



OUR NEW ADDRESS: 2277 Kamehameha Highway, Honolulu, HI 96819-2309

RESERVATIONS	HOURS (Hawaiian Std. Time)	TOLL FREE NUMBER	PHONE NUMBER	FAX	EMAIL
DAILY: CRUISE & TOURS	7:00AM – 8:00PM	1-800-334-6191	808-983-7827	808-983-7780	info@starofhonolulu.com
DAILY: SHOWS, WAIKIKI LUAU & MUSIC LOUNGE	7:00AM – 8:00PM	1-855-805-7469	808-629-7469	808-983-7780	info@rockahulahawaii.com
EVENTS: CRUISE, SHOWS, WAIKIKI LUAU, MUSIC LOUNGE, & TO-GO	9:00AM – 5:00PM	1-800-334-6191	808-983-7884	808-983-7780	events@starofhonolulu.com events@rockahulahawaii.com
CHARTER: TRANS	5:00AM – 9:30PM	1-800-334-6191	808-841-7827	808-832-5574	sales@royalstarhawaii.com

CONFIRMATION / PAYMENT / CANCELLATION TERMS

- All deposits are non-refundable.
- Payment / Deposit schedule are in effect at time of booking.
- Non-payment subjects your reservation to cancellation
- Cancellation charge within following time frame prior to event.

DAILY CRUISE, SHOW & TOUR Star of Honolulu® / Rock-A-Hula® / Waikiki Luau / Music Lounge Pearl Harbor / Grand Circle Island	
FIT (1 – 9 pax)	Confirmation: With 100% payment Within 24 Hours: Full cancellation charge
Group 10-99 pax Vow Renewal	Payment Confirmation: With 10% deposit 15 Days Prior: 40% deposit 72 Hours Prior: Balance of 50% Cancellation Charge for Entire Group Within 15 Days: 50% Within 72 Hours: 100%
Group 100 and over pax Captain's Wedding	Payment Confirmation: With 10% deposit 30 Days Prior: 40% deposit 72 Hours Prior: Balance of 50% Cancellation Charge for Entire Group Within 60 Days: 10% Within 30 Days: 50% Within 72 Hours: 100%
Specials*	Payment Confirmation: With 10% deposit 90 Days Prior: 40% deposit 72 Hours Prior: Balance of 50% Cancellation Charge for Entire Group Within 90 Days: 50% Within 72 hours: 100% *Specials are as follows: Star of Honolulu® Sunset or Whale Watch®: For one or series of group totaling over 300 pax. Rock-A-Hula® Green Room® and VIP Waikiki Luau: For one or series of group totaling over 100 pax. Rock-A-Hula® Original Waikiki Luau and Waikiki Luau Buffet, Rockin' Show and Music Lounge: For one or series of group totaling over 200 pax. Pearl Harbor / Grand Circle Island: For one or series of group totaling over 50 pax.

EVENT & CHARTER Star of Honolulu® / Rock-A-Hula® / Waikiki Luau Music Lounge / Royal Star Hawaii® / Event To-Go®	
Standard	Standard payment except Primetime Buyout below Cancellation Charge for Entire Event / Charter Confirmation: 10% deposit 30 Days Prior: 40% deposit 72 Hours Prior: Balance of 50%
Primetime Buyout	Star of Honolulu® Sunset and Whale Watch®, 2 decks, Friday Nova Five Star®, Series of Events / Charters, Music Lounge: Payment / Cancellation Charge for Entire Event / Charter Confirmation: 10% deposit 90 Days Prior: 40% deposit 72 Hours Prior: Balance of 50% Star of Honolulu® Whole Boat Whale Watch, Rock-A-Hula® 2 Hawaiian Pavilions VIP Waikiki Luau: Payment / Cancellation Charge for Entire Event / Charter 10 Months Prior: 50% deposit 30 Days Prior: Balance of 50% Star of Honolulu® Whole Boat Sunset Dinner and Rock-A-Hula® Whole Place VIP Waikiki Luau: Payment / Cancellation Charge for Entire Event / Charter Confirmation: 10% deposit 10 Months Prior: Balance of 90%
Royal Star Hawaii® Trans	Payment Confirmation: With 50% deposit 15 Days Prior: Balance of 50% Entire Fleet Cancellation Within 90 Days 50%; Within 30 Days 100%; For 6 or more vehicles Within 30 Days 50%; Within 15 Days 100%; For 5 or less vehicles

