

## **BOOKING & CANCELLATION GUIDELINES FOR STAR CRUISES**

### **FIT / GROUP**

#### **PASSENGER DETAILS REQUIRED ON RESERVATION FORM:**

- Passenger's Full Name (as in passport)
- Sex
- Date of birth
- Nationality
- Passport Number
- Passport Expiry Date
- Special request, if any

#### **PAYMENT PROCEDURE:**

Upon receipt of full passenger's details, Map Holidays & Tours / Star Cruises will send a confirmation Invoice. This will show the booking reference, passenger and cruise details along with the total amount payable. Upon receipt of full payment, Map Holidays & Tours / Star Cruises will issue a confirmation slip that valid for embarkation, where it will be exchange for the Boarding Pass.

Full payment must be forwarded to Map Holidays & Tours before collecting the confirmation slip.

#### **RATES:**

a) Christmas and New Year departures, i.e. **holiday surcharge** departures. International Published Rates - applicable on foreigner bookings unless passengers are holding to working permit or resident visa of Pakistan.

b) **MSP** (Minimum Selling Price) - applicable on local bookings and foreigners holding working permit or resident visa of Pakistan or sharing cabin with local national.

c) **45 DAYS EARLY BIRD** - applicable to FIT booking of local national, foreigners holding working permit or resident visa of Pakistan or sharing cabin with local national, at least 45 days prior to departure. Note that EB45 subject to availability.

d) **60 DAYS EARLY BIRD** - applicable to FIT booking of local national, foreigners holding working permit or resident visa of Pakistan or sharing cabin with local national, at least 60 days prior to departure. Note that EB60 is capacity controlled, subject to availability and not applicable on.

e) **GROUP RATES** - applicable to minimum group size of 15 paying cabins and above.

#### **IMMIGRATION REQUIREMENT:**

It is the responsibility of the tour operators / agents to ensure that VISA requirements are complied with. We can provide you with full details if you are unsure. **Star cruises have the rights to refuse passenger boarding if the necessary entry visas are not in order. In the circumstances, this will be treated as No Shows and 100% Cancellation charges will be levied**

#### **VISA ENTRY REQUIRMENT**

See next page for Detail.

#### **AMENDMENT POLICY**

US\$15.00 administration fee (per pax) will be charged for changes to booking after confirmation has been issued. This charge does not include cancellation fees. **Change of cruise departure date less than 7 days before departure, a 100% cancellation will be levied.**

## CANCELLATION CHARGES

Carefully read the Cancellation policy and please take advance deposit from the client at the time of making the reservation to avoid any late Cancellation charges:

<b>Cruise 6 days or more</b>	<b>Cancellation Charge</b>
45 - 30 Days	25% of Full Fare
29 - 15 Days	50% of Full Fare
14 - 08 Days	75% of Full Fare
07 Days or Less	100% of Full Fare
No Show / No Written Notice	100% of Full Fare

<b>Cruise 5 days or less</b>	<b>Cancellation Charge</b>
45 days - 14 days	25% of Full Fare
13 - 08 Days	50% of Full Fare
07 Days or Less	100% of Full Fare
No Show / No Written Notice	100% of Full Fare

## TRAVEL POLICY

Passage for pregnant women's will only be permitted before their 24th week of pregnancy and doctor's certificate stating that they are fit to travel must be provided. For those in 25 weeks of pregnancy or later, passage will not be permitted. Star Cruises reserves the right to refuse to embark any passengers whose medical condition is not made known during reservation or prior to sailing, and shall not be required to refund any portion of fare paid by the aforementioned passengers.

Passports must be valid at least 6 months from the actual date of sailing.

Strictly no refund will be made when passengers are denied embarkation for non-compliance of immigration requirements.

## Visa Requirements

### **SuperStar Libra (Ex Singapore)**

**5D4N, Saturday Sailing**  
**Singapore – Double Entry**  
**Thailand - Single Entry**

**4D3N, Sunday Sailing**  
**Singapore - Double Entry**

### **SuperStar Libra (Ex Port Klang)**

**5D4N, Saturday Sailing**  
**Malaysia – Double Entry**  
**Thailand - Single Entry**  
**Singapore- Single Entry**

**4D3N, Sunday Sailing**  
**Malaysia - Double Entry**  
**Singapore- Single Entry**

Visa on Arrival is only valid for foreigners, Pakistani Nationals/Citizens for entry into Thailand must apply prior to cruise departure.

Double entry Visa for Thailand is required if pax are traveling to Thailand before or after their cruise. Thai Visa must be applied even if pax do not wish to disembark if the port of calls includes Thailand territory.

**Malaysian Visa not require for onboard passengers (ex-Singapore sailing) only, if passengers do not disembark into Malaysia.**

**Note: Immigration Laws are subject to change with or without prior notice**