



RESERVATIONS	HOURS (Hawaiian Std. Time)	TOLL FREE NUMBER	PHONE NUMBER	FAX	EMAIL
DAILY Star of Honolulu®, Dolphin Star® and Arizona / Missouri Tour	7:00AM - 8:00PM	1-800-334-6191	(808) 983-7827	(808) 983-7780	info@starofhonolulu.com
DAILY Rock-A-Hula®	7:00AM - 8:00PM	1-855-805-7469	(808) 629-7469	(808) 983-7780	info@rockahulahawaii.com
EVENTS Star of Honolulu®, Dolphin Star®, Rock-A-Hula® and Paradise To-Go®	9:00AM - 5:00PM	1-800-334-6191	(808) 983-7884	(808) 983-7784	events@starofhonolulu.com events@rockahulahawaii.com
CHARTER Royal Star Hawaii® Sales	8:00AM - 5:00PM	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.

DAILY CRUISE, SHOW & TOUR Star of Honolulu® / Dolphin Star® / Rock-A-Hula® / Arizona Memorial / USS Missouri Tour	
FIT (1-9 pax)	<ul style="list-style-type: none"> • <u>Confirmation</u>: With 100% payment. • <u>Within 24 Hours</u>: Full cancellation charge.
Group 10-99 pax Vow Renewal & Personal Photographer	<p style="text-align: center;">Payment</p> <ul style="list-style-type: none"> • <u>Confirmation</u>: With 10% deposit. • <u>15 Days Prior</u>: 40% deposit. • <u>72 Hours Prior</u>: Balance of 50%. <p style="text-align: center;">Cancellation Charge for Entire Group</p> <ul style="list-style-type: none"> • <u>Within 15 Days</u>: 50% • <u>Within 72 Hours</u>: 100%
Group 100 and over pax Wedding & Green Room® Private Reception	<p style="text-align: center;">Payment</p> <ul style="list-style-type: none"> • <u>Confirmation</u>: With 10% deposit. • <u>30 Days Prior</u>: 40% deposit. • <u>72 Hours Prior</u>: Balance of 50%. <p style="text-align: center;">Cancellation Charge for Entire Group</p> <ul style="list-style-type: none"> • <u>Within 60 Days</u>: 10% • <u>Within 30 Days</u>: 50% • <u>Within 72 Hours</u>: 100%
Specials*	<p style="text-align: center;">Payment</p> <ul style="list-style-type: none"> • <u>Confirmation</u>: With 10% deposit. • <u>90 Days Prior</u>: 40% deposit. • <u>72 Hours Prior</u>: Balance of 50%. <p style="text-align: center;">Cancellation Charge for Entire Group</p> <ul style="list-style-type: none"> • <u>Within 90 Days</u>: 50%. • <u>Within 72 hours</u>: 100% <p style="text-align: center;">*Specials are as follows:</p> <ul style="list-style-type: none"> • Star of Honolulu® Sunset or Whale Watch® for one or series of group totaling over 300 pax. • Dolphin Star® Daytime / Rock-A-Hula® Stageside VIP® for one or series of group totaling over 100 pax. • Rock-A-Hula® Luau and Rockin' Show® for one or series of group totaling over 200 pax. • Arizona Memorial / USS Missouri for one or series of group totaling over 50 pax.



