

Information About Your Cruise

Documents for your cruise

Please ensure that you bring along the proper travel documents for your cruise.

An international passport with a minimum validity of six months from the date of sailing is required for international cruises while domestic cruises require a government photo identity card.

(Any child whose travelling document is attached to the parent's passport must travel with the parent).

For domestic routes, the child's original birth certificate is required.

For all destinations cruise, international passport with work permit / employment pass / student pass / immigration card is required.

You may also need to obtain visas for certain countries on your cruise itinerary and we advise that you contact your travel agent for details and assistance .

Guests without proper documentation will be denied boarding. Please ensure that you bring your Cruise Ticket or Confirmation Slip and Passage Contract with you to embark the ship.

Guests have to ensure that they bring along their international passport, original birth certificate and Confirmation Slip in exchange for their access cards to embark the vessel.

Check-In and Embarkation

Upon arrival at the check –in area ,please present your Confirmation Slip to the staff present and proceed to one of the colour coded carpets that correspond to the following -

Yellow for Admiral Class, red for Balcony Class* and blue for World Cruisers.

If you're an Admiral Class guest, our Guest Services Co-ordinator will meet and assist you with the check-in.

For Balcony Class* guests, it is best that you check in together with your family, relatives and friends if everyone is cruising on Balcony Class to enjoy priority embarkation

Please note that if you are booked on Balcony Class* while your family, relatives and friends are sailing as World Cruisers, it is not possible to check-in on their behalf and neither will they enjoy priority check-in or boarding

As there may be a large number of World Cruiser guests checking in it is advised that only one person check in on behalf of the rest of the group but please ensure that you have all their passports and proper travel documents ready.

**Note : Balcony Class is available on SuperStar Virgo & SuperStar Aquarius only.*

While waiting to check-in our staff will check your passport for validity and visas (if required) as a pre-check-in procedure to expedite the check-in process.

Please present your passport / government photo ID and Confirmation Slip at the counter where you will be given an Access Card. Your Access Card is important as it serves as a boarding pass, cabin key and charge card onboard. Upon receipt of your Access Card, you should sign it immediately like any credit card.

Admiral Class, Balcony Class and World Cruiser guests will receive Yellow, Red and Blue Access Cards respectively.

Have the relevant immigration forms completed together with your passport during check-in. For your comfort and convenience, we recommend that each guest take no more than one suitcase and one hand baggage. These must fit comfortably in your cabin as no baggage will be stored in the ship's hold. Your total baggage weight should not be more than 30kg.

Check-in baggage will be delivered to the respective cabins no later than 60 minutes after sailing. Guests who do not receive the luggage by this time may contact the Concierge onboard.

Boarding

Guests will need to pass through security screening and present their Access card prior to boarding.

Those cruising with children may hold their Access Cards on their behalf.

As embarkation procedures may change and vary from port to port please follow the directions of the crew and signage to embark the ship.

Upon entering the ship please hand your Access Card to the crew to 'swipe' and 'encode' your cabin details and record your presence onboard.

Please do not walk through without 'encoding' as you will not be able to gain access to your cabin. Remember to swipe your access card whenever you leave or enter the ship.

Onboard

Accommodation

Choose from a wide range of well appointed suites and staterooms that include staterooms with balcony on ships like SuperStar Virgo and SuperStar Aquarius.

Suite occupants enjoy priority check-in and will be accompanied onboard by Guest Services staff while luggage will be sent directly to the cabin .

Dining

You can enjoy up to 6 meals a day which are included in the cruise package at the main dining restaurants or dine at our alternative restaurants which includes the Taj, a fully certified 'Halal' outlet on SuperStar Virgo at moderate charges.

Please present your Access Card when entering any restaurant for verification purposes.

Our restaurants have ample seating to accommodate all guests over the dining periods. However, to avoid any congestion, you may wish to eat earlier or later during the meal period.

There is a nominal corkage charge if you bring your own alcoholic beverage to any of the dining outlets.

Gala Dinner

Guests are advised to book early for their gala dinner seating in their choice of restaurant to avoid disappointment.

Entertainment

A wide spectrum of entertainment which includes exciting live cabaret shows, discotheques, karaoke and card rooms, video games, organised activities and deck games are available onboard.

Recreation

You'll enjoy truly pursuits from the active workout at the gym or a game of basketball to something more relaxed like the jacuzzi ,pool and sauna

Swimming Pool

For safety reasons, please do not leave your child unattended and guests are advised to take additional precautions while swimming. As towels are available provided at the poolside, please refrain from bring any from the cabin.

The use of the swimming pools and Jacuzzis are for adults and teenagers over the age of 12 years only while there are also children's swimming pools and Jacuzzis on certain vessels.

All users of the pools and Jacuzzis must wear proper swimming attire.

Beauty Services

Hairstyling and beauty services are available

Shopping Onboard

You may purchase most items ranging from luxury duty-free items and souvenirs to daily necessities like sunscreen and toiletries at outlets like the * Ports O'Call and *Star Boutique.

