



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® / Rock-A-Hula® / Waikiki Luau / Music Lounge Pearl Harbor® / Grand Circle Island	
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 & Captain's Wedding	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. 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 and Music Lounge : 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 Cancellation Charge for Entire Event / Charter Standard payment except Primetime Buyout below and Rock-A-Hula® Friday Waikiki Luau Events Confirmation: 10% deposit 30 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%
	Primetime Buyout Star of Honolulu® Sunset and Whale Watch®, 2 decks, Series of Events / Charters: 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, Rock-A-Hula® 2 Hawaiian Pavilions VIP Waikiki Luau: 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® Whole Place VIP Waikiki Luau: Payment / Cancellation Charge for Entire Event / Charter Confirmation: 10% deposit 10 Months Prior: Balance of 90%
	Royal Star Hawaii® Trans 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®, Rock-A-Hula®, **Music Lounge** 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: **Rock-A-Hula Green Room®** package has limited access to the "Be on Stage" portion of the backstage tour.
 Note 2: **At the USS Missouri**, only the main deck is wheelchair accessible.
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 9/1/22 - 3/31/23

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

VENUE & LOCATION								
	Aloha Tower Marketplace, Pier 8		Royal Hawaiian Theater Royal Hawaiian Center, 4th Floor		Island of Oahu			
9/1/22 - 3/31/23 Operating Days and Products	1/2/23 – 3/31/23 Whale Watch Cruise	Daily Sunset Dinner Cruises	Dark Fridays Dinner & Shows (5:30 – 9:00PM)	Daily (8:30PM – 2:00AM)	Daily Arizona Missouri	Daily Grand Circle Island		
Thanksgiving Day Thursday, November 24, 2022	N/A	open	open	open	closed	closed		
Pearl Harbor Remembrance Wednesday, December 7, 2022	N/A	open	open	open	closed	open		
Honolulu Marathon Sunday, December 11, 2022	N/A	open	closed for maintenance 12/9/22 – 12/11/22	closed for maintenance 12/9/22 – 12/11/22	closed	closed		
Christmas Day Sunday, December 25, 2022	N/A	open	open	open	closed	closed		
New Year's Eve Saturday, December 31, 2022	N/A	open	open	closed	open	open		
New Year's Eve Midnight Saturday, December 31, 2022	N/A	open	open	closed	N/A	N/A		
New Year's Day Sunday, January 1, 2023	N/A	open	open	open	closed	closed		