



11 November 2015

Important Notice

Please be informed that effective 15 November 2015, all guests sailing onboard Superstar Gemini from Singapore will be required to provide a credit card pre authorization upon check-in, in order to facilitate bill settlement during check-out. An amount of SGD300 per cabin or SGD300 per person is required. Guests who do not intend to settle their deposit by credit card can pay in cash or foreign exchange equivalent at the Front Office. Please note that without a deposit being arranged at check-in, onboard purchases using your cabin card will not be possible.

Credit Card Pre Authorization

- For families sharing a cabin together, an amount of S\$300 is required as pre authorization. However if there are 2 guests who are not related sharing the same cabin, they can opt for individual pre authorization of S\$300 per person.
- All charges will automatically be billed to the guests' credit card at the end of the voyage. An itemized statement will be sent to each guests' stateroom the night prior to the end of the voyage. There is no need to visit the reception to check out and settle your account. For any disagreements with the billing amount, customers may go to front desk to check and confirm.
- The exact amount of spending will be charged from the pre-authorization credit card. Any remaining hold after the end of the cruise will automatically be released by the guest's issuing bank within a time period determined by the bank. The hold period is normally 7 days.
- For guests who have taken advantage of city check in at the Star Cruises Park Mall office, the credit card pre authorization can be arranged and activated on the sailing date.
- Guest may set up with their credit card a master account and add another stateroom as authorized purchases on their account.
- The cardholding guest must be an authorized signer by the card-issuing bank.
- Throughout the cruise, additional holds will be obtained as needed when Guest Account exceeds the amount of deposit on file. Guest will be notified for such transaction.

Cash Deposit

- For guests without credit cards, an amount equivalent of SGD300 or foreign exchange equivalent in cash per cabin or per person can be deposited at the front office.
- An additional cash deposit may be required if the on board spend exceeds the amount of initial deposit.
- Any remaining balance below SGD300 will be refunded at the end of the voyage in the same form of payment as the initial deposit.

Group Check in

- A separate group counter will be set up for check in and all guests are required to have their credit card pre authorization completed.

LAYOUT OF SINGAPORE CRUISE CENTRE CHECK IN AREA

