



The Leading Cruise Line In Asia-Pacific™

Booking Policy - India Market

Groups and FIT

Circulation date: 14th August 2012

This policy supersedes all earlier versions.

COOLING PERIOD – Normal FIT Bookings

| Booking made | Cooling Period |
|-----------------------------------|---|
| 45 days – 30 days prior departure | 05 calendar days; after which cancellation charges applicable |
| 29 days – 21 days prior departure | 03 calendar days: after which cancellation charges applicable |
| 20 days – 15 days prior departure | 02 calendar days: after which cancellation charges applicable |
| 14 days – 8 days prior departure | 01 calendar day: after which cancellation charges applicable |
| 7 days or less prior departure | 100% cancellation charges applicable |

***Important: Cooling Period does not apply to super-peak dates, i.e. Christmas and New Year.
Cooling Period is not applicable for group bookings.***

Note:

1. Cooling Period - Grace period for consideration of bookings without cancellation charges imposed.

Calendar Day – excludes Saturday and Sunday.

2. The Sales Agent must furnish SCML or the Canvasser Agent the proper passenger information which complies with immigration requirements. It should be faxed or electronically mailed to SCML immediately and no later than seven (7) working days prior to sailing, and in exceptional cases, three (3) working days prior to sailing. In the event the Sales Agent failed to submit the proper passenger information to Star Cruises Reservation Office within the stipulated period, SCML reserves the right to reject or cancel such booking.
3. The Sales Agent must make available or otherwise notify the passengers on the Terms and Conditions of Carriage of Star Cruises.
4. The Sales Agent is responsible to inform the passenger on the immigration, health, quarantine, health and exchange controls regulations of the countries which the passengers will visit.
5. Cooling Period will not be applicable if existing booking are cancelled and rebooked or postponed.



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AMENDMENT POLICY – FIT

An amendment fees shall be charged at **INR 1000** per passenger for the following amendments after the acceptance of bookings by Star Cruises Reservation Office:-

- Change of Passenger Name
- Swapping passenger / rooming list
- Change of Cruise Departure Dates
- Downgrading of Cabins
- Change of Vessel
- Down sell itinerary

AMENDMENT POLICY – Groups

An amendment fees shall be charged at **INR 1000** per passenger for the following amendments after the acceptance of bookings by Star Cruises Reservation Office:-

- Change of Passenger Name
- Swapping passenger / rooming list
- Downgrading of Cabins

Note:

- Amendment fees are applicable for amendments requested until 02 working days prior to departure post which no amendments will be allowed.
- No charge shall be levied for the Upgrading of Cabins.
- No charge shall be levied for upsell of itinerary provided that the original departure is remaining.
- 100% cancellation fee will be applicable for change of cruise departure date 7 days or less before departure. This is applicable for cruise length more than 1 night and applicable for FIT only.
- Postponement of cruise booking to a new sailing date can be done only once and it should be in the next 6 months of the original booking date.
- As for 1 night cruise to nowhere; 100% cancellation fee will be applicable for change of cruise departure date 5 days or less before departure. Applicable for FIT only
- 100% cancellation fee will be applicable for super peak season i.e. Christmas & New Year.
- **Prevailing rates will be applicable for change of departure and additional cabin.**
- **Split of cabin; the new cabin will be considered as new booking at prevailing rates.**
- **Add on passengers in the same cabin will be charged at original rates.**
- **Change of all passengers in the original cabin will be treated as cancellation and prevailing rates will be applied.**
- **Postponement of Cabins blocked under group are not allowed**



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CANCELLATION POLICY

1. Notification to cancel cruise bookings must be made in writing to Star Cruises Reservation Office **or Star Cruises India Operation Team** and shall be effective only upon actual receipt by Star Cruises Reservation Office **or Star Cruises India Operation Team**. Sales Agent is reminded to confirm the notification of such cancellation by telephone also in order to avoid disputes. Written communication is mandatory.
2. The cancellation policy of Star Cruises shall apply as follows :-

FIT

| Cancellation Policy for All Itineraries Except 1 night CNW Cruises (All Vessels) | |
|--|-----------------------------------|
| Any Cruise Length (Except 1 Night) | Cancellation Charges (per person) |
| 45 – 30 days prior departure | 25% of Full Fare |
| 29 – 15 days prior departure | 50% of Full Fare |
| 14 – 08 days prior departure | 75% of Full Fare |
| 07 days or less prior departure | 100% of Full Fare |
| No Show / No Written Notice | 100% of Full Fare |

| Cancellation Policy for 1 night CNW Cruises (All Vessels) | |
|---|-----------------------------------|
| Cruise length 1 night CNW | Cancellation Charges (per person) |
| 29 – 14 days prior departure | 25% of Full Fare |
| 13 - 06 days prior departure | 50% of Full Fare |
| 05 days or less prior departure | 100% of Full Fare |
| No Show / No Written Notice | 100% of Full Fare |

3. The Sales Agent is required to notify its customers of Star Cruises cancellation charges above. Failure to do so will render Sales Agent liable for any claims or compensation arising from disputes in the cancellation charges levied.
4. The above information is accurate at the time of printing and is subject to Star Cruises Terms & Conditions. Star Cruises reserves the rights to change the policies at any time without prior notice.



