

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/frequently-asked-questions.

Department	Hours (Hawaii Standard Time)	Phone	Toll Free	Email
Event Sales	9:00AM – 5:00PM	(808) 983-7884	(800) 334-6191	events@starofhonolulu.com
Reservations	7:00AM – 8:00PM	(808) 983-7827	(800) 334-6191	info@starofhonolulu.com
Physical Address	Star of Honolulu®: Aloha Tower Marketplace, Pier 8 1 Aloha Tower Drive, Honolulu, Hawaii 96813 Dolphin Star®: Waianae Boat Harbor 85-471 Farrington Hwy, Waianae, HI 96792			
Mailing Address	ATTN: Accounting / Event, "Stars of Paradise Tours & Attractions" at 1540 South King Street, Honolulu, HI 96826-1919.			

Quote / Confirmation / Payment / Cancellation Terms

- Information needed to receive a quote: Date of your event / charter, passenger count, budget, and event product (See event products SHE1 - SHE7 / DSE1 - DSE5 at starofhonolulu.com/corporate-events or dolphin-star.com/groups-charters). Our virtual tour is also available for Star of Honolulu® at StarofHonolulu.com/virtualtour and Dolphin Star® at Dolphin-Star.com/virtualtour.
- Quote: Our quote is based on your written order by email or phone.
- 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.

	Payment for Event / Charter	Cancellation Charge Event / Charter
Standard	Star of Honolulu® & Dolphin Star® Standard Event Packages	
	<ul style="list-style-type: none"> Confirmation: 10% deposit 30 days prior: 40% deposit 72 hours prior: Balance of 50% 	<ul style="list-style-type: none"> Within 60 days: 10% Within 30 days: 50% Within 72 hours: 100%
Primetime Buyout	Star of Honolulu® Sunset; Whale Watch, 2 decks; Five Star Sunset Dining & Jazz® in Super Nova® Room; Dolphin Star® Daytime; Series of Events / Charters	
	<ul style="list-style-type: none"> Confirmation: 10% deposit 90 days prior: 40% deposit 72 hours prior: Balance of 50% 	<ul style="list-style-type: none"> Within 90 days: 50% Within 72 hours: 100%
	Star of Honolulu® Whole Boat Whale Watch, Early Bird Breakfast or Premier Lunch	
	<ul style="list-style-type: none"> 10 months prior: 50% deposit 30 days prior: Balance of 50% 	<ul style="list-style-type: none"> Within 10 months: 50% Within 30 days: 100%
	Star of Honolulu® Whole Boat Sunset Dinner	
	<ul style="list-style-type: none"> Confirmation: 10% deposit 10 months prior: Balance of 90% 	<ul style="list-style-type: none"> Within 10 months: 100%



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.
- Accessible Transportation: is available. Ask us or refer to SP-OP' for acceptable regular and electric wheelchairs and requirements.
- Advance Reservation: is strictly required for all ADA compliant wheelchair lift vehicles. 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.
- Dolphin Star® Cruise at Waianae Harbor: Boarding and disembarking are within 10 minutes prior to or after the cruise.

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.
- Dolphin Star®: No smoking for the entire vessel.

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

Star of Honolulu® 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 weather which curtails 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 Star of Honolulu Cruises & Events® be liable to Tour Operator for the loss of profit or for other similar or dissimilar collateral or consequential damages whether based on breach of contract warranty or otherwise. Fireworks on Fridays and daily sunset are not guaranteed.

