



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

1) When will the Gratuity Fee Scheme be effective?

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

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

A: The new Gratuity Fee Scheme launch announcement will be posted on Star Cruises Official Website (www.starcruiises.com) on 15 September 2016.

3) How much are the Gratuity Fees imposed?

A: The Gratuity Fees will be imposed on the cruise passengers are as follows:

- ◆ SGD 17 Per Person Per Night (Inside Stateroom, Oceanview Stateroom and Oceanview Stateroom with Balcony)
- ◆ SGD 21 Per Person Per Night (Suite Cabins)
- ◆ Infant (below 2 years old) will enjoy Gratuity Fee waiver

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

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

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

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

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

A: The Gratuity Fee will be automatically captured in the individual guests' cabin keycard upon cruise check-in & boarding. They can make the Gratuity Fee payment at Reception Counter (Deck 7) onboard prior to cruise disembarkation on the last cruise day. The prepaid option for Gratuity Fee is not available.



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

A: No. OBCR cannot be utilized to offset the Gratuity Fee.

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

A: Yes. Guests entitled to free cruise cabin redemption with Star Cruises' Cruise Sponsorship Vouchers & Gift Letters are required to bear the applicable port charges and Gratuity Fee.

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

A: For Group Blockages with full deposit payment made and their Group Name List submitted to Star Cruises Reservations Group Desk for key in into the reservation system on or before 15 September 2016, they will enjoy the Gratuity Fee waiver.