



Star Cruises COVID-19 Management Supplementary Terms and Conditions

Last updated: 8 December 2021

IMPORTANT NOTE

In response to COVID-19 pandemic, Star Cruises is committed to safeguard the health and safety of our guests, crew and ship visitors with our enhanced safety precautionary measures.

This is aimed to reduce the risk of exposure to COVID-19 and other infectious diseases on board our ships. Star Cruises cares and you can cruise in confidence on a safe voyage with us.

Please take note that by securing a cruise holiday with us, you acknowledge, agree and accept the implemented safe management measures and enhanced precautionary measures mentioned in these terms and conditions in a collaborative effort to protect the health and safety of our guests, crew and ship visitors.

This COVID-19 Management Supplementary Terms and Conditions is valid from the date of publication, is subject to change by Star Cruises without notice to the guest, and will remain in full force and effect until further notice. This COVID-19 Management Supplementary Terms and Conditions should be read together with the Star Cruises' Passage Contract and Privacy Policy wherein the latest versions can be obtained from the Star Cruises' website at www.starcruiises.com.

Before Cruise Booking

In light of the current COVID-19 pandemic, we view your health and safety as our utmost priority. Additional steps are taken to provide you with a safe cruise environment. Our enhanced precautionary measures, policies and procedures are consistent with current government, regulatory and public health guidance, which may continue to evolve. We will continue to update our enhanced precautionary measures, policies and procedures, which are relevant to your cruise.

Kindly be advised that the additional policies, procedures and safety precautionary measures, which may apply to your cruise, are based on national requirements. Breach of these COVID-19 Management Supplementary Terms and Conditions may be considered a breach of your Passage Contract with us and may result in you being denied boarding and/or required to cruise disembarkation from the ship without any compensation.

Government Advice & Travel Advisory

Prior to cruise travel, you are highly recommended to check the with the Government of Malaysia's website <https://www.malaysia.gov.my/portal/index> as well as the national health authorities of any countries you will visit, for the latest travel advisory and information pertaining to your travel plan, your health and safety. Due to current government policies and guidance on international travel (including quarantine orders), cruise bookings are only available to all Malaysia citizens, foreigners with valid Malaysian long-term visit passes (student pass, dependent pass, long-term visit pass and employment pass) and international tourists that had completed and pass the quarantine and home surveillance order by the Malaysian authorities. Star Cruises will not be liable for any cost, damage or expense whatsoever incurred as a result of such cancellation and/or denial of boarding.



Healthy & Fit to Cruise

Before you book a cruise with us, you must ensure that you are fit to travel and that you will not endanger yourself or others during your cruise. This means you must disclose to us any pre-existing medical condition (whether or not diagnosed by a doctor) of which you are aware, including whether you have contracted or suffered symptoms of any infectious disease (including but not limited to norovirus, salmonella and/or COVID-19) prior to travelling with us.

COVID-19 symptoms include, but are not limited to, high temperature or fever, a continuous cough, shortness of breath or difficulty breathing, a loss or change to your sense of taste or smell, muscle aches, headaches and fatigue. COVID-19 can have severe health consequences or be fatal in some cases. It is particularly dangerous for those who have certain underlying and/or pre-existing health conditions.

Before Port Arrival

Mandatory Online Cruise Check-In:

Passenger must visit <https://booking.starcruiises.com/OnlineCheckIn/CheckIn/Search/en/> for mandatory Online Check-In. The Online Check-In for your cruise will be available as early as 90 days before your cruise date up to the departure time. You must ensure correct contact details during Online Check-In as per Malaysia government's requirements.

Checklist before Arrival at the Terminal:

1. Travel Documents
2. Full COVID-19 Vaccination Record
3. MySejahtera App

1. Travel Documents

- Malaysians must bring along their Malaysian ID card
- Foreigners with valid Malaysian long-term visit passes or international tourists** must bring along their valid passport with a minimum validity of 6 months of the departure date. In addition, prior to cruising foreigners are also required to have health insurance / protection for COVID-19 related treatment on shore side.

**The Travel Document Requirement is subjected to change.*

***International tourists that have completed and passed the quarantine and home surveillance ordered by the Malaysian authorities.*

2. Full COVID-19 Vaccination Record

All cruising guests, excluding aged 18 and below, must be fully vaccinated and receive the full regimen of COVID-19 vaccines. As determined by the Ministry of Health of Malaysia, fully-vaccinated individuals are eligible to cruise: -

- a) 14 days after the second dose of the two-dose vaccines from Pfizer-BioNtech, AstraZeneca, Sinovac, Moderna and Sinopharm; or
- b) 28 days after a single dose from Johnson & Johnson and CanSinoBio.



Unvaccinated aged 18 years and below are eligible to cruise, provided they are accompanied by a fully-vaccinated adult guardian / parent(s). Guests' are required to present their vaccination record at the cruise terminal on the departure date via the MySejahtera App, which will indicate the name, IC or passport number and vaccination status. Kindly be informed guests that are unfit for vaccination, including those with medical certificates will NOT be eligible to cruise on Star Pisces.

Star Cruises are required to check vaccination record of guest upon check-in before embarkation.

3. MySejahtera App

Guests are required to scan the QR code at the cruise terminal entrance with the MySejahtera App prior to entering. Guests are required to present their vaccination record indicating the name, IC or passport number, type and vaccination status at the cruise terminal on the departure date via the MySejahtera App.

Mandatory Pre-Cruise COVID-19 Antigen Rapid Test (ART)

All guests will have to undergo a mandatory pre-boarding Antigen Rapid Test (ART) for COVID-19 at the Penang Port (old terminal) next to Swettenham Pier Cruise Terminal on the departure date and present a negative test result, which will be available within 30 minutes at the terminal.

The COVID-19 Antigen Rapid Test (ART) is mandatory and the test fee is included in Taxes & Fees. Guests must arrive at the port at your designated COVID-19 Antigen Rapid Test (ART) Time stated in your cruise ticket and sail pass in order to facilitate the mandatory COVID-19 Antigen Rapid Test (ART). Guests who arrive earlier than the test timing will be required to leave the terminal and come back again at the designated time. If you arrive late, you may not be eligible for cruise boarding. Your designated boarding time will be advised when you arrive at the port.

Pre-Boarding Health Screening

Mandatory pre-boarding health screenings will be conducted at the port where special safe management measures and health and safety procedures are established. You must comply strictly with given instructions in the port. Due to the heightened screening requirement, please expect some waiting time to complete all the procedures.

The pre-boarding health screening will include Health & Travel Declaration Form completion and temperature screening. Clear and accurate information must be provided to us at all times to safeguard your health and safety. As a precautionary measure, Star Cruises reserves the right to refuse passage and/or cancel any reservation made by any guest at any time for public health risk reason without any liability whatsoever.

Guests detected with fever / respiratory symptoms / failed any of the other health criteria will be denied boarding. If you are unable to cruise with us for such reason, we will extend our Future Cruise Credit for your future cruise enjoyment.



Cruise Boarding Denial

Please be informed that you and your travelling companions will be denied boarding if the following circumstances occur:

- You are unvaccinated or partially vaccinated;
- You failed to provide proof of vaccination;
- You displayed COVID-19 symptoms on arrival at the port terminal, including a temperature over 37.5C, cough, loss or change to your sense of taste or smell, shortness of breath, or other symptoms of an infectious disease (as evaluated by our onsite medical staffs at their sole discretion);
- You failed our Pre-Boarding Health Screening;
- You failed to provide negative COVID-19 ART test;

Please take note that the above list is not an exhaustive list. Failure to comply with any of the above, may result in you and your travelling companions being denied boarding and we will deem it as a cruise booking cancellation by you and your travelling companions. As a precautionary measure, Star Cruises reserves the right to refuse passage and/or cancel any reservation made by any guest at any time for public health risk reason without any liability whatsoever.

During Your Cruise

Star Cruises is committed to safeguard the health and safety of our guests, crew and ship visitors during the cruise with our enhanced safety precautionary measures.

While we will maintain the ship cleanliness and conduct disinfection regularly in accordance with our new hygiene sanitation protocols, guests are highly recommended to bring along sufficient facemasks and portable hand sanitizer (if required) for your own use on board and to adhere to the following simple rules for a safe cruise voyage with Star Cruises:

- Wash your hands regularly
- Avoid touching your face