

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

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, WAIKIKI LUAU & MUSIC LOUNGE	7:00AM – 8:00PM	1-855-805-7469	808-629-7469	808-983-7780	info@rockahulawahawaii.com
EVENTS: CRUISE, SHOWS, WAIKIKI LUAU, MUSIC LOUNGE, & TO-GO	9:00AM – 5:00PM	1-800-334-6191	808-983-7884	808-983-7780	events@starofhonolulu.com events@rockahulawahawaii.com
CHARTER: TRANS	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® / Waikiki Luau / Music Lounge Arizona Memorial / USS Missouri / Grand Circle Island	
FIT (1 – 9 pax)	Confirmation: With 100% payment <u>Within 24 Hours:</u> Full cancellation charge
Group 10-99 pax Vow Renewal & Personal Photographer	<p>Payment</p> Confirmation: With 10% deposit 15 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%
Group 100 and over pax Wedding & Green Room® Private Reception	<p>Payment</p> Confirmation: With 10% deposit 30 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%
Specials*	<p>Cancellation Charge for Entire Group</p> Within 15 Days: 50% Within 72 Hours: 100%
	<p>Payment</p> Confirmation: With 10% deposit 90 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%
	<p>Cancellation Charge for Entire Group</p> Within 90 Days: 50% Within 72 hours: 100%
	<p>*Specials are as follows:</p> 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 & CHARTER Star of Honolulu® / Dolphin Star® / Rock-A-Hula® / Waikiki Luau Royal Star Hawaii® / Event To-Go®	
Star of Honolulu® Sunset / Whale Watch®, Dolphin Star®, Rock-A-Hula®, Waikiki Luau, Music Lounge and Event To-Go®	<p>Standard</p> <p>Payment</p> Confirmation: With 10% deposit 30 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%
	<p>Cancellation Charge for Entire Event / Charter</p> Within 60 Days: 10% Within 30 Days: 50% Within 72 Hours: 100%
Star of Honolulu® Sunset / Whale Watch®, Dolphin Star®, Rock-A-Hula®, Waikiki Luau, Music Lounge and Event To-Go®	<p>Primetype Buyout</p> 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:
	<p>Payment / Cancellation Charge for Entire Event / Charter</p> Confirmation: 10% deposit 90 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%
	Star of Honolulu® Whole Boat Whale Watch:
Royal Star Hawaii® Trans	<p>Payment / Cancellation Charge for Entire Event / Charter</p> Confirmation: 10% deposit 10 Months Prior: Balance of 90%
	<p>Payment</p> Confirmation: With 50% deposit 15 Days Prior: Balance of 50%
	<p>Entire Fleet Cancellation</p> 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®, Rock-A-Hula® and Royal Star® Deluxe Tour

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 Private 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.






Special Request Reservations a Minimum of 24 hours in Advance Required:

Royal Star Hawaii Accessible Transportation for Ambulatory Guests: Ambulatory guests with most standard collapsible wheelchairs and electric scooters weighing 50 lbs or less may be stowed in motor coach baggage bays on a space available basis; a release of liability is required. We require a MINIMUM of 24 HOURS ADVANCE RESERVATIONS for individuals or groups.

- II. **Royal Star Hawaii Accessible Transportation for Non-Ambulatory Guests **: Non-ambulatory guests will be accommodated ONLY WITH A MINIMUM OF 24 HOURS ADVANCE RESERVATION. Requirements are:
 Note 1: Maximum wheelchair size is 30" wide by 48" long to fit on lift platform.
 Note 2: Total maximum weight of combined wheelchair and guest limitation is 500 lbs.
 Note 3: Most standard wheelchairs (including electric type) with a "joystick" can be accommodated subject to the above requirements; we regret that we cannot accept larger wheelchairs or scooters.
- III. **Alternative Entrées**: Alternative Entrées are available for all products WITH A MINIMUM OF 24 HOURS ADVANCE RESERVATION ONLY.
 No outside food or drink is permitted.

DARK DAYS 2022

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 Hawaiian Center, Bldg. B, 4th Floor		Island of Oahu			
2022 Operating Days	1/2 – 3/31 Whale Watch Cruise	Daily Sunset Dinner Cruises	Dark Fridays and Sundays Dolphin, Snorkel Cruises	Dark Sundays Sunset BBQ Cruise	Dark Fridays Dinner & Shows (5:45 – 9:00PM)	Daily (8:30PM – 2:00AM)	Daily Arizona Missouri	Grand Circle Island		
New Year's Day Saturday, January 1	N/A	open	closed	closed	closed	closed	closed	closed		
Day Before Father's Day Saturday, June 18	N/A	open	closed	closed	open	open	open	open		
Independence Day Monday, July 4	N/A	Replaced with Independence Day Firework Cruises (6:15 – 9:15PM)	open	Replaced with Independence Day Firework Cruises (7:45 – 9:15PM)	closed	closed	open	open		
Thanksgiving Day Thursday, November 24	N/A	open	closed	closed	open	open	closed	closed		
Pearl Harbor Remembrance Wednesday, December 7	N/A	open	open	open	open	open	closed	open		
Honolulu Marathon Sunday, December 11	N/A	open	closed	closed	closed for maintenance 12/9 – 12/11	closed for maintenance 12/9 – 12/11	closed	closed		
Christmas Day Sunday, December 25	N/A	open	closed	closed	open	open	closed	closed		
New Year's Eve Saturday, December 31	N/A	open	closed	open	open	closed	open	open		