

قوسٲ قلنجوغن ابد سنڊيرين برحد

新嘉利旅遊中心有限公司
CENTURY TRAVEL CENTRE SDN. BHD.

(Licence No. KPSU/PK/84/25 TA)

No. 20A & 21A, 1st Floor, Darussalam Complex, Jalan Sultan, Bandar Seri Begawan BS8811, Brunei Darussalam.

Tel: 673-2221 747, 2236 671, 2221 948, 2220 250 Fax: 673-2227 747, 2220 636

E-mail: century@brunet.bn Website: www.centurytravelcentre.com

Postal Address: P. O. Box 747, B. S. B. BS8671, Brunei Darussalam.



STAR CRUISES BRUNEI BOOKING GUIDELINES

Upon receipt of full passengers' details, Star Cruises offices will send a Confirmation Invoice. This will show the booking reference, passenger and cruise details along with the total amount payable. Upon receipt of full payment, Star Cruises Wisma Genting Finance will issue a confirmation Slip that is valid for embarkation, where it will be exchanged for the access card.

PASSENGER DETAILS REQUIRED

Passenger's Full Name (as per passport details)

Sex

Date of Birth

Nationality

Passport Number

Passport Place of Issue

Passport Expiry Date

NRIC no (Malaysian only)

BOOKING DETAILS REQUIRED

Name of booking agency & staff

Specific cruise itinerary, departure date, cabin type rooming list

Pre-reservations of Shore Excursions if required

Special request, if any (at least 14 working days in advance)

AMENDMENT POLICY

An amendment fee shall be charged at BND50 per passenger for the following amendments after the acceptance of bookings by Star Cruises Reservation Office:-

Change of Passenger Name

Swapping passenger / rooming list

Change of Cruise Departure Dates

Downgrading of Cabins

Change of Vessel

Down sell of itinerary

Note:

Amendment fees are applicable for amendments requested at any time.

No charge shall be levied for the Upgrading of Cabins.

No charge shall be levied for upsell of itinerary provided that the original departure remains.

100% cancellation fee will be applicable for change of cruise departure date 7 days or less before departure. **This is applicable for cruise length more than 1 night.**

As for 1 night cruise to nowhere; 100% cancellation fee will be applicable for change of cruise departure date 5 days or less before departure.

100% cancellation fee will be applicable for super peak season i.e. Christmas, New Year and Chinese New Year sailing.

Prevailing rates will be applicable for change of departure and addition of cabins.

Split of cabin – reservation of the new cabin will be considered as new booking at prevailing rates.

Addition of passengers in the same cabin will be charged at original rates.

Change of all passengers in the original cabin will be treated as cancellation and prevailing rates will be applied.

MANGGIS OFFICE:

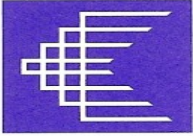
Unit 4, 2nd Floor, Hua Ho Manggis Mall, Simpang 232, Jalan Muara, Negara Brunei Darussalam.

Tel: 673-2341 747, 2340 928, 2340 929, 2340 930, 2340 931 Fax: 673-2341 777, 2340 932 Email: muaracentury@brunet.bn

KB OFFICE:

Unit No. 12, Block A, Lot 7065, Ground Floor, Bangunan Hj. Karim dan Anak-Anak, Jalan Jaya Negara, Kuala Belait KA1931, Negara Brunei Darussalam.

Tel: 673-3331 787, 3337 287, 3337 297 Fax: 673-3337 787 Email: kbcentury@brunet.bn



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The Green Heart of Borneo
BRUNEI
A Kingdom Of Unexpected Treasures

CANCELLATION CHARGES

- Notification to cancel cruise bookings must be made in writing to Star Cruises Reservation Office and shall be effective only upon actual receipt by Star Cruises Reservation Office. Sales Agent is reminded to confirm the notification of such cancellation by telephone in order to avoid disputes.
- The cancellation policy of Star Cruises shall apply as follows :-

Cancellation Policy for All Itineraries Except 1 night CNW Cruises (All Vessels)

Cruise length 5 nights or more	Cancellation Charges (per person)	Cruise length 4 nights or less	Cancellation Charges (per person)
45 – 30 days prior departure	25% of Full Fare	45 – 14 days prior departure	25% of Full Fare
29 – 15 days prior departure	50% of Full Fare	13 – 08 days prior departure	50% of Full Fare
14 – 08 days prior departure	75% of Full Fare	07 days or less prior departure	100% of Full Fare
07 days or less prior departure	100% of Full Fare	No Show / No Written Notice	100% of Full Fare
No Show / No Written Notice	100% of Full Fare		

Cancellation Policy for 1 night CNW Cruises (All Vessels) Effective 01 October 2007 Departure Onwards

Cruise length 1 night CNW	Cancellation Charges (per person)
29 – 14 days prior departure	25% of Full Fare
13 - 06 days prior departure	50% of Full Fare
05 days or less prior departure	100% of Full Fare
No Show / No Written Notice	100% of Full Fare

- The Sales Agent is required to notify its customers of Star Cruises cancellation charges above. Failure to do so will render Sales Agent liable for any claims or compensation arising from disputes in the cancellation charges levied.
- The above information is accurate at the time of printing and is subject to Star Cruises Terms & Conditions. Star Cruises reserves the rights to change the policies at any time without prior notice.

VISA REQUIREMENT

It is the responsibility of the tour operators/agents to ensure that VISA requirements are complied with. We can provide you with full details if you are unsure of them.

Star Cruises has the rights to refuse passenger boarding if the necessary entry visas are not in order. In the circumstances, this will be treated as No Shows and a 100% cancellation charge will be levied.

TRAVEL POLICY

Passage for pregnant women will only be permitted before their 24th week of pregnancy and a doctor's certificate stating that they are fit to travel must be provided.

All valid passports must have at least 6 months validity from the actual date of sailing.

Strictly NO refund will be made when customers are denied embarkation for non-compliance of the above Immigration requirements.

Children aged 6 months or less at the commencement of the cruise will be refused permission to board the cruise ship and the Carrier shall have no liability whatsoever for any consequences of such refusal.

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