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GROUP (Above 10 Paid cabins)

GROUP CANCELLATION / CHANGE OF DEPARTURE DATE POLICY

Any Cruise Length

| Cancellation Notice Received by: | Cancellation Charges (per person) |
|----------------------------------|-----------------------------------|
| 45 – 30 days before departure | 25% of Full Fare |
| 29 – 15 days before departure | 50% of Full Fare |
| 14 – 08 days before departure | 75% of Full Fare |
| 07 days or less | 100% of Full Fare |
| No Show / No Written Notice | 100% of Full Fare |

REVIEW POLICY

(minimum 10 paid cabins)

| | |
|------------------------------------|--|
| <u>10 – 50 Cabins</u> | <ul style="list-style-type: none"> 1st and Final review: 30 days before departure, release 25% unused cabins. If Cabins are released in excess with 25% then cancellation charges as per policy will apply. |
| <u>51 – 100 Cabins</u> | <ul style="list-style-type: none"> 1st review: 45 days before departure, release 25% unused cabins. If Cabins are released in excess with 25% then cancellation charges as per policy will apply. Final review: 30 days before departure, release 15% of unused remaining cabins as per the latest block. If Cabins are released in excess with 15% then cancellation charges as per policy will apply. |
| <u>101 Cabins and above</u> | <ul style="list-style-type: none"> 1st review: 60 Days before departure, release 25% unused cabins, 25% cancellation charges will be applicable on cabins released in excess of permissible limit. Final review: 30 days before departure, release 10% unused remaining cabins as per the latest block. If Cabins are released in excess with 10% then cancellation charges as per policy will apply. |



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Note:

- For Group blockage received within 30 days before departure, GL is required to process the booking.
- CL is required for all groups irrespective of the booking date for a group to be qualified.
- Any group falls below the minimum 10 paid cabins, it will not qualify as a group and no Group benefits or rates will be applied. It will be converted into FIT booking.
- Name list has to be fed minimum 07 days prior to departure or else the same will not be given priority by the Group Desk.
- All Confirmed Groups will be under preview of Cancellation/Amendment Policy as listed above.



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GROUP Deposit Policy

(Minimum 10 paid cabins and Above)

- **Cruise date 4 months and above**

10% deposit within 14 Days from the timing of booking.
60% deposit 30 days before departure.
Balance payment 7 days before departure.

- **Cruise date between 4-2 months**

20% deposit within 14 Days from the timing of booking.
50% deposit 30 days before departure.
Balance payment 7 days before departure.

- **Cruise date less than 2 months**

30% deposit within 14 Days from the timing of booking.
50% deposit 30 days before departure.
Balance payment 7 days before departure.

- **Cruise date less than 7 days**

100% full payment upon confirmation of blockage.

Note:

- The policy will be followed strictly and non-compliance may lead to withdrawal of the blocks with or without notice.
- The responsibility of the blocks still remains with the PSA.
- Any payments done which are not in line with the amounts expected as per policy, will also be treated as above and may result in withdrawal of block with or without notice.
- All payments to be cleared prior departure.
- Groupdesk has the right to not feed in names and issue the GC if payments are not in.
- Deposit is transferable to another group only if alternative sailing date is within 60 days of the original departure date.
- To be followed with immediate effect.



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GROUP BENEFITS

(Cruise length 2 Nights and Above)

- 30% off conference facilities (on venue and equipments).
- FOC cocktail for 30 minutes- only soft drinks and beer.
- Group check-in and check-out.
- Upgrade as per below tier:

| No. of paid cabins blocked | No. of FOC upgrade accorded to group |
|----------------------------|--------------------------------------|
| 19 – 30 cabins | NIL |
| 31 – 55 cabins | 02 FOC upgrade cabins |
| 56 – 75 cabins | 03 FOC upgrade cabins |
| 76 – 90 cabins | 04 FOC upgrade cabins |
| 91 cabins & above | 05 FOC upgrade cabins |

- The Upgrade is a one Tier upgrade and on the basis of maximum categories cabins blocked in the group.
- IS to OS (CC), OS to OB (BC) and OB to BA.
- Only applicable for group size of 31 paid cabins and above.
- Conference facilities and timing will be subject to availability.
- To be followed for all new blocks effective the circulation date and for departures from 1st October 2012 onwards.



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FOC Policy for Groups (Cruise length 2 Nights and Above)

| No. of paid cabins blocked | No. of FOC cabin accorded to group |
|-----------------------------------|---|
| 19 – 30 cabins | 01 cabin |
| 31 – 55 cabins | 02 cabins |
| 56 – 75 cabins | 03 cabins |
| 76 – 90 cabins | 04 cabins |
| 91 cabins & above | 05 cabins |

- Category of FOC cabins are based on 90% of cabin category utilized / blocked and based on twin-sharing.
- FOC cabins are not applicable for Christmas, New Year and Chinese New Year sailing dates.
- Maximum of 05 cabins per group.
- Strictly applicable to group bookings only.
- **To be followed for all new blocks effective the circulation date and for departures from 1st October 2012 onwards.**



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Policies for Reece Trips

- All Reece trips to be on MSP rates and not TIR.
- Cost of Reece cabins to be off-settled against the final invoice of the group.
- Number of cabins for the reece trip will be subject to Star Cruises discretion and approvals.
- To be followed from immediate effect.



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Policies for Series departures

SuperStar Virgo (Ex Singapore)

- Please be guided that no series policy will be applicable on SuperStar Virgo Ex Singapore effective departure date 3rd October 2012.

All ships except SuperStar Virgo

Series policy will be applicable as per the below terms and conditions:

- Rates will be accorded as per promo summary approved for the year and the below terms and conditions to be applicable only for series operators as approved by India Sales.
- The below terms and exclusive to SSR (3 Nights) and SPC 01 night departures.
- Cabins are subject to availability.
- Printed brochure has to be submitted as evidence of series departure
- All cabins are on "Sell and Report basis"
- Payment T & C as per PI
- Star Cruises reserves the right to withdraw cabin allotment with written notification prior to withdrawing allotted cabins
- FOC and benefits as per standard policy
- 21 days review period (NIL Cancellation) for blockage released without name list.