



The Leading Cruise Line In Asia-Pacific

Booking Policy - India Market

Group With effect from 15th April 2011

FIT Policy with effect from 1st July 2011

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.

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



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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 11 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

GROUP DEPOSIT / REVIEW POLICY

(minimum 11 cabins)

<p><u>11 – 50 Cabins</u></p> <ul style="list-style-type: none"> • 30% deposit within 14 days • Balance payment 14 days before departure 	<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.
<p><u>51 – 100 Cabins</u></p> <ul style="list-style-type: none"> • 30% deposit within 14 days • Balance payment 21 days before departure. 	<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.
<p><u>101 Cabins and above</u></p> <ul style="list-style-type: none"> • 30% deposit with 14 Days • Balance payment 30 Days prior departure 	<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.
<ul style="list-style-type: none"> • For Group blockage received within 30 days before departure, GL is required to process the booking and full payment upon confirmation of blockage. 	



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- CL is required for all groups irrespective of the booking date for a group to be qualified.
- Any group falls below the minimum 11 cabins, it will not qualify as a group and no Group benefits or rates will be applied. It will be converted into FIT booking.

Note:

- Deposit is transferable to another group only if alternative sailing date is within 60 days of the original departure date.
- All Confirmed Groups will be under preview of Cancellation/Amendment Policy as listed above.
- Naming list irrespective of the group size has to be submitted at least 10 days prior departures.

GROUP BENEFITS

(Cruise length 2 Nights and Above)

1. 30% off conference facilities (on venue and equipments)
2. FOC cocktail for 30 minutes - only soft drinks and beer
3. Group check-in and check-out.
4. Upgrade organizer's cabin to maximum 03 OB cabins. The upgrade is one tier upgrade and to the lowest cabin category of that tier. The upgrade will be based on the maximum category of cabins blocked in the group.

IS to OS (CC)

OS to OB (BC)

OB to BA.

Note:-

- Only groups of minimum 30 cabins will be entitled to above.
- Conference room and timing will be subject to availability.