



RESERVATIONS	HOURS (Hawaiian Std. Time)	TOLL FREE NUMBER	PHONE NUMBER	FAX	EMAIL
<b>DAILY: CRUISE &amp; TOURS</b>	7:00AM - 8:00PM	1-800-334-6191	(808) 983-7827	(808) 983-7780	<a href="mailto:info@starofhonolulu.com">info@starofhonolulu.com</a>
<b>DAILY: SHOWS</b>	7:00AM - 8:00PM	1-855-805-7469	(808) 629-7469	(808) 983-7780	<a href="mailto:info@rockahulahawaii.com">info@rockahulahawaii.com</a>
<b>EVENTS: CRUISE, SHOWS &amp; TO-GO</b>	9:00AM - 5:00PM	1-800-334-6191	(808) 983-7884	(808) 983-7784	<a href="mailto:events@starofhonolulu.com">events@starofhonolulu.com</a> <a href="mailto:events@rockahulahawaii.com">events@rockahulahawaii.com</a>
<b>TRANSPORTATION: TRANSFER &amp; CHARTER</b>	8:00AM - 5:00PM	1-800-334-6191	(808) 841-7827	(808) 832-5574	<a href="mailto:sales@royalstarhawaii.com">sales@royalstarhawaii.com</a>

**CONFIRMATION / PAYMENT / CANCELLATION TERMS**

- All deposits are non-refundable.
- Payment / Deposit schedule are in effect at time of booking.
- Non-payment subjects your reservation to cancellation
- Cancellation charge within following time frame prior to event.

<b>DAILY CRUISE, SHOW &amp; TOUR</b> Star of Honolulu® / Dolphin Star® / Rock-A-Hula® / Arizona Memorial / USS Missouri / Grand Circle Island	
<b>FIT (1-9 pax)</b>	<ul style="list-style-type: none"> <li>• <u>Confirmation</u>: With 100% payment.</li> <li>• <u>Within 24 Hours</u>: Full cancellation charge.</li> </ul>
<b>Group 10-99 pax Vow Renewal &amp; Personal Photographer</b>	<p style="text-align: center;"><b>Payment</b></p> <ul style="list-style-type: none"> <li>• <u>Confirmation</u>: With 10% <b>deposit</b>.</li> <li>• <u>15 Days Prior</u>: 40% <b>deposit</b>.</li> <li>• <u>72 Hours Prior</u>: Balance of 50%.</li> </ul> <p style="text-align: center;"><b>Cancellation Charge for Entire Group</b></p> <ul style="list-style-type: none"> <li>• <u>Within 15 Days</u>: 50%</li> <li>• <u>Within 72 Hours</u>: 100%</li> </ul>
<b>Group 100 and over pax Wedding &amp; Green Room® Private Reception</b>	<p style="text-align: center;"><b>Payment</b></p> <ul style="list-style-type: none"> <li>• <u>Confirmation</u>: With 10% <b>deposit</b>.</li> <li>• <u>30 Days Prior</u>: 40% <b>deposit</b>.</li> <li>• <u>72 Hours Prior</u>: Balance of 50%.</li> </ul> <p style="text-align: center;"><b>Cancellation Charge for Entire Group</b></p> <ul style="list-style-type: none"> <li>• <u>Within 60 Days</u>: 10%</li> <li>• <u>Within 30 Days</u>: 50%</li> <li>• <u>Within 72 Hours</u>: 100%</li> </ul>
<b>Specials*</b>	<p style="text-align: center;"><b>Payment</b></p> <ul style="list-style-type: none"> <li>• <u>Confirmation</u>: With 10% <b>deposit</b>.</li> <li>• <u>90 Days Prior</u>: 40% <b>deposit</b>.</li> <li>• <u>72 Hours Prior</u>: Balance of 50%.</li> </ul> <p style="text-align: center;"><b>Cancellation Charge for Entire Group</b></p> <ul style="list-style-type: none"> <li>• <u>Within 90 Days</u>: 50%.</li> <li>• <u>Within 72 hours</u>: 100%</li> </ul> <p style="text-align: center;"><b>*Specials are as follows:</b></p> <ul style="list-style-type: none"> <li>• Star of Honolulu® Sunset or Whale Watch® for one or series of group totaling over 300 pax.</li> <li>• Dolphin Star® Daytime / Rock-A-Hula® Stageside VIP® for one or series of group totaling over 100 pax.</li> <li>• Rock-A-Hula® Luau and Rockin' Show® for one or series of group totaling over 200 pax.</li> <li>• Arizona Memorial / USS Missouri for one or series of group totaling over 50 pax.</li> </ul>


