


**OUR NEW ADDRESS:** 2277 Kamehameha Highway, Honolulu, Hawaii 96819-2309

RESERVATIONS	HOURS (Hawaii Standard Time)	TOLL FREE PHONE	IN HAWAII PHONE	FAX	EMAIL
<b>DAILY: CRUISE &amp; TOURS</b>	6:00AM – 8:00PM	1-800-334-6191	808-983-7827	808-983-7780	info@starofhonolulu.com reservations@royalstarhawaii.com sales@royalstarhawaii.com
<b>DAILY: SHOWS &amp; WAIKIKI LUAU</b>	6:00AM – 8:00PM	1-855-805-7469	808-629-7469	808-983-7780	info@rockahulawahawaii.com
<b>EVENTS: CRUISE, SHOWS, WAIKIKI LUAU &amp; TO-GO</b>	9:00AM – 5:00PM	1-800-334-6191	808-983-7884	808-983-7780	events@starofhonolulu.com events@rockahulawahawaii.com
<b>TRANS CHARTER: ROYAL STAR HAWAII®</b>	9:00AM – 5:00PM	1-800-334-6191	808-841-7827	808-832-5574	sales@royalstarhawaii.com
<b>AIRPORT DISPATCH: ROYAL STAR HAWAII®</b>	5:00AM – 9:30PM	N/A	808-832-5572	N/A	dispatch@royalstarhawaii.com

## SPECIAL ARRANGEMENT

We will do our very best to accommodate your special needs and/or requests. We require a [minimum of 24 hours advance notice for “Daily”](#) and [72 hours advance notice for “Event” & Charter](#) unless otherwise specified.


Alternative Entrées: are available for Star of Honolulu® Dinner Cruises and Rock-A-Hula® Waikiki Luau. Refer to [StarofHonolulu.com/travel-partners/](http://StarofHonolulu.com/travel-partners/) informational-materials for Special Diet Info. No outside food or beverages please.

Venue : The Star of Honolulu®, Rock-A-Hula® and Royal Hawaiian Theater comply with A.D.A. (Americans with Disabilities Act) to accommodate wheelchairs and scooters.

Product: Green Room® Waikiki Luau Buffet & Show has limited access to the “Be on Stage” portion of the backstage tour.

Product: Pearl Harbor Experience Deluxe Tours. At the USS Missouri, only the main deck is wheelchair accessible.

Product: Grand Circle Island & Haleiwa Tour. We are not able to accommodate wheelchairs and scooters due to the inherent nature of the tour.

	WHEELCHAIR WITH AMBULATORY GUESTS	 WHEELCHAIR WITH NON-AMBULATORY GUESTS
<b>PRODUCTS</b>	Star of Honolulu® Dinner Cruises and Royal Star Hawaii® Motorcoach Charters	
	Pearl Harbor Experience Tours	N/A
<b>VEHICLE DRIVER</b>	Motorcoach with trained driver	Motorcoach with lift and specially trained driver for A.D.A. requirement
<b>BOOKING</b>	24 hours in advance	<a href="#">Advance booking, confirmation based on availability</a>
<b>WEIGHT</b>	Wheelchairs less than 50 lb.	Total weight of wheelchair and guest less than 500 lb.
<b>WHEELCHAIR TYPE &amp; RESTRICTIONS</b>	Collapsible	30" wide by 48" long
	We regret that we cannot accept bigger wheelchairs and scooters and a large number of wheelchairs. Most wheelchairs, electric wheelchairs with joysticks and scooters are acceptable with above limitations.	
<b>REQUIREMENTS</b>	Release of Liability Form needs to be signed. Each wheelchair guest must be accompanied by an assisting person.	

FAQ: Refer to [StarofHonolulu.com/faq](http://StarofHonolulu.com/faq), [RockAHulaHawaii.com/faq](http://RockAHulaHawaii.com/faq) and [RoyalStarHawaii.com/faq](http://RoyalStarHawaii.com/faq)



All Deposits / Payments: are non-refundable and are in effect of time of booking. Non-payment subjects your reservation to cancellation. We accept cash, company checks (no personal checks) and ACH/wire transfers. We also accept all major credit cards except American Express for amounts up to \$10,000.

