



BOOKING TERMS AND CONDITIONS

BOOKING / RESERVATION

All fares are displayed in Singapore Dollars or US Dollars depending on the country of booking. Full payment is required for all bookings.

1. VISA / PASSPORT REQUIREMENTS AND PASSAGE RESTRICTIONS

All passports must have at least 6 months validity as at the end of the sailing. Passengers are responsible to ensure that all travel documents and visas are in order prior to departure from their home country. Visa and immigration regulations vary depending on the travel destinations and the nationalities of the passengers. Passengers are advised to consult their local agents and/or diplomatic representations on the immigration formalities for their proposed itineraries. Visa application is at passenger's own arrangements. No refund will be made to passengers who are denied embarkation for non-compliance of immigration requirements.

2. AMENDMENT

A S\$130 administrative fee (per person per change). Charges will be based on your booking currency.

TYPE OF AMENDMENT (PER AMENDMENT & PER PERSON)	
<ul style="list-style-type: none"> Change of Name (Partial Only) (at least 1 of the original passenger's name remains unchanged in each of the original cabins. Otherwise, change of ALL passenger in an original cabin will be treated as cancellation (based on cancellation policy) and prevailing rates will be applied to new booking.) 	S\$130
<ul style="list-style-type: none"> Swapping Passenger between Cabin 	

- Change of all names in a cabin, change of sailing date and downgrading of cabin category are considered as cancellation and cancellation penalty applies.
- Adding of additional passenger to a cabin is subject to availability and will be charged at prevailing rates.
- Subject to all other provisions of this Amendment Policy and Cancellation Policy:
 - amendment fees are applicable to those amendment requests received not less than 7 calendar days prior to the departure date.
 - any amendment request received 7 calendar days or less prior to the departure date, 100% of full cabin fare will be levied as cancellation penalty.
- Amendment request must be made to StarDream Cruises by email and shall be effective only upon receipt by the reservation office.

3. CRUISE CANCELLATION

Cancellation prior to sailing	Cancellation Charges (per person)	Administration Fees
More than 103 days	S\$50	-
102 to 48 days	30% of total fare	S\$50 Per person
47 to 32 days	50% of total fare	
31 – 17 days	75% of total fare	
16 days or less	100% of total fare	
Promotion fares/ Peak Sailings	100% of total fare	
No Show	100% of total fare	-

- All cancellation fee imposed will be based on total fare.
- Cancellation notification must be made to StarDream Cruises by email.
- 100% cancellation charges will be levied for Non-refundable promotion fares and sailings classified as peak sailings.
- Change of all names in a cabin, change of sailing date and downgrading of cabin category are considered as cancellation and cancellation penalty applies.

4. SINGLE TRAVELER

Single traveler supplement charges are based on 200% of the Twin-Sharing cruise fare unless otherwise stated.

5. ADDING OF CABIN

The additional cabin will be charged at prevailing rates.

6. ADDITIONAL PASSENGERS

Adding of passenger is subjected availability and will be charged at prevailing rates.

7. INFANT & MINOR POLICY

Infant (below 2 years old) sharing the same cabin with 2 full paying passengers will be charged an infant rate. All passengers must be more than 6 months old on day of sailing in order to sail. Children under 18 years of age must be accompanied in the same or connecting cabin by a passenger 18 years or older.

8. PREGNANCY POLICY

StarDream Cruises will not accept passengers who have entered their 24th week of pregnancy by the beginning of, or at any time during their cruise vacation. A doctor's fit to travel is required to be presented to the check-in staff.

9. RIGHT TO REJECT

StarDream Cruises reserves the right to refuse embarkation to passenger/s whose medical condition is not made known during reservation or prior to sailing and shall not be required to refund any portion of the fare.

10. RESPONSIBILITY

The company and its associated agents act only as agents for the tour members, transportation /accommodation companies, entertainment or meal suppliers and any other principals involved in the package. All tickets vouchers and documents issued are subject to the terms & conditions and contracts under which such transportation and services are provided. The Company and its associated agents, representatives are not responsible and expressly disclaim any liability for any injury, illness, damage, loss, delay, accident or irregularities that may be caused to person or property and contact of the owner or operator of the service involved. The transportation companies or firms shall be exempted from all liability in respect of any detention, delay, loss, danger, sickness or injury, by whosoever caused and of whatever kind occurring of or to the tour member at any time when the tour member is not on board a carrier or conveyance used or operated by the transportation companies. The Company does not accept any liability in contact or in tort for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by events which are beyond its control, or which are not preventable by reasonable diligence on its part including but not limited to war, civil disturbances, fire, floods, unusually severe weather, acts of gods, acts of government of any authorities, accidents to or failure of machinery or industrial action. Overseas agents, tour managers, guides or employees are not authorized to commit the Company to any liability whatsoever and the Company will not be bound by any statement or representation, unless it is in writing and signed by a management executive of the Company.

11. StarDream Cruises reserves the right to cancel or substitute any scheduled port of call/itinerary/price/programme at any time without prior notice.

12. All cruises are subject to the Terms & Conditions of the Passage Contract of StarDream Cruises.

13. The booking Terms & Conditions need to be applied in conjunction with the COVID-19 Supplemental Terms and Conditions

14. By proceeding with the reservation, it is deemed that the passenger have read, understood and accepted the Terms & Conditions which may be amended by StarDream Cruises from time to time without prior notice.



Due to COVID-19 safety guidelines, requirements for travel are subject to change at any time. Please ensure that prior to your departure, read our "Genting Dream COVID-19 Management Supplementary Terms and Conditions" at www.stardreamcruises.com for the up-to-date checklist to ensure you bring all required documents and fulfil all COVID-19 criteria as stipulated by the Singapore Government for boarding.

- Bring your valid passport with at least 6 months validity as at the end of the sailing.
- NRIC/FIN or Birth Certificate (for guests under 15 years old) for Singapore Residents
- Bring a printed or an electronic copy of your cruise ticket

1. Please provide us with the exact name as printed on your passport and please check your invoice to ensure that the names are entered correctly otherwise you may not allow to board a cruise ship.
2. We will comply with all relevant obligations under the Personal Data Protection Act 2012 ("PDPA") governing the collection, use, disclosure and care of your personal data in accordance with our privacy statement, a copy of which can be found at www.ChanBrothers.com/Privacy.
3. Other terms and conditions apply: <https://www.chanbrothers.com/PackageTourTnCs>
4. We strongly encourage you to purchase your own Travel Insurance.

To safeguard your interest, we strongly recommend all guests to purchase travel insurance to protect yourself against any unforeseen circumstances that may disrupt your trip.

Please assist to fill up the declaration form for our records.

Full Name As Per NRIC	
Cruise Date	
Name Of Travelers	

Will you be purchasing a travel insurance for your cruise?

Please indicate your preference below:

(Tick appropriate box)

<input type="checkbox"/>	Yes	I will purchase the travel insurance through the travel agent or myself via insurance website.
<input type="checkbox"/>	No	Reasons include "I will purchase such travel insurance later", "I have already purchased such travel insurance" or "I do not wish to be insured".

Please acknowledge the accuracy of this form by signing below.

Name/ on behalf all passengers: _____ Signature: _____

Booking No. : _____ Date : _____