



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

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	info@starofhonolulu.com
<b>DAILY: SHOWS, WAIKIKI LUAU &amp; MUSIC LOUNGE</b>	7:00AM – 8:00PM	1-855-805-7469	808-629-7469	808-983-7780	info@rockahulahawaii.com
<b>EVENTS: CRUISE, SHOWS, WAIKIKI LUAU, MUSIC LOUNGE, &amp; TO-GO</b>	9:00AM – 5:00PM	1-800-334-6191	808-983-7884	808-983-7780	events@starofhonolulu.com events@rockahulahawaii.com
<b>CHARTER: TRANS</b>	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.

<b>DAILY CRUISE, SHOW &amp; TOUR</b> Star of Honolulu® / Rock-A-Hula® / Waikiki Luau / Music Lounge Pearl Harbor / Grand Circle Island	
<b>FIT (1 – 9 pax)</b>	<b>Confirmation:</b> With 100% payment <b>Within 24 Hours:</b> Full cancellation charge
<b>Group 10-99 pax Vow Renewal</b>	<b>Payment</b> <b>Confirmation:</b> With 10% deposit 15 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%  <b>Cancellation Charge for Entire Group</b> Within 15 Days: 50% Within 72 Hours: 100%
<b>Group 100 and over pax Captain's Wedding</b>	<b>Payment</b> <b>Confirmation:</b> With 10% deposit 30 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%  <b>Cancellation Charge for Entire Group</b> Within 60 Days: 10% Within 30 Days: 50% Within 72 Hours: 100%
<b>Specials*</b>	<b>Payment</b> <b>Confirmation:</b> With 10% deposit 90 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%  <b>Cancellation Charge for Entire Group</b> Within 90 Days: 50% Within 72 hours: 100%  <b>*Specials are as follows:</b> 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.


<b>EVENT &amp; CHARTER</b> Star of Honolulu® / Rock-A-Hula® / Waikiki Luau Music Lounge / Royal Star Hawaii® / Event To-Go®	
<b>Star of Honolulu® Sunset / Whale Watch®, Rock-A-Hula®, Waikiki Luau, Music Lounge and Event To-Go®</b>	<b>Standard</b>  Standard payment except Primetime Buyout below  <b>Cancellation Charge for Entire Event / Charter</b> <b>Confirmation:</b> 10% deposit 30 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%
	<b>Primetime Buyout</b>  Star of Honolulu® Sunset and Whale Watch®, 2 decks, Friday Nova Five Star®, Series of Events / Charters, Music Lounge:  <b>Payment / Cancellation Charge for Entire Event / Charter</b> <b>Confirmation:</b> 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:  <b>Payment / Cancellation Charge for Entire Event / Charter</b> 10 Months Prior: 50% deposit 30 Days Prior: Balance of 50%
<b>Royal Star Hawaii® Trans</b>	<b>Payment</b> <b>Confirmation:</b> With 50% deposit 15 Days Prior: Balance of 50%  <b>Entire Fleet Cancellation</b> 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.





II. **Special Request Reservations – MINIMUM OF 24 HOURS IN ADVANCE REQUIRED:**

Note 1: 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.

Note 2: Alternative Entrées: Alternative Entrées are available for all products. No outside food or drink is permitted.

### DARK DAYS **1/1/23 – 12/31/23**

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			
<b>1/1/23 - 12/31/23</b> Operating Days and Products	Whale Watch Cruise	Daily Sunset Dinner Cruises	Dark Fridays Dinner & Shows	Dark Fridays	Daily Arizona Missouri	Daily Grand Circle Island		
<b>New Year's Day</b> Sunday, January 1, 2023	N/A	open	open	open	closed	closed		
<b>Independence Day</b> Tuesday, July 4, 2023	N/A	Replaced with Independence Day Firework Cruises (6:15 – 9:15PM)	closed	closed	open	open		
<b>Thanksgiving Day</b> Thursday, November 23, 2023	N/A	open	open	open	closed	closed		
<b>Pearl Harbor Remembrance</b> Thursday, December 7, 2023	N/A	open	open	open	closed	open		
<b>Honolulu Marathon</b> Sunday, December 10, 2023	N/A	open	closed for maintenance 12/8/23 – 12/10/23	closed for maintenance 12/8/23 – 12/10/23	closed	closed		
<b>Christmas Day</b> Monday, December 25, 2023	N/A	open	open	open	closed	closed		
<b>New Year's Eve</b> Sunday, December 31, 2023	N/A	open	open	closed	open	open		
<b>New Year's Eve Midnight</b> Sunday, December 31, 2023	N/A	open	open	closed	N/A	N/A		