Checks Payable To: [Stars of Paradise Tours & Attractions](#)

Mailing Address:

Stars of Paradise Tours & Attraction

Attention: Reservations or Events or Royal Star Charter

2277 Kamehameha Highway, Honolulu, Hawaii 96819-2309

DAILY CRUISE, SHOW & TOUR Star of Honolulu® / Rock-A-Hula® / Waikiki Luau Pearl Harbor / Grand Circle Island	
FIT (1 – 9 pax)	<b>Payment / Cancellation</b> Confirmation: With 100% payment Within 24 Hours: Full cancellation charge
Group (10 – 99 pax) Vow Renewal	<b>Payment / Cancellation for Entire Group</b> Confirmation: With 10% deposit 15 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%
Group (100 and over pax) Captain's Wedding	<b>Payment / Cancellation for Entire Group</b> Confirmation: With 10% deposit 30 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%
Specials*	<b>Payment / Cancellation for Entire Group</b> Confirmation: With 10% deposit 90 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%  <b>*Specials are as follows:</b> Star of Honolulu® Sunset or Whale Watch®: For one or series of group totaling over 300 pax. Rock-A-Hula® Green Room® and VIP Waikiki Luau: For one or series of group totaling over 100 pax. Rock-A-Hula® Original Waikiki Luau and Waikiki Luau Buffet, Rockin' Show: For one or series of group totaling over 200 pax. Pearl Harbor / Grand Circle Island: For one or series of group totaling over 50 pax.

EVENT & CHARTER Star of Honolulu® / Rock-A-Hula® / Waikiki Luau Music Lounge / Royal Star Hawaii® / Event To-Go®	
Star of Honolulu® Sunset / Whale Watch®, Rock-A-Hula®, Waikiki Luau, Music Lounge and Event To-Go®	Standard
	Standard payment except Primetime Buyout below <b>Payment / Cancellation Charge for Entire Event / Charter</b> Confirmation: 10% deposit 30 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%, <b>Full Charge</b>
	Primetime Buyout
	Star of Honolulu® Sunset, 2 decks, <b>Operating Days</b> Nova Five Star®, Series of Events / Charters, <b>Friday Rock-A-Hula Whole Place Buyout:</b> <b>Payment / Cancellation Charge for Entire Event / Charter</b> Confirmation: 10% deposit 90 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%, <b>Full Charge</b>
Royal Star Hawaii® Trans	Star of Honolulu® Whole Boat Whale Watch, Rock-A-Hula® 2 Hawaiian Pavilions VIP Waikiki Luau: <b>Payment / Cancellation Charge for Entire Event / Charter</b> <b>Confirmation: 10% deposit</b> 10 Months Prior: 40% deposit 30 Days Prior: Balance of 50%, <b>Full Charge</b>
	Star of Honolulu® Whole Boat Sunset Dinner and Rock-A-Hula® Whole Place VIP Waikiki Luau: <b>Payment / Cancellation Charge for Entire Event / Charter</b> Confirmation: 10% deposit 10 Months Prior: Balance of 90%, <b>Full Charge</b>
<b>Payment</b> Confirmation: With 50% deposit 15 Days Prior: Balance of 50%, <b>Full Charge</b>  <b>Entire Fleet Cancellation</b> Within 90 Days 50%; Within 30 Days 100%; For 6 or more vehicles Within 30 Days 50%; Within 15 Days 100%; For 5 or less vehicles	

Damage Protection & Overage: We retain the right to refuse any charterer and may require the charterer to pay for security deposit or additional fees to cover damage and overage of time.

Lost & Found: We are not responsible for any lost items. Charterers and customers shall be responsible for the cost to return the items (if applicable).

Consumable Policy: No outside food or beverages shall be brought. No alcoholic beverages shall be taken out of the venue (Star of Honolulu® and Royal Hawaiian Theater).

