


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

RESERVATIONS	HOURS (Hawaii Standard Time)	TOLL FREE PHONE	IN HAWAII PHONE	FAX	EMAIL
<b>DAILY: CRUISE &amp; TOURS</b>	6:00AM – 8:00PM	1-800-334-6191	808-983-7827	808-983-7780	info@starofhonolulu.com reservations@royalstarhawaii.com sales@royalstarhawaii.com
<b>DAILY: SHOWS &amp; WAIKIKI LUAU</b>	6:00AM – 8:00PM	1-855-805-7469	808-629-7469	808-983-7780	info@rockahulahawaii.com
<b>EVENTS: CRUISE, SHOWS, WAIKIKI LUAU &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>TRANS CHARTER: ROYAL STAR HAWAII®</b>	9:00AM – 5:00PM	1-800-334-6191	808-841-7827	808-832-5574	sales@royalstarhawaii.com
<b>AIRPORT DISPATCH: ROYAL STAR HAWAII®</b>	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/](http://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
<b>PRODUCTS</b>	Star of Honolulu® Dinner Cruises, Royal Star Hawaii® Motorcoach Charters and <b>Daily Tours</b>	
<b>VEHICLE DRIVER</b>	Motorcoach with trained driver	Motorcoach with lift and specially trained driver for A.D.A. requirement
<b>BOOKING</b>	<b>For Star of Honolulu®:</b> 24 hours in advance  <b>For Events and Royal Star Hawaii® Charters and Daily Tours:</b> 72 hours in advance. Confirmation based on availability.	Advance booking, confirmation based on availability
<b>WEIGHT</b>	Wheelchairs less than 50 lb.	Total weight of wheelchair and guest less than 500 lb.
<b>WHEELCHAIR TYPE &amp; RESTRICTIONS</b>	Collapsible	30" wide by 48" long
	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.	
<b>REQUIREMENTS</b>	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/](http://StarofHonolulu.com/faq/), [RockAHulaHawaii.com/faq/](http://RockAHulaHawaii.com/faq/) and [RoyalStarHawaii.com/faq/](http://RoyalStarHawaii.com/faq/)



**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

DAILY CRUISE, SHOW & TOUR Star of Honolulu® / Rock-A-Hula® / Waikiki Luau Pearl Harbor / Grand Circle Island	
FIT (1 – 9 pax)	<b>Payment / Cancellation</b> Confirmation: <b>With 100% payment, Refundable till 24 hours prior</b> Within 24 Hours: <b>Full cancellation charge</b>
Group (10 – 29 pax) Vow Renewal	<b>Payment / Cancellation</b> Confirmation: <b>With 100% payment, Refundable till 15 days prior</b> 15 Days Prior: <b>50% cancellation charge</b> 72 Hours Prior: <b>Full cancellation charge</b>
Group (30 and over pax) Captain's Wedding	<b>Payment / Cancellation</b> Confirmation: <b>With 10% payment, Refundable till 30 days prior</b> 30 Days Prior: <b>40% payment, 50% cancellation charge</b> 72 Hours Prior: <b>Balance of 50% payment, Full cancellation charge</b>

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®	<b>Standard</b> Standard payment except Primetime Whole Boat / Place Buyout below <b>Payment / Cancellation</b> Confirmation: <b>10% payment, Non-refundable</b> 30 Days Prior: <b>40% payment, 50% cancellation charge</b> 72 Hours Prior: <b>Balance of 50% payment, Full cancellation charge</b>
	<b>Primetime</b> Star of Honolulu® Sunset, 2 decks, Operating Days Nova Five Star® <b>Payment / Cancellation</b> Confirmation: <b>10% payment, Non-refundable</b> 90 Days Prior: <b>40% payment, 50% cancellation charge</b> 72 Hours Prior: <b>Balance of 50% payment, Full cancellation charge</b>
	<b>Whole Boat / Place</b> Star of Honolulu® Whole Boat Whale Watch OR Sunset Dinner, Whole Place Waikiki Luau & Rock-A-Hula® Show Buyout: <b>Payment / Cancellation</b> Confirmation: <b>10% payment, Non-refundable</b> 10 Months Prior: <b>Minimum guarantee payment, Non-refundable</b> 72 Hours Prior: <b>Balance of payment, Full cancellation charge</b>
Royal Star Hawaii® Trans	<b>1 – 5</b> <b>Payment / Cancellation</b> Confirmation: <b>With 10% payment, Non-refundable</b> 15 Days Prior: <b>Balance of 90%, Full cancellation charge</b>
	<b>6 – 15</b> <b>Payment / Cancellation</b> Confirmation: <b>With 50% payment, Non-refundable</b> 15 Days Prior: <b>Balance of 50% payment, Full cancellation charge</b>
	<b>16 and Over</b> <b>Payment / Cancellation</b> 10 Months Prior: <b>Confirmation with 70% payment, Non-refundable</b> 15 Days Prior: <b>Balance of 30% payment, Full cancellation charge</b>

**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).

