (Shekou)	-	1700	Sun	Shenzhen (Shekou)	-	1700	Fri	Shenzhen (Shekou)	-	2300
Sun	Shenzhen (Shekou)	1000	1700	Mon	Highseas	-	-	Mon	Highseas	-	-	Sat	Highseas	-	-
Mon	Highseas	-	-	Tue	Ho Chi Minh (Phu My)	1500 (1400)	-	Tue	Da Nang	0700 (0600)	1700 (1600)	Sun	Da Nang	0800 (0700)	1800 (1700)
Tue	Ho Chi Minh (Phu My)	1500 (1400)	-	Wed	Ho Chi Minh (Phu My)	-	0100 (0001)	Wed	Hanoi (Halong Bay)	0900 (0800)	2300 (2200)	Mon	Hanoi (Halong Bay)	1100 (1000)	2300 (2200)
Wed	Ho Chi Minh (Phu My)	-	0100 (0001)	Wed	Nha Trang (Cam Ranh)	1300 (1200)	2300 (2200)	Thu	Highseas	-	-	Tue	Highseas	-	-
Wed	Nha Trang (Cam Ranh)	1300 (1200)	2300 (2200)	Thu	Highseas	-	-	Fri	Shenzhen (Shekou)	1100	-	Wed	Shenzhen (Shekou)	1200	-
Thu	Highseas	-	-	Fri	Shenzhen (Shekou)	1100	-								
Fri	Shenzhen (Shekou)	1100	2030												
Sat	Hong Kong	1000	-												
Nov 19 & 26, 2016 Dec 3, 10, 17 & 24, 2016				Nov 13, 20 & 27, 2016 Dec 4, 11, 18 & 25, 2016				Jan 1, 2017				Jan 6 & 20, 2017 Feb 3, 2017 Mar 3 & 17, 2017			

Itinerary 5				Itinerary 6				Itinerary 7							
5-Night (Wed) Shekou - Nha Trang - Ho Chi Minh City - Shekou				4-Night (Mon) Shekou - Da Nang - Shekou				2-Night (Fri) Shekou - Hong Kong - Shekou							
Day	Destination	Arrival	Departure	Day	Destination	Arrival	Departure	Day	Destination	Arrival	Departure	Day	Destination	Arrival	Departure
Wed	Shenzhen (Shekou)	-	2000	Mon	Shenzhen (Shekou)	-	2300	Fri	Shenzhen (Shekou)	-	2030				
Thu	Highseas	-	-	Tue	Highseas	-	-	Sat	Hong Kong	1000	1800				
Fri	Nha Trang (Cam Ranh)	0800 (0700)	1800 (1700)	Wed	Da Nang	0800 (0700)	-	Sun	Shenzhen (Shekou)	1000	-				
Sat	Ho Chi Minh (Phu My)	0800 (0700)	1900 (1800)	Thu	Da Nang	-	1100 (1000)								
Sun	Highseas	-	-	Fri	Shenzhen (Shekou)	1500	-								
Mon	Shenzhen (Shekou)	1500	-												
Jan 11 & 25, 2017 Feb 8, 2017 Mar 8 & 22, 2017				<u>Low Season</u> Jan 16, 2017 Feb 13, 2017 Mar 13 & 27, 2017				<u>Peak Season</u> Jan 30, 2017				Nov 18 & 25, 2016 Dec 2, 9, 16, 23 & 30, 2016			

( ) denotes local time

Peak  
Chinese New Year Jan 30, 2017