

RESERVATIONS	HOURS (Hawaiian Std. Time)	TOLL FREE NUMBER	PHONE NUMBER	FAX	EMAIL
DAILY: CRUISE & TOURS	7:00AM – 8:00PM	1-800-334-6191	808-983-7827	808-983-7780	info@starofhonolulu.com
DAILY: SHOWS, VIRTUAL TOUR & MUSIC LOUNGE	7:00AM – 8:00PM	1-855-805-7469	808-629-7469	808-983-7780	info@rockahulahawaii.com
EVENTS: CRUISE SHOWS, VIRTUAL TOUR, MUSIC LOUNGE, & TO-GO	9:00AM – 5:00PM	1-800-334-6191	808-983-7884	808-983-7780	events@starofhonolulu.com events@rockahulahawaii.com
TRANSPORTATION	5:00AM – 9:30PM	1-800-334-6191	808-841-7827	808-832-5574	sales@royalstarhawaii.com

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.

DAILY CRUISE, SHOW & TOUR Star of Honolulu® / Dolphin Star® / Rock-A-Hula® / Arizona Memorial / USS Missouri / Grand Circle Island / Virtual Tour / Music Lounge	
FIT (1 – 9 pax)	Confirmation: With 100% payment Within 24 Hours: Full cancellation charge
Group 10-99 pax Vow Renewal & Personal Photographer	Payment Confirmation: With 10% deposit 15 Days Prior: 40% deposit 72 Hours Prior: Balance of 50% Cancellation Charge for Entire Group Within 15 Days: 50% Within 72 Hours: 100%
Group 100 and over pax Wedding & Green Room® Private Reception	Payment Confirmation: With 10% deposit 30 Days Prior: 40% deposit 72 Hours Prior: Balance of 50% Cancellation Charge for Entire Group Within 60 Days: 10% Within 30 Days: 50% Within 72 Hours: 100%
Specials*	Payment Confirmation: With 10% deposit 90 Days Prior: 40% deposit 72 Hours Prior: Balance of 50% Cancellation Charge for Entire Group Within 90 Days: 50% Within 72 hours: 100% *Specials are as follows: Star of Honolulu® Sunset or Whale Watch®: For one or series of group totaling over 300 pax. Dolphin Star® Daytime / Rock-A-Hula® Stageside VIP®: For one or series of group totaling over 100 pax. Rock-A-Hula® Luau and Rockin' Show®: For one or series of group totaling over 200 pax. Arizona Memorial / USS Missouri: For one or series of group totaling over 50 pax.



EVENT / TRANSPORTATION Star of Honolulu® / Dolphin Star® / Rock-A-Hula® / Royal Star Hawaii® / Event To-Go®	
Star of Honolulu® Sunset / Whale Watch®, Dolphin Star®, Rock-A-Hula®, Event To-Go®, Virtual Tour and Music Lounge	Standard Payment Confirmation: With 10% deposit 30 Days Prior: 40% deposit 72 Hours Prior: Balance of 50% Cancellation Charge for Entire Event / Charter Within 60 Days: 10% Within 30 Days: 50% Within 72 Hours: 100%
	Primetime Buyout Star of Honolulu® Sunset and Whale Watch®, 2 decks, Five Star Sunset Dining & Jazz® in Super Nova®, Dolphin Star® Daytime, Rock-A-Hula® Stageside VIP®, Series of Events / Charters, Event To-Go from Vegas: Payment / Cancellation Charge for Entire Event / Charter Confirmation: 10% deposit 90 Days Prior: 40% deposit 72 Hours Prior: Balance of 50% Star of Honolulu® Whole Boat Whale Watch: Payment / Cancellation Charge for Entire Event / Charter 10 Months Prior: 50% deposit 30 Days Prior: Balance of 50%
	Star of Honolulu® Whole Boat Sunset Dinner and Rock-A-Hula® Primetime Whole Place: Payment / Cancellation Charge for Entire Event / Charter Confirmation: 10% deposit 10 Months Prior: Balance of 90%
Royal Star Hawaii® Charter	Payment Confirmation: With 50% deposit 15 Days Prior: Balance of 50% Entire Fleet Cancellation 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



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. **Accessibility of Venue **: The Star of Honolulu® and Rock-A-Hula® complies 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.
 Note 3: At the USS Missouri, only the main deck is wheelchair accessible.
 Note 4: "City Lights" Enhancement is not able to accommodate wheelchairs due to the nature of the site location and equipment used.
- II. **Making Reservations For Special Requests**: A minimum of 24 hours prior to your cruise, show or tour is required. **Ambulatory guests** with most regular 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.
- III. **Accessible Transportation **: **For non-ambulatory guests**, we use our sister company, Royal Star Hawaii Trans & Tours® (PUC 1505-C).
 Note 1: Maximum wheelchair size is 30" wide by 48" long (must fit on lift platform and vehicle tie down area).
 Note 2: Total weight of guest and chair must be less than 500 lbs.
 Note 3: Acceptable: Most regular wheelchairs and electric wheelchairs with a "joystick," as long as they meet the above requirements (we regret we cannot accept larger wheelchairs or scooters).
- IV. **Alternative Entrées**: Available for all products. For more information on alternative entrées and diet charts for all daily menus, please visit StarofHonolulu.com/travel-partners/informational-materials. We regret to inform guests that no outside food or drinks are allowed.

DARK DAYS 2021

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		Waianae Boat Harbor	Ala Wai Boat Harbor	Royal Hawaii Center, Bldg. B, 4th Floor	Arizona / USS Missouri / Grand Circle Island
2021 Operating Days	1/2 – 3/31 Whale Watch	Daily Cruise Sunset Dinner	Daily Cruise Dolphin / Snorkel*	Friday Fireworks Cocktail	Dark Fridays Dinner & Shows	Daily Tour Arizona / Missouri / Grand Circle Island
New Year's Day Friday, January 1	N/A	open	closed	closed	closed	closed
Day Before Father's Day Saturday, June 19	N/A	open	Dolphin open Snorkel closed	N/A	open	open
Independence Day Sunday, July 4	N/A	replaced with Independence Day Firework Cruises (6:15 – 9:15 PM)	open	N/A	closed	open
Thanksgiving Day Thursday, November 25	N/A	open	closed	N/A	open	closed
Pearl Harbor Remembrance Tuesday, December 7	N/A	open	open	N/A	open	closed
Honolulu Marathon Sunday, December 12	N/A	open	closed	N/A	closed for maintenance 12/10 – 12/12	closed
Christmas Day Saturday, December 25	N/A	open	closed	N/A	open	closed
New Year's Eve Friday, December 31	N/A	open	Dolphin open Snorkel closed	open	open**	open

1) *Dolphin Star snorkel closed on Fridays.

2) **Friday, 12/31: 1st show at 7:40PM is open at Rock-A-Hula.

