



24 January 2020

Important notice

Dear Guests,

In view of the latest development of the regional outbreak of the 2019 novel coronavirus (2019-nCoV) in Asia, kindly be advised that Authorities in China have enforced a travel ban on cities in the Hubei province until further notice.

Star Cruises is working closely with the relevant local and international government authorities to monitor the development of the reported regional outbreak in the region. In view of this, please note affected guests (as listed below) departing today onwards will be prohibited to board any of the Star Cruises ships until further notice and will be entitled to a full refund. The listing of affected guests is as per below:-

- Guests with laboratory-confirmed cases of the novel coronavirus and their families
- Guests in isolation with suspected novel coronavirus cases and their families
- Guests holding passport issued in Hubei province or have been to the Hubei province in the last 14 days before the departure date and their families
- Guests at the terminal that are diagnosed with fever or other related novel coronavirus symptoms, as well as their families

Also, Star Cruises would like to extend free cancellations with a full refund option for any medical staff in contact with the novel coronavirus and their families (official proof/ documentation required) for their cruises departing between 24 January 2020 to 6 February 2020.

Star Cruises has promptly implemented precautionary measures, including health screening and temperature measurements for all embarking guests and crew members, as well as stringent sanitization and enhanced disinfection protocols on board its ships across the fleet. Star Cruises would like to reiterate that it maintains the highest preventative hygiene and sanitation standards on board its fleet and is committed to safeguarding the health of all guests and crew.

Should there be any new developments; updates will be provided to our guests and relevant parties accordingly.

Please contact our hotlines for assistance:

Genting Rewards members	
Mainland China: +86 4001 203 233	Hong Kong: +852 2110 3838
Singapore: +65 6220 7801	Taiwan: +886 2 2175 9590
Malaysia: +60 3 2302 1388 (Kuala Lumpur) +60 3 2302 1388 (Penang)	Email: mccenq@resortsworldatsea.com
Genting Cruise Lines reservation counters	
Hong Kong: +852 2317 7711	Penang: +604 2628388
Singapore: +65 6808 2288	
General Customer Services	
Mainland China: +86 20 400 881 0348	Hong Kong: +852 2317 7711
Singapore: +65 6223 0002	Philippines: +632 8836 6080
Malaysia: +603 2302 1288 (Kuala Lumpur) +604 263 1128 (Penang)	Email: reservations.en@gentingcruiselines.com

*Guests booked via travel agents: please contact your respective travel agencies for assistance.

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Kindly refer to the terms and conditions of the Ticket Contract (Passage Contract) on your booking confirmation.