

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

RESERVATIONS	HOURS (Hawaii Standard Time)	TOLL FREE PHONE	IN HAWAII PHONE	FAX	EMAIL
DAILY: CRUISE & TOURS	6:00AM – 8:00PM	1-800-334-6191	808-983-7827	808-983-7780	info@starofhonolulu.com reservations@royalstarhawaii.com sales@royalstarhawaii.com
DAILY: SHOWS & WAIKIKI LUAU	6:00AM – 8:00PM	1-855-805-7469	808-629-7469	808-983-7780	info@rockahulahawaii.com
EVENTS: CRUISE, SHOWS, WAIKIKI LUAU & TO-GO	9:00AM – 5:00PM	1-800-334-6191	808-983-7884	808-983-7780	events@starofhonolulu.com events@rockahulahawaii.com
TRANS CHARTER: ROYAL STAR HAWAII®	9:00AM – 5:00PM	1-800-334-6191	808-841-7827	808-832-5574	sales@royalstarhawaii.com
AIRPORT DISPATCH: ROYAL STAR HAWAII®	5:00AM – 9:30PM	N/A	808-832-5572	N/A	dispatch@royalstarhawaii.com

SPECIAL MEAL & VENUE ARRANGEMENT

We will do our very best to accommodate your special needs and/or requests. We require a **minimum of 24 hours advance notice for "Daily" meal and venue requests and 72 hours advance notice for "Event" & Charter** unless otherwise specified.

Alternative Entrées: are available for Star of Honolulu® Dinner Cruises and Rock-A-Hula® Waikiki Luau. Refer to StarofHonolulu.com/travel-partners/ informational-materials for Special Diet Info. No outside food or beverages please.

Venue: The Star of Honolulu®, Rock-A-Hula® and Royal Hawaiian Theater comply with A.D.A. (Americans with Disabilities Act) to accommodate wheelchairs and scooters.

Product: Green Room® Waikiki Luau Buffet & Show has limited access to the "Be on Stage" portion of the backstage tour.

SPECIAL TRANSPORTATION ARRANGEMENT

	WHEELCHAIR WITH AMBULATORY GUESTS	♿ WHEELCHAIR WITH NON-AMBULATORY GUESTS
PRODUCTS	Star of Honolulu® Dinner Cruises, Royal Star Hawaii® Motorcoach Charters and Daily Tours	
VEHICLE DRIVER	Motorcoach with trained driver	Motorcoach with lift and specially trained driver for A.D.A. requirement
BOOKING	For Star of Honolulu®: 24 hours in advance For Events and Royal Star Hawaii® Charters and Daily Tours: 72 hours in advance. Confirmation based on availability.	Advance booking, confirmation based on availability
WEIGHT	Wheelchairs less than 50 lb.	
WHEELCHAIR TYPE & RESTRICTIONS	Collapsible We regret that we cannot accept bigger wheelchairs and scooters and a large number of wheelchairs. Most wheelchairs, electric wheelchairs with joysticks and scooters are acceptable with above limitations.	
REQUIREMENTS	Release of Liability Form needs to be signed. Each wheelchair guest must be accompanied by an assisting person.	

Product: Grand Circle Island & Haleiwa Tour. We are not able to accommodate wheelchairs and scooters due to the inherent nature of the tour.

Product: Haleiwa Express. At Dole Plantation, the Pineapple Garden Maze is not ADA accessible, while the Pineapple Express Train Tour is ADA accessible.

