



SuperStar Aquarius Gratuity Fee (Service Charge) Scheme Q&As

1) When will the SSQ Gratuity Fee Scheme be effective?

A: The new SSQ Gratuity Fee Scheme will be implemented for all Keelung, Taiwan cruise departures commencing from 30 October 2016 (Sunday) onwards.

2) When will the official announcement of SSQ Gratuity Fee Scheme be made known to the public and via which communication channels?

A: The new SSQ Gratuity Fee Scheme launch announcement will be posted on Star Cruises Official Website (www.starcruiises.com.tw) on 31 August 2016.

3) How much are the SSQ Gratuity Fee imposed?

A: The SSQ Gratuity Fee imposed on the cruise passengers are as follows:

- ♦ NTD 400 Per Person Per Night (Inside Stateroom, Oceanview Stateroom and Oceanview Stateroom with Balcony)
- ♦ NTD 500 Per Person Per Night (Suite Cabins)
- ♦ Infant (below 2 years old) will enjoy SSQ Gratuity Fee waiver

4) Does the SSQ Gratuity Fee apply to Genting Rewards Members?

A: Yes. The SSQ Gratuity Fee is applicable to all cruise guests including Genting Rewards members.

5) Are the Genting Rewards Members allowed to offset the SSQ Gratuity Fee using their points?

A: Yes. Genting Rewards Members are able to utilize their accumulated Genting Points (GP) to offset the SSQ Gratuity Fee.

6) How can the guests make the Gratuity Fee payment during the cruise?

A: The SSQ Gratuity Fee will be captured in the individual guest's invoice. Guests must settle all charges incurred onboard prior to cruise disembarkation on the last cruise day.



7) Can the Onboard Credits (Onboard Credit) be used to offset the SSQ Gratuity Fee?

A: No. OBCR (Onboard Credit) cannot be utilized to offset the SSQ Gratuity Fee.

8) Does the SSQ Gratuity Fee apply to guests who book the SSQ cabin using SSQ Cruise Sponsorship Vouchers & Gift Letters?

A: Yes. Guests entitled to free cruise cabin redemption with SSQ Cruise Sponsorship Vouchers & Gift Letters are required to bear the applicable port charges, as well as the SSQ Gratuity Fee.

9) What is the arrangement for those have booked and paid for cruise booking prior to this announcement?

A: All bookings with deposit payment made and Name List submitted to Star Cruises latest by 15 September 2016, they will enjoy the Gratuity Fee waiver.