EVENT / CHARTER Star of Honolulu® / Dolphin Star® / Rock-A-Hula® / Royal Star Hawaii® / Paradise To-Go®	
Paradise To-Go®	<p style="text-align: center;">Payment</p> <ul style="list-style-type: none"> • <u>Confirmation</u>: With 10% deposit. • <u>30 Days Prior</u>: 40% deposit. • <u>72 Hours Prior</u>: Balance of 50%. <p style="text-align: center;">Cancellation Charge for Entire Event / Charter</p> <ul style="list-style-type: none"> • <u>Within 60 Days</u>: 10% • <u>Within 30 Days</u>: 50% • <u>Within 72 Hours</u>: 100%
Standard	<p>Star of Honolulu® Sunset and Whale Watch®, 2 decks, Five Star Sunset Dining & Jazz® in Super Nova®, Dolphin Star® Daytime, Rock-A-Hula® Stageside VIP®, Series of Events / Charters, Paradise To-Go from Vegas:</p> <p style="text-align: center;">Payment / Cancellation Charge for Entire Event / Charter</p> <ul style="list-style-type: none"> • <u>Confirmation</u>: 10% deposit. • <u>90 Days Prior</u>: 40% deposit. • <u>72 Hours Prior</u>: Balance of 50%.
Primetime Buyout	<p>Star of Honolulu® Whole Boat Whale Watch:</p> <p style="text-align: center;">Payment / Cancellation Charge for Entire Event / Charter</p> <ul style="list-style-type: none"> • <u>10 Months Prior</u>: 50% deposit. • <u>30 Days Prior</u>: Balance of 50%. <p>Star of Honolulu® Whole Boat Sunset Dinner and Rock-A-Hula® Primetime Whole Place:</p> <p style="text-align: center;">Payment / Cancellation Charge for Entire Event / Charter</p> <ul style="list-style-type: none"> • <u>Confirmation</u>: 10% deposit. • <u>10 Months Prior</u>: Balance of 90%.
Royal Star Hawaii® Charter	<p style="text-align: center;">Payment</p> <ul style="list-style-type: none"> • <u>Confirmation</u>: With 50% deposit. • <u>15 Days Prior</u>: Balance of 50%. <p style="text-align: center;">Entire Fleet Cancellation</p> <ul style="list-style-type: none"> • <u>Within 90 Days</u> 50%; <u>Within 30 Days</u> 100%: For 6 or more vehicles. • <u>Within 30 Days</u> 50%; <u>Within 15 Days</u> 100%: For 5 or less vehicles.












Wheelchair Guest Care and Special Menu: Star of Honolulu®, Dolphin Star®, Rock-A-Hula® and Arizona Memorial / USS Missouri Tour

We will do our very best to accommodate your special needs and / or requests. We recommend the following guidelines:

- I. **Making Reservations For Special Requests:** A minimum of 24 hours prior to your cruise, show or tour is required. For a large number of guests, please advise us at your earliest convenience. We cannot guarantee that we are able to accommodate the group without prior notice and confirmation.
- II. **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: Dolphin Star® is not A.D.A compliant due to inherent design limitations.
 Note 2: Rock-A-Hula Green Room® package has limited access to the "Be on Stage" portion of the backstage tour.
 Note 3: At the USS Missouri, only the main deck is wheelchair accessible.
 Note 4: "City Lights" Enhancement is not able to accommodate wheelchairs due to the nature of the site location and equipment used.
- III. **Accessible Transportation** : We use our sister company, Royal Star Hawaii Motorcoach Tours & Destination Services® (PUC 1505-C).
 Note 1: Maximum wheelchair size is 30" wide by 48" long (must fit on lift platform and vehicle tie down area).
 Note 2: Total weight of guest and chair must be less than 500 lbs.
 Note 3: Acceptable: Most regular wheelchairs and electric wheelchairs with a "joystick," as long as they **meet the above requirements** (we regret we cannot accept larger wheelchairs or scooters).
- IV. **Alternative Entrées:** Available for all products. For more information on alternative entrées and **diet charts** for all daily menus, please visit StarofHonolulu.com/factsheets-menus. We regret to inform guests that no outside food or drinks are allowed.

Dark Days 2019

The following dark days are scheduled for this year. We reserve the right to cancel or close due to circumstances beyond our control.

VENUE	 			 	 
	Aloha Tower Marketplace, Pier 8		Wai'anae Boat Harbor	Royal Hawaii Center, 4th Floor	Arizona / USS Missouri Pearl Harbor
Product Operating Days	Whale Watch 1/02/19 - 4/05/19	Sunset Dinner Daily	Dolphin / Snorkel Daily	Show Packages Dark Fridays	Arizona / USS Missouri Daily
New Year's Day Tuesday, January 1, 2019	N/A	open	closed	open	closed
Father's Day Sunday, June 16, 2019	N/A	open	Dolphin open Snorkel closed	open	open
Independence Day Thursday, July 4, 2019	N/A	replaced with Independence Day Firework Cruises (6:15 - 9:15 PM)	open	closed	open
Thanksgiving Day Thursday, November 28, 2019	N/A	open	closed	open	closed
Pearl Harbor Remembrance Saturday, December 7, 2019	N/A	open	open	open	closed
Honolulu Marathon Sunday, December 8, 2019	N/A	open	closed	closed for maintenance 12/6/19 - 12/8/19	closed
Christmas Day Wednesday, December 25, 2019	N/A	open	closed	open	closed