<b>EVENT / TRANSPORTATION</b> Star of Honolulu® / Dolphin Star® / Rock-A-Hula® / Royal Star Hawaii® / Event To-Go®	
<b>Star of Honolulu® Sunset / Whale Watch®, Dolphin Star®, Rock-A-Hula®, Event To-Go®</b>	<p style="text-align: center;"><b>Payment</b></p> <ul style="list-style-type: none"> <li>• <u>Confirmation</u>: With 10% <b>deposit</b>.</li> <li>• <u>30 Days Prior</u>: 40% <b>deposit</b>.</li> <li>• <u>72 Hours Prior</u>: Balance of 50%.</li> </ul> <p style="text-align: center;"><b>Cancellation Charge for Entire Event / Charter</b></p> <ul style="list-style-type: none"> <li>• <u>Within 60 Days</u>: 10%</li> <li>• <u>Within 30 Days</u>: 50%</li> <li>• <u>Within 72 Hours</u>: 100%</li> </ul>
	<p>Star of Honolulu® Sunset and Whale Watch®, 2 decks, Five Star Sunset Dining &amp; Jazz® in Super Nova®, Dolphin Star® Daytime, Rock-A-Hula® Stageside VIP®, Series of Events / Charters, Event To-Go from Vegas:</p> <p style="text-align: center;"><b>Payment / Cancellation Charge for Entire Event / Charter</b></p> <ul style="list-style-type: none"> <li>• <u>Confirmation</u>: 10% <b>deposit</b>.</li> <li>• <u>90 Days Prior</u>: 40% <b>deposit</b>.</li> <li>• <u>72 Hours Prior</u>: Balance of 50%.</li> </ul>
	<p>Star of Honolulu® Whole Boat Whale Watch:</p> <p style="text-align: center;"><b>Payment / Cancellation Charge for Entire Event / Charter</b></p> <ul style="list-style-type: none"> <li>• <u>10 Months Prior</u>: 50% <b>deposit</b>.</li> <li>• <u>30 Days Prior</u>: Balance of 50%.</li> </ul>
	<p>Star of Honolulu® Whole Boat Sunset Dinner and Rock-A-Hula® Primetime Whole Place:</p> <p style="text-align: center;"><b>Payment / Cancellation Charge for Entire Event / Charter</b></p> <ul style="list-style-type: none"> <li>• <u>Confirmation</u>: 10% <b>deposit</b>.</li> <li>• <u>10 Months Prior</u>: Balance of 90%.</li> </ul>
<b>Royal Star Hawaii® Charter</b>	<p style="text-align: center;"><b>Payment</b></p> <ul style="list-style-type: none"> <li>• <u>Confirmation</u>: With 50% <b>deposit</b>.</li> <li>• <u>15 Days Prior</u>: Balance of 50%.</li> </ul> <p style="text-align: center;"><b>Entire Fleet Cancellation</b></p> <ul style="list-style-type: none"> <li>• <u>Within 90 Days</u> 50%; <u>Within 30 Days</u> 100%: For 6 or more vehicles.</li> <li>• <u>Within 30 Days</u> 50%; <u>Within 15 Days</u> 100%: For 5 or less vehicles.</li> </ul>











### Wheelchair Guest Care and Special Menu: Star of Honolulu®, Dolphin Star® and Rock-A-Hula®

We will do our very best to accommodate your special needs and / or requests. We recommend the following guidelines:

- I. **Reservations Required For Special Requests and Accessible Transportation:** A minimum of 24 hours prior to your cruise, show or tour reservations are required. **For non-ambulatory guests**, we will refer you to an outside wheelchair-lift transportation company. **Ambulatory guests** with most regular (non-motorized) wheelchairs or electric scooters weighing 50 lbs or less may be stowed in baggage bay; a release of liability form is required (space limited). For a large number of guests, please advise us at your earliest convenience. We cannot guarantee that we are able to accommodate the group without prior notice and confirmation.
- II. **Accessibility of Venue  :** The Star of Honolulu® and Rock-A-Hula® comply with A.D.A. (Americans with Disabilities Act). The STAR is the only ship with boarding ramps and elevator access to accommodate all wheelchairs and scooters.  
 Note 1: Dolphin Star® is not A.D.A. compliant due to inherent design limitations.  
 Note 2: Rock-A-Hula Green Room® package has limited access to the “Be on Stage” portion of the backstage tour.
- III. **Alternative Entrées:** Available for all products. For more information on alternative entrées and **diet charts** for all daily menus, please visit [StarofHonolulu.com/factsheets-menus](http://StarofHonolulu.com/factsheets-menus). We regret to inform guests that no outside food or drinks are allowed.

### Dark Days 2020

The following dark days are scheduled for this year. We reserve the right to cancel or close due to circumstances beyond our control.

VENUE & PRODUCT	 			 	
	Aloha Tower Marketplace, Pier 8		Wai'anae Boat Harbor	Royal Hawaii Center, Bldg. B, 4th Floor	Arizona / USS Missouri Pearl Harbor
<b>2020 Operating Days</b>	1/02/20 – 4/05/20 <b>Whale Watch</b>	Daily Cruise <b>Sunset Dinner</b>	Daily Cruise <b>Dolphin / Snorkel</b>	Dark Fridays <b>Show Packages</b>	Daily Tour <b>Arizona / USS Missouri</b>
<b>New Year's Day</b> Wednesday, January 1	N/A	open	closed	open	closed
<b>Day Before Father's Day</b> Saturday, June 20	N/A	open	Dolphin open Snorkel closed	open	open
<b>Independence Day</b> Saturday, July 4	N/A	replaced with <b>Independence Day Firework Cruises</b> (6:15 – 9:15 PM)	open	closed	open
<b>Thanksgiving Day</b> Thursday, November 26	N/A	open	closed	open	closed
<b>Pearl Harbor Remembrance</b> Monday, December 7	N/A	open	open	open	closed
<b>Honolulu Marathon</b> Sunday, December 13	N/A	open	closed	closed for maintenance 12/11 – 12/13/20	closed
<b>Christmas Day</b> Friday, December 25	N/A	open	closed	closed	closed