

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 [RoyalStarHawaii.com/frequently-asked-questions](http://RoyalStarHawaii.com/frequently-asked-questions).

Department	Hours (Hawaii Standard Time)	Phone	Fax	Email
Sales	8:00AM – 5:00PM	(808) 841-7827	(808) 832-5574	sales@royalstarhawaii.com
Reservations	5:00AM – 9:30PM	(808) 832-5572	(808) 832-5574	reservations@royalstarhawaii.com
Physical Address	Royal Star Hawaii Motorcoach Tours & Destination Services® 2277 Kamehameha Highway, Honolulu, Hawaii 96819			
Mailing Address	ATTN: Accounting, “Royal Star Hawaii” 1540 South King Street, Honolulu, HI 96826-1919.			

**Quote / Confirmation / Payment / Cancellation Terms**

- Information needed to receive a quote: Date of your charter, point of origin, destination and passenger count, contact information (email, phone) and your vehicle preference.
- Quote: Our quote is based on your written order by fax or email and tariff price filed with the Public Utilities Commission (PUC 1505-C).
- All deposits / payments: are non-refundable. See above for our mailing address.
- Confirmation: Requires 50% non-refundable deposit. Then, your vehicle(s) are reserved and we will issue you a Confirmation Number.
- Full balance: is due 15 days prior to charter date.
- Acceptable forms of payment: include cash, cashier’s checks, company checks, Visa, Mastercard, Discover card and ACH / wire transfers. There is no surcharge for credit cards.
- Any disputes: must be made in writing within 10 days of receipt of invoice. A 1.5% monthly finance charge shall be applied to all overdue balances.
- Entire fleet cancellation over 6 or more vehicles: within 90 days = 50%, within 30 days = 100%.
- Entire fleet cancellation 5 or less vehicles: within 30 days = 50%, within 15 days = 100%.
- Exclusive Deluxe Tour cancellation: Please inquire.

**Airport / Pier Terminal Pick-Up Information**

- Airport pick-up vehicle arrival time: for international is 1 hour, for domestic arrival is 30 minutes AFTER scheduled flight arrival.
- Call us: at (808) 832-5572 for the **vehicle number(s)** for your charter, and the **place to meet**. It’ll take approximately 7 – 10 minutes for your vehicle(s) to arrive after contact.
- For Local Tour Operators: Upon gathering your guests, have your airport / pier terminal staff call us at (808) 832-5572.
- For Tour Operators from the Continental U.S., Direct and Kama’aina Groups: Upon gathering your guests and/or luggage, call us at (808) 832-5572.

**Barn Time** (Travel or Transit Time) is the vehicle travel time from our bus yard to your pick up point and back.

It is included in Arrival (1.75 hours) and Departure (1.75 hours) transfers. For all other runs, barn time will be added. See below for Zone Chart.

Zone	Barn Time	Location
Airport	.75 Hour	Charters originating or terminating at Honolulu International Airport.
A	1 Hour	All areas on South and East shores bounded by Kaneohe, Waikele and Mililani.
B	2 Hours	All areas beyond Zone A including Ko Olina, Polynesian Cultural Center, Turtle Bay, Wet’n’Wild Water Park and Waimea Bay.



**Parking / Entrance Fees:**

Will be charged **at cost** to your company as follows: Price subject to change.

Location	Motorcoach	Van	SUV
Nuuanu Pali Parking	\$25.13	\$6.28	\$3.15
Moanalua Gardens Parking	\$41.88		\$2.62
Moanalua Garden Entry	\$3.15 per adult (Child FREE ages 3-11)		
Diamond Head Crater Entry	\$41.88	\$20.94	\$5.10
State Harbor Entry	\$20.61 per vehicle		
VALR / Arizona Memorial Entry	\$5.00 per vehicle		
Reserved Arizona Memorial Ticket	\$1.57 per person		
USS Missouri Ticket	\$27.00 per person		
Military Base Entry	\$25.00 per vehicle		
Hotel Usage Fee	Additional usage fee for each pick-up or drop-off applies for some hotels.		

**ADA Compliant Wheelchair Lift**

- Advance reservations (and Royal Star confirmation) is strictly required for all ADA compliant wheelchair lift vehicles. Charterer / customer must specify type (non-ambulatory and / or non-collapsible) and exact number of wheelchairs.
- You will be assigned to a specially trained driver to assist. Refer to vehicle profile for details (i.e., maximum wheelchairs / remaining seats).
- Maximum wheelchair size is **30" wide by 48" long** (must fit on lift platform and vehicle tie down area).
- Total Weight of guest and chair must be **less than 500 lbs.**
- Acceptable: Most regular wheelchairs and electric wheelchairs with "joystick," as long as they **meet the above requirements** (we regret we cannot accept larger wheelchairs or scooters).
- For daily tours, refer to Stars of Paradise® Operations (SP-OP") page or individual fact sheets.

**Smoke-Free / Consumables Policy**

We offer a smoke-free environment and ask that all food and beverages be consumed before entering the vehicle.

**Luggage / Lost and Found**

- Luggage may be left on the vehicle for the duration of your charter segment or until you reach your final destination, whichever comes first.
- Royal Star Hawaii® 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 vehicle before exiting.

**Damage and Protection**

We retain the right to refuse any charter, or to require charterer to pay for security, additional fees, deposits, or any damage to vehicle, at our sole discretion.

**Force Majeure**

Royal Star Hawaii® 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, strikes, adverse traffic or weather which curtails operations, labor disputes, postal delays, explosions, governmental order, regulations, failure of machinery, accidents, or other unexpected events prohibiting services. In no event shall Royal Star Hawaii® be held liable to Charter 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.

