

Starcruises - Frequently Asked Question

1. What should I get prepared for cruise vacation?

Travel Documents

Please ensure that you bring along the proper travel documents for your cruise.

International cruises

An **international passport** with a minimum validity of **six months from the date of sailing** with work permit / employment pass / student pass / immigration card is required.

Domestic Cruise

Adult-Original MyCard

Kid – Original Mykid or Birth Cert

2. What's Included In My Cruise Fare?

Just about everything – your accommodation, meals in designated outlets, entertainment, parties, gala dinner, facilities and many onboard activities are all part of the fare.

3. What's Not Included In My Cruise Fare?

Optional shore excursions, alternative dining, selected shows / entertainment, items of personal nature such as beverages, telephone calls, facsimile or e-mail services, shop purchases, laundry, beauty treatment, hairdressing and massage services, medical services, port charges, fuel charges, insurance, government taxes and fees are not included in the fare.

4. Passage Restrictions (For pregnant woman)

Passage for a pregnant woman will only be permitted before her 24th week of pregnancy at the time of sailing.

Children aged 6 months or less at the commencement of the cruise will be refused permission to board the cruise ship.

5. Any Vaccination required?

At the current time, no vaccinations are compulsory for any Star Cruises destination. However, guests may wish to consult their doctor to make sure their immunisation records are up-to-date or if any further vaccinations are required in those countries that are in their cruise itinerary.

6. Is there a dress code?

Smart casual attire is suitable for most occasions. For your dining pleasure as well as for other guests, elegant casual attire is required during dinner at fine dining restaurants such as Bella Vista onboard SuperStar Virgo. However, a lounge suit or jacket and tie for men, and an evening dress for ladies, are recommended on gala nights.

7. What Currency are we using?

Most foreign currencies are accepted onboard at prevailing exchange rates. The onboard currency will be that of the country where the ship is based (e.g. Ringgit Malaysia for cruises out of Malaysia, Singapore dollars for cruises out of Singapore, Hong Kong dollars for cruises out of Hong Kong). Most major credit cards (Visa / Master / JCB / Amex / Diners) are accepted, along with travellers cheques, but not personal cheques.

8. Do I pay every time I spend on board?

No. It's cashless system on board. Your Access Card functions as a charge card and stateroom key onboard our vessels.

You will be able to use this card onboard when you order any of food and beverage and service outlets as cash is not accepted in any of our outlets.

Please ensure that you sign your name at the back of the card as a verification for Star Cruise and present it to their Service crew when you want to settle your bill.

There is an initial credit limit for your Access Card which may be increased by presenting your credit card for verification at the Reception.

Major credit cards (Visa / Master / JCB / Amex / Diners) are accepted with a specified floor limit.

9. How can I control my children spending?

Should you wish to limit or bar the use of your children's Access Cards for purchases, please have them re-encoded at the Reception.

Otherwise, your children may sign for any facilities or purchases and you will be liable for those charges.

10. What should I do if I lost my access card?

A: Please report the loss of your Access Card immediately to the Reception where a new one will be issued and the former invalidated.

This will prevent any liability for charges incurred on the lost card.

11. Is there any penalty if I lost my access card?

A: No. The replacement card is free of charged.

12. Physically Challenged Guests

Most areas onboard our vessels are accessible to the physically challenged. There are also cabins for the physically challenged, with wider doorways and larger bathrooms with grab bars and folding shower seats. The ship also provides wheelchairs for emergency purposes.

13. Luggage

For your comfort and convenience, we recommend that each guest take no more than one suitcase and one hand baggage. These must fit comfortably in your cabin as no baggage will be stored in the ship's hold. Your total baggage weight should not be more than 30kg.

Check-in baggage will be delivered to the respective cabins no later than 60 minutes after sailing. Guests who do not receive the luggage by this time may contact the Concierge onboard.