Product: Pearl Harbor Experience Deluxe and **Ultimate** Tours. At the USS Missouri, only the main deck is wheelchair accessible. **At Pearl Harbor Aviation Museum, the Top of the Tower Tour is not ADA accessible.**

FAQ: Refer to StarofHonolulu.com/faq, RockAHulaHawaii.com/faq and RoyalStarHawaii.com/faq



STAR OF PARADISE TOURS & ATTRACTIONS®

Cruises 808-983-STAR (7827) ★ Show 808-629-SHOW (7469) ★ Events 808-983-7884 ★ Fax 808-983-7780
StarofParadise.com ★ StarofHonolulu.com ★ RockAHulaHawaii.com ★ RoyalStarHawaii.com

OAHU
12.9.25

Payments/ Cancellation Policy: See below. Non-payment subjects your reservation to cancellation. We accept cash, company checks (no personal checks) and ACH/wire transfers. We also accept all major credit cards except American Express for amounts up to \$10,000. **Processing fee of 3% will be added to your credit card payment.**

Checks Payable To (based on products):

- **Stars of Paradise:** For Star of Honolulu® and Deluxe Tours
- **Rock-A-Hula:** For Waikiki Luau and Rock-A-Hula® show
- **Royal Star Hawaii:** For Charters

Mailing Address:

Stars of Paradise Tours & Attraction
Attention: Reservations or Events or Royal Star Charter
2277 Kamehameha Highway, Honolulu, Hawaii 96819-2309

<p>DAILY CRUISE, SHOW & TOUR Star of Honolulu® / Rock-A-Hula®/ Waikiki Luau Pearl Harbor / Grand Circle Island</p>		<p>EVENT & CHARTER Star of Honolulu® / Rock-A-Hula® / Waikiki Luau Music Lounge / Royal Star Hawaii® / Event To-Go®</p>	
FIT (1 - 9 pax)	<p>Payment / Cancellation Confirmation: With 100% payment, Refundable till 24 hours prior Within 24 Hours: Full cancellation charge</p>	Standard	<p>Standard payment except Primetime Whole Boat / Place Buyout below</p> <p>Payment / Cancellation Confirmation: 10% payment, Non-refundable 30 Days Prior: 40% payment, 50% cancellation charge 72 Hours Prior: Balance of 50% payment, Full cancellation charge</p>
Group (10 - 29 pax) Vow Renewal	<p>Payment / Cancellation Confirmation: With 100% payment, Refundable till 15 days prior 15 Days Prior: 50% cancellation charge 72 Hours Prior: Full cancellation charge</p>	Primetime	<p>Star of Honolulu® Sunset, 2 decks, Operating Days Nova Five Star®</p> <p>Payment / Cancellation Confirmation: 10% payment, Non-refundable 90 Days Prior: 40% payment, 50% cancellation charge 72 Hours Prior: Balance of 50% payment, Full cancellation charge</p>
Group (30 and over pax) Captain's Wedding	<p>Payment / Cancellation Confirmation: With 10% payment, Refundable till 30 days prior 30 Days Prior: 40% payment, 50% cancellation charge 72 Hours Prior: Balance of 50% payment, Full cancellation charge</p>	Whole Boat / Place	<p>Star of Honolulu® Whole Boat Whale Watch OR Sunset Dinner, Whole Place Waikiki Luau & Rock-A-Hula® Show Buyout:</p> <p>Payment / Cancellation Confirmation: 10% payment, Non-refundable 10 Months Prior: Minimum guarantee payment, Non-refundable 72 Hours Prior: Balance of payment, Full cancellation charge</p>
		1 - 5	<p>Payment / Cancellation Confirmation: With 10% payment, Non-refundable 15 Days Prior: Balance of 90%, Full cancellation charge</p>
		6 - 15	<p>Payment / Cancellation Confirmation: With 50% payment, Non-refundable 15 Days Prior: Balance of 50% payment, Full cancellation charge</p>
		16 and Over	<p>Payment / Cancellation 10 Months Prior: Confirmation with 70% payment, Non-refundable 15 Days Prior: Balance of 30% payment, Full cancellation charge</p>

Damage Protection & Overage: We retain the right to refuse any charterer and may require the charterer to pay for security deposit or additional fees to cover damage and overage of time.

Lost & Found: We are not responsible for any lost items. Charterers and customers shall be responsible for the cost to return the items (if applicable).

Consumable Policy: No outside food or beverages shall be brought. No alcoholic beverages shall be taken out of the venue (Star of Honolulu® and Royal Hawaiian Theater).

