

## **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:

Cruise 6 days or more	Cancellation Charge
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

Cruise 5 days or less	Cancellation Charge
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 Virgo (Ex Singapore)

#### 5N, Sunday Sailing

Singapore – Multiple (Triple) Entries

Thailand - Single Entry

#### 3N, Sunday Sailing

Singapore - Double Entry

Thailand - Single Entry

#### 2N, Wednesday Sailing

Singapore - Double Entry

#### Singapore – Visa

- Original Passport
- Original CNIC
- Covering letter
- Sponsorship letter
- 2 Photographs matt finish (white background)

#### Thailand – Visa

- Original CNIC
- Original Passport
- Covering letter
- Bank statement last six months up to date
- Bank Account maintenance letter
- 3 Photographs matt finish (white background)

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.

**On complimentary basis, Malaysian Visa will be arranged for Star Cruises' passengers onboard only.**

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

## ACCOMMODATION & FACILITIES

### A - OCEAN VIEW ACCOMMODATION:

\*All accommodation below has a private bathroom with separate shower and toilet, remote control digital TV, safe deposit box, in-house telephone and hair-dryer.

Suite Category	Description	Deck #	Detail
AA	Executive Suite	Deck 9 & 10	Outside Suite with Balcony & Jacuzzi, One king size bed
AB	Executive Suite	Deck 10	Outside Suite with Balcony & Jacuzzi, One king size bed
AC	Junior Suite	Deck 9	Outside Suite with Balcony & Jacuzzi, One king size bed & one double sofa bed
AD	Junior Suite	Deck 10	Outside Suite with Balcony & Jacuzzi, One king size bed & one double sofa bed
BA	Ocean View Stateroom with Balcony	Deck 11	One Queen size bed & one double sofa bed OR two single beds & one double sofa bed OR one special sofa bed & a single sofa bed
BB	Ocean View Stateroom with Balcony	Deck 10	One Queen size bed & one double sofa bed OR two single beds & one double sofa bed OR one special sofa bed & a single sofa bed OR two single beds
BC	Ocean View Stateroom with Balcony	Deck 9	One Queen size bed & one double sofa bed OR two single beds & one double sofa bed OR one special sofa bed & a single sofa bed
CA	Ocean View Stateroom with Window	Deck 8 & 9	Two single beds, Pullman bed sofa
CB	Ocean View Stateroom with Window	Deck 6	Two single beds, Pullman bed sofa
CC	Ocean View Stateroom with Window	Deck 5	Two single beds, Pullman bed sofa
CD	Ocean View Stateroom with Porthole	Deck 5 & 6	Two single beds, Pullman bed sofa

### B - INSIDE ACCOMMODATION:

\*All accommodation below has a private bathroom, remote control digital TV, safe deposit box, in-house telephone and hair-dryer.

DA	Inside Stateroom	Deck 10 & 11	Two single beds, Pullman bed & one slide bed with / without sofa
DB	Inside Stateroom	Deck 8 & 9	Two single beds, Pullman bed & one slide bed with / without sofa
DC	Inside Stateroom	Deck 6	Two single beds, Pullman bed & one slide bed with sofa
DD	Inside Stateroom	Deck 5	Two single beds, Pullman bed & one slide bed with sofa