Embarkation Process

14.1 Waiting to check-in

While waiting to check-in, Star Cruise Staff will check passengers' passport for validity and visas (if required) as a pre-check-in procedure to expedite the check-in process.

14.2 How to Check in

Please present your passport / government photo ID (MyCard/Mykid) and Confirmation Slip at the counter where you will be given an Access Card. Your Access Card is important as it serves as a boarding pass, cabin key and charge card onboard. Upon receipt of your Access Card, you should sign it immediately like any credit card.

Admiral Class, Balcony Class and World Cruiser guests will receive Yellow, Red and Blue Access Cards respectively. Have the relevant immigration forms completed together with your passport during check-in.

14.3 Baggage Check In

Check-in baggage at the counter (please check with Star Cruise Staff if you are not sure the location) and baggage will be delivered to the respective cabins no later than 60 minutes after sailing. Guests who do not receive the luggage by this time may contact the Concierge onboard.

14.4 Boarding

Guests will need to pass through security screening and present their Access card prior to boarding. Those cruising with children may hold their Access Cards on their behalf. As embarkation procedures may change and vary from port to port please follow the directions of the crew and signage to embark the ship.

Upon entering the ship please hand your Access Card to the crew to 'swipe' and 'encode' your cabin details and record your presence onboard. Please do not walk through without 'encoding' as you will not be able to gain access to your cabin. Remember to swipe your access card whenever you leave or enter the ship.

Onboard Facilities

15.1 Beauty Services

Hairstyling and beauty services are available

15.2. Is Cellular@Sea Service available in port?

The Cellular@Sea service will automatically shut down when a ship is entering port, and turn on when the ship is at least 12 nautical miles at sea. When connected to Cellular@Sea, GSM phones will either display "WMS", "CellularAtSea", "908.18" or "Nor-18".

15.3. Cellular Phone Service & Texting at Sea

Freestyle Cellular Service

Star Cruises guests can make and receive calls, send and receive text messages, read emails and surf the web on their own cell phones and mobile devices just as they do on land when the ship is at sea, thanks to Wireless Maritime Services' Cellular@Sea Service. Just check with your cellular phone carrier that your cell phone will be able to roam internationally. Keeping in touch with your friends and family, while at sea, has never been easier.

15.4. How much will I be charged when I use my cell phone onboard?

The rates vary according to your cellular phone carrier and the pricing /roaming plan which you have established with them directly. The charges incurred will appear on your normal mobile carrier's bill you receive at home. For more information on exact pricing contact your carrier or visit their webpage.

15.5. Can my family call me onboard?

Yes, Star Cruises guests can also be contacted on our ships by calling the guest's cell phone number. The service works just as it does on land. If the party does not answer, a voice message can be left on the phone and later retrieved by the guest.

15.6. How to make calls?

Dial "+" followed by country code, city code and number, just as you would when traveling abroad. For more information about Cellular@Sea and Wireless Maritime Services, please visit: www.wmsatsea.com

16. Child Care / Children's Activities*

Child Care Centres provide fun activities for the young ones under the care of our staff. A baby-sitting service is also available at a nominal charge.

If your kids are old enough to look after themselves, we have plenty of facilities and activities to keep them occupied and entertained. Please check with the respective Child Care Centre for detailed programmes.

*Facilities vary from vessel to vessel.

17. Dining

You can enjoy up to 4 meals a day which are included in the cruise package at the main dining restaurants or dine at our alternative restaurants which includes the Spices Restaurant and Blue Lagoon, a fully certified 'Halal' outlet on SuperStar Libra at moderate charges.

Please present your Access Card when entering any restaurant for verification purposes. Our restaurants have ample seating to accommodate all guests over the dining periods. However, to avoid any congestion, you may wish to eat earlier or later during the meal period. There is a nominal corkage charge if you bring your own alcoholic beverage to any of the dining outlets.