**Outlets may differ from vessel to vessel*

Photo Gallery

Guests can view photographs taken during the cruise for available for purchase

**Outlets may differ from vessel to vessel*

Shore Excursions

Our friendly crew at the Reception or our Shore Excursion Counter will be happy to explain the different options available at each port of call. You may join one of our pre-arranged tours or opt for free and easy on your own. As seats per tour are limited it is best to pre-book your shore excursion

For shore visits, casual wear and comfortable walking shoes or sandals are recommended while suitable beachwear are ideal for island excursions.(Skimpy beachwear is inappropriate in Muslim countries).

Bring sports or gym attire if you are planning to play golf, tennis or workout.

During shore visits, however, it is wise to avoid consuming tap water or drinks with ice from street vendors.

Child Care / Children's Activities*

Our Child Care Centres provide fun activities for the young ones under the care of our staff. A baby-sitting service is also available at a nominal charge.

If your kids are old enough to look after themselves, we have plenty of facilities and activities to keep them occupied and entertained. Please check with the respective Child Care Centre for detailed programmes.

Facilities vary from vessel to vessel.

Medical Facilities

In the event of minor accidents, inconveniences and emergencies while at sea, there is a fully qualified physician and a team of nurses onboard to assist. The clinic is open daily at posted hours.

Emergency medical attention is available around the clock by contacting the Reception. Basic medicine with your doctor's prescription are also available.

Star Navigator

The Star Navigator is a daily bulletin that takes you through entertainment, dining and other activities onboard.

Language Onboard

Our multi-lingual crew hail from over 40 nations and all of them speak English. But you will almost certainly find someone who will be more than happy to chat with you in your own language.

Laundry

We offer complete laundry and valet services at a nominal charge.

Room Service

Continental breakfast and snacks are available throughout the day at nominal charges.

**Cabin Service varies from vessel to vessel.*

Safe Deposit Box

Safe deposit boxes are available free of charge in some cabins and at the Reception.

Smoking

Smoking is permitted on open decks and at designated public areas only.

Telephone Calls / Facsimile / E-mail

There is a charge for using the satellite network for telephone and facsimile services or e-mail. You may call from the Reception or dial direct from your cabin. There are instructions in all cabins.

Alternatively, you may contact our operator for assistance.

Tipping

Your smile is the most valuable return you can give our friendly crew. We have a 'No Tipping' policy onboard.

Wake Up Call

Please contact our operator to arrange for a wake-up call.

Electrical Outlets

Power outlets in the cabins provide 110V or 220V power with 2-pin and 3-pin sockets.

Bathroom power points provide both 110V and 220V power and travel adaptors are available from Housekeeping.

**Power outlets vary from vessel to vessel.*

Water

The water onboard is perfectly safe for drinking. Hot water can be delivered to your stateroom by Housekeeping at your request.

Access Card

Cashless System

Your Access Card functions as a charge card and stateroom key onboard our vessels.

You will be able to use this card onboard when you patronise any of our food and beverage and service outlets as cash is not accepted in any of our outlets.

Please ensure that you sign your name at the back of the card as a verification for us and present it to our Service crew when you want to settle your bill.

There is an initial credit limit for your Access Card which may be increased by presenting your credit card for verification at the Reception.

Major credit cards (VISA / Master / JCB / AMEX / Diners) are accepted with a specified floor limit.

Children's Credit Barring

Should you wish to limit or bar the use of your children's Access Cards for purchases, please have them re-encoded at the Reception.

Otherwise, your children may sign for any facilities or purchases and you will be liable for those charges.

Access Card Loss

Please report the loss of your Access Card immediately to the Reception where a new one will be issued and the former invalidated.

This will prevent any liability for charges incurred on the lost card

Disembarkation

Disembarking During Your Cruise

There may instances where you would need to be complete certain documentation and bring along your passport to enable you to disembark at some ports of call. We will hand out these documents as necessary. If you encounter any difficulty in filling in the forms, our crew will be happy to assist you.

Bill Settlement / Star Express Check Out

We suggest settling your account the night before or at least three hours prior to disembarkation

Alternatively, you may opt for the "Star Express Check-out" by completing the necessary forms and handing them to the Reception during the cruise for itemized billing to be sent to the cabin.

Cruisers are encouraged to use this facility for a hassle free disembarkation.

Passport Collection

You may collect your passport presenting your Access Card / government photo identity card.

If you want to collect passports on behalf of your family and friends, you need to have their Access Cards. Children who have their own passport or identification document and who cannot sign must be accompanied by their guardian / parents.

Details of collection time and venue will be printed in the Star Navigator found in every cabin or at the Reception. Please refer for details.

Baggage Assistance

Should you require assistance to unload your baggage from the ship, please leave your baggage with name clearly written on the luggage tag outside your cabin door as advised in the disembarkation notice which will be placed in your cabin.

Your luggage will be collected and delivered to the luggage collection area of the respective port of disembarkation.

It's time to say goodbye and we hope you enjoyed your cruise. To make your disembarkation as smooth as possible , guests will be ushered out in staggered groups. Please gather at your designated waiting area to await your turn to disembark.

At the End of Your Cruise

At the end of your cruise, please complete our Guest Feedback Form. We take all comments seriously to improve our services commend our crew and to better serve you in the future.