



22 June 2020

Important Notice

Dear Guests,

With the latest development of the evolving COVID-19 situation, please be informed that Genting Cruise Lines is rescheduling and redeploying its fleet in the region under Genting Cruise Lines, which include Star Cruises. As such, kindly be advised that SuperStar Aquarius' cruise itineraries departing from Keelung between 2 October 2020 and 23 October 2020 will be cancelled. We truly apologize for any inconvenience caused due to this cancellation. However, we look forward to serving the Taiwan market in the very near future with our cruise ships under Genting Cruise Lines and will continue to update our guests on the latest deployments in Taiwan soonest possible.

Please note the affected sailings are as follows:

- 3D2N High Sea cruise departing on 2 October 2020
- 4D3N Ishigaki / Naha cruise departing on 4 October 2020
- 3D2N Ishigaki cruise departing on 7 October 2020
- 3D2N High Sea cruise departing on 9 October 2020
- 4D3N Miyakojima / Nakagusuku cruise departing on 11 October 2020
- 3D2N Miyakojima cruise departing on 14 October 2020
- 3D2N High Sea cruise departing on 16 October 2020
- 4D3N Miyakojima / Naha cruise departing on 18 October 2020
- 3D2N Miyakojima cruise departing on 21 October 2020
- 3D2N High Sea cruise departing on 23 October 2020

Guests may cancel their cruise with a full refund. Please contact the original booking source for the necessary arrangements.

Please note for affected Genting Rewards members who are sailing using Genting Points or cabin promotions, please contact our Genting Rewards members' customer service hotline.

Star Cruises strives to ensure the best cruise experience for our guests and we thank you in advance for your kind understanding and support.

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.

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