18. Electrical Outlets*

Power outlets in the cabins provide 110V or 220V power with 2-pin and 3-pin sockets. Bathroom power points provide both 110V and 220V power and travel adaptors are available from Housekeeping.

**Power outlets vary from vessel to vessel.*

19. Entertainment

A wide spectrum of entertainment which includes exciting live cabaret shows, discotheques, karaoke and card rooms, video games, organised activities and deck games are available onboard.

20. Gala Dinner

Guests are advised to book early (first day on board) for their gala dinner seating in their choice of restaurant to avoid disappointment; it's base on first come first serve

There are two seating at 2 restaurants :

Superstar Libra Ex Penang - Four Season (Western) & Ocean Palace (Chinese)

Superstar Gemini Ex Singapore - Bella Vista (Western) & Dynasty Restaurant (Chinese)

Superstar Aquarius Ex Kota Kionabalu – Marines Buffet (International) & Dynasty Restaurant (Chinese)

First Seating: 6.45pm

Second Seating: 9.00pm

21. Language Onboard

Star Cruise multi-lingual crew hail from over 40 nations and all of them speak English. But you will almost certainly find someone who will be more than happy to chat with you in your own language.

22. Laundry

There is complete laundry and valet services available onboard at a nominal charge.

23. Medical Facilities

In the event of minor accidents, inconveniences and emergencies while at sea, there is a fully qualified physician and a team of nurses onboard to assist. The clinic is open daily at posted hours.

Emergency medical attention is available around the clock by contacting the Reception. Basic medicine with your doctor's prescription are also available.

Sick sea medicine is also available at no charge at the reception counter.

24. Recreation

Guests will enjoy truly pursuits from the active workout at the gym or a game of basketball to something more relaxed like the jacuzzi ,pool and sauna

25. Safe Deposit Box

Safe deposit boxes are available free of charge in some cabins and at the Reception.

26. Shopping Onboard

You may purchase most items ranging from luxury duty-free items and souvenirs to daily necessities like sunscreen and toiletries at outlets like the Ports O'Call* and Star Boutique*.

**Outlets may differ from vessel to vessel*

27. Shore Excursions

Star Cruise crew at the Reception or our Shore Excursion Counter will be happy to explain the different options available at each port of call. You may join one of our pre-arranged tours or opt for free and easy on your own. As seats per tour are limited it is best to pre-book your shore excursion. For shore visits, casual wear and comfortable walking shoes or sandals are recommended while suitable beachwear are ideal for island excursions. (Skimpy beachwear is inappropriate in Muslim countries).

Bring sports or gym attire if you are planning to play golf, tennis or workout. During shore visits, however, it is wise to avoid consuming tap water or drinks with ice from street vendors.

28. Smoking

Smoking is permitted on open decks and at designated public areas only.

29. Star Navigator

The Star Navigator is a daily bulletin that takes you through entertainment, dining and other activities onboard.

30. Swimming pool

For safety reasons, please do not leave your child unattended and guests are advised to take additional precautions while swimming. As towels are available provided at the poolside, please refrain from bring any from the cabin.

The use of the swimming pools and Jacuzzis are for adults and teenagers over the age of 12 years only while there are also children's swimming pools and Jacuzzis on certain vessels. All users of the pools and Jacuzzis must wear **proper swimming attire**.

31. Tipping

Star Cruise have a 'No Tipping' policy onboard.

32. Telephone Calls / Facsimile / E-mail

There is a charge for using the satellite network for telephone and facsimile services or e-mail. You may call from the Reception or dial direct from your cabin. There are instructions in all cabins. Alternatively, you may contact Star Cruise operator for assistance.

33. Water

The water onboard is perfectly safe for drinking. Hot water can be delivered to your stateroom by Housekeeping at your request.

