



RESERVATION POLICY

CRUISE LENGTH 4 NIGHTS OR LESS

CANCELLATION NOTICE RECEIVED	CANCELLATION CHARGES
14 days or more prior departure	25% of full cruise fare + Processing Fee RM 50 Per Cabin
13 - 08 days prior departure	50% of full cruise fare + Processing Fee RM 50 Per Cabin
07 days or less prior departure	100% of full cruise fare + Processing Fee RM 50 Per Cabin
No Show / No Written Notice	100% of full cruise fare + Processing Fee RM 50 Per Cabin

* **cancellation day include Saturday and Sunday**

CRUISE LENGTH 5 NIGHTS OR MORE

CANCELLATION NOTICE RECEIVED	CANCELLATION CHARGES
30 days or more prior departure	25% of full cruise fare + Processing Fee RM 50 Per Cabin
29 - 15 days prior departure	50% of full cruise fare + Processing Fee RM 50 Per Cabin
14 - 08 days prior departure	75% of full cruise fare + Processing Fee RM 50 Per Cabin
07 days or less prior departure	100% of full cruise fare + Processing Fee RM 50 Per Cabin
No Show / No Written Notice	100% of full cruise fare + Processing Fee RM 50 Per Cabin

* **cancellation day include Saturday and Sunday**

TYPE OF AMENDMENT	AMENDMENT CHARGES (PER AMENDMENT & PER PERSON)
Change of Passenger Name (min 1 person maintain in cabin)	RM 50.00
Swapping Passenger / Rooming List	
Change of Cruise Departure Date / Vessel (min 7 days notice prior to departure)	
Downgrading of Cabins	
Shorten Cruise Length	

* **Change of Cruise Departure Date for 3 Night SuperStar Libra, min 30 days notice prior to departure**

BOOKING MADE PRIOR TO DEPARTURE	COOLING PERIOD
30 days or more	05 calendar days, after which cancellation charges applicable
29 days - 21 days	03 calendar days, after which cancellation charges applicable
20 days - 8 days	02 calendar days, after which cancellation charges applicable
07 days or less	NO COOLING PERIOD

* **Calendar days** - excludes Saturday and Sunday

* **Cooling period does not apply to super-peak dates ie Christmas, New Year and Chinese New Year.**

Remark :-

* **Cancellation fees stated above are applicable for low and mid season only. For peak season, 100% cancellation fees apply.**

* 100% cancellation fee will be applicable for change of cruise departure date 7 days or less before departure.

* Change of all passengers in the original cabin will be treated as cancellation and prevailing rates will be applied.

* Additional passengers into the same cabin will be charged at Original Booked Rates.

* **A passenger under 18 years of age must be accompanied in the same cabin by a passenger 18 years or older.**

* Cooling period - grace period for consideration of bookings without cancellation or amendment charges imposed.

* All valid passports must have at least 6 months validity from the actual date of sailing.

* Strictly no refund will be made when customers are denied embarkation for non-compliance of the above immigration requirements.

* Promotion applicable to Malaysia residents and foreigners with work permit or PR status in Malaysia only.

* Gate closes two hours before departure.

* **Deposit 50% of fare stated above are applicable for low and mid season only. For peak season, 100% payment of Full fare.**

* All the above will be subjected to change without prior notice.

* Change date will charge RM 40 amendment fee and follow new promotion fare.