

TERMS & OPERATION

1 of 2

Contact us anytime to request a quote or reservation; you will hear back from us within 24 hours, 7 days a week! For answers to your most frequently asked questions, visit StarofHonolulu.com/faq.

Department	Hours (Hawaiian Standard Time)	Phone	Toll Free	Email
Event	9:00AM – 5:00PM	808-983-7884	1-800-334-6191	events@starofhonolulu.com
Reservations	7:00AM – 8:00PM	808-983-7827	1-800-334-6191	info@starofhonolulu.com
Physical Address	Star of Honolulu®: Aloha Tower Marketplace, Pier 8 1 Aloha Tower Drive, Honolulu, HI 96813			
Check Payable To	Stars of Paradise Tours & Attractions			
Mailing Address	ATTN: Star of Honolulu Events Stars of Paradise Tours & Attractions 2277 Kamehameha Highway, Honolulu, HI 96819-2309			

QUOTE

Information Needed to Receive a Quote: Date of your event / charter, passenger count, budget, and event product (See event products SHE1 – 5 and SHE8 at StarofHonolulu.com/events. Our virtual tour is also available for Star of Honolulu® at StarofHonolulu.com/virtualltour.

Quote: Our quote is based on your written order by email or phone.

CONFIRMATION / CANCELLATION / PAYMENT

All Deposits / Payments: Are non-refundable. See above for our mailing address.

Confirmation: Requires the following non-refundable deposit. Then, your vessel / rooms are reserved and we will issue you an event / charter agreement.

Acceptable Forms of Payment include cash, cashier's checks, company checks, and ACH / wire transfers. We also accept Visa, Mastercard, and Discover card up to \$10,000.

	Payment for Event / Charter	Cancellation Charge for Event / Charter
Standard	Star of Honolulu® Standard Event Packages	
	Confirmation: 10% deposit 30 days prior: 40% deposit 72 hours prior: Balance of 50%	Within 60 days: 10% Within 30 days: 50% Within 72 hours: 100%
Primetype Buyout	Star of Honolulu® Sunset; Whale Watch, 2 decks; Series of Events / Charters	
	Confirmation: 10% deposit 90 days prior: 40% deposit 72 hours prior: Balance of 50%	Within 90 days: 50% Within 72 hours: 100%
	Star of Honolulu® Whole Boat Sunset Dinner	
	Confirmation: 10% deposit 10 months prior: Balance of 90%	Within 10 months: 100%



TERMS & OPERATION

2 of 2

ADA COMPLIANT 

Accessibility of Venue: The Star of Honolulu® complies with the ADA (Americans with Disabilities Act) and is the only ship with boarding ramps and elevators to accommodate all wheelchairs and scooters.

Advance Reservation: Is required. We will advise you based on your request.

BOARDING AND DISEMBARKING TIME

Star of Honolulu® Cruise at Aloha Tower Marketplace: Boarding starts 45 minutes prior to cruise departure time. Disembarking must be completed within one hour of cruise arrival time.

PHOTO & ACTIVITY POLICY AT ALOHA TOWER MARKETPLACE (ATM)

When You Arrange Your Own: Photo, lei greeting or other services at Aloha Tower Marketplace, you must obtain a permit from Hawaii Pacific University (landlord of ATM). It may involve a fee and liability insurance.

We Do Recommend: The use of our services: photo, lei greeting and other services for easier operation. We take care of prearrangements.

SMOKE-FREE / POLICY

Star of Honolulu®: Smoking is permitted on the top deck (4th floor) open observation.

CONSUMABLES POLICY

No beverages or food: Should be brought in for packaged event. Ask for wholeboat event / charter.

No liquids or large luggage: Are allowed due to Homeland security.

No alcoholic beverages: Should be taken out from the vessel.

LOST AND FOUND

Star of Honolulu®: Is not responsible for any lost items. Charterer / customer shall be responsible for the cost to return item (if applicable).

The Chartering Party: Should check for any items left on the vessel before exiting.

DAMAGE AND PROTECTION

We Retain the Right: To refuse any event / charter, or to require charterer to pay for security, additional fees, deposits, or any damage to vessel, at our sole discretion.

We Have the Right: To refuse to serve alcohol if we judge that a person is too intoxicated to be responsible of his or her own conduct. Hawaii state liquor law states that alcoholic beverages can only be served to guests 21 years and older, and a photo I.D. is required.

FORCE MAJEURE

The Captain reserves the right to cancel the cruise or alter the route depending on sea conditions. Stars of Paradise Tours & Attractions® shall not be liable for any delays or failure in performance or interruption of its services resulting directly or indirectly from any cause or circumstance beyond its reasonable control, including but not limited to, Acts of God and of war, strikes, adverse weather which curtails vessel operations, labor disputes, postal delays, explosions, governmental order, regulations, failure of machinery, dry dock, dry dock delays, or other unexpected events prohibiting services. In no event shall Stars of Paradise® Party be liable to Booking Party for the loss of profit or for other similar or dissimilar collateral or consequential damages whether based on breach of contract warranty, or otherwise, exceeding the actual amount of consideration paid by the Booking Party.