Disembarkation

34. Bill Settlement / Star Express Check Out

We suggest settling your account the night before or at least three hours prior to disembarkation. Alternatively, you may opt for the "Star Express Check-out" by completing the necessary forms and handing them to the Reception during the cruise for itemized billing to be sent to the cabin. Cruisers are encouraged to use this facility for a hassle free disembarkation.

35. Passport Collection

You may collect your passport presenting your Access Card / government photo identity card. If you want to collect passports on behalf of your family and friends, you need to have their Access Cards. Children who have their own passport or identification document and who cannot sign must be accompanied by their guardian / parents.

Details of collection time and venue will be printed in the Star Navigator found in every cabin or at the Reception. Please refer for details.

36. Baggage Assistance

Should you require assistance to unload your baggage from the ship, please leave your baggage with name clearly written on the luggage tag outside your cabin door as advised in the disembarkation notice which will be placed in your cabin.

Your luggage will be collected and delivered to the luggage collection area of the respective port of disembarkation.

To make your disembarkation as smooth as possible, guests will be ushered out in staggered groups. Please gather at your designated waiting area to await your turn to disembark.

37. Embarkation Ports Address

Malaysia

Swettenham Pier Cruise Terminal (Superstar Libra)

Swettenham Pier, 1A, Persiaran King Edward, 10300 Penang, Malaysia.

Singapore

Singapore Terminal (Superstar Gemini)

Singapore Cruise Centre, 1 Maritime Square, 099253 HarbourFront Centre Singapore

Important Notice

SAFETY DRILL

For Superstar Libra 1N Cruise

At 8:45pm Superstar Libra will conduct a mandatory muster drill. International and Maritime Law requires that all guests must attend this very important drill. Please collect the lifejackets in your cabin and proceed to your Assembly Station. Check your access card, or safety poster inside your cabin to find your way to your assembly station. Vital information will be communicated at this time. All services will be suspended from 8:45pm until the end of the drill

For Superstar Libra 3N Cruise

At 4:45pm Superstar Libra will conduct a mandatory muster drill. International and Maritime Law requires that all guests must attend this very important drill. Please collect the lifejackets in your cabin and proceed to your Assembly Station. Check your access card, or safety poster inside your cabin to find your way to your assembly station. Vital information will be communicated at this time. All services will be suspended from 4:45pm until the end of the drill

SHIP TERMINOLOGY

Forward (FWD): Front part of the ship

Mid: Middle part of the ship

Aft: Back part of the ship

Deck: Levels of the ship. Just like floor levels

Starboard Side: Right side of the ship when you are facing forward.

Port Side: Left side of the ship when you are facing forward.

Assembly Station: Assembly point in case of emergency.

Important Notice for Patong:

Due to limited capacity of our boats and to facilitate a smooth disembarkation, all guests who wish to go on their own, "Free and Easy" to Patong are required to collect their tendering stickers with preferred assembly timings at the Reception Desk from 6:00pm onwards.

All guests who have collected their tendering stickers, please follow the instruction provided in the info sheet that outlines your assembly time and venue.

****Please note assembly time is not your departure time. Subject to tendering operations and availability of boat, there may be an approximate of 15-20 minutes wait.**

Last tender from ship to shore is at 10:30pm and last tender from shore going back to the ship is at 12:00mn. All Guests must be back onboard the ship before 12:00mn ship's time.

******Please note that actual disembarkation timings may vary subject to the tendering operations.**

Important Notice for Krabi:

Due to limited capacity of our boats and to facilitate a smooth disembarkation, all guests who wish to go on their own, "Free and Easy" to Krabi are required to collect their tendering stickers with preferred assembly timings at the Reception Desk from 6:00pm onwards.

All guests who have collected their tendering stickers, please follow the instruction provided in the info sheet that outlines your assembly time and venue.

****Please note assembly time is not your departure time. Subject to tendering operations and availability of boat, there may be an approximate of 15-20 minutes wait.**

Last tender from ship to shore is at 3:30pm and last tender from shore going back to the ship is at 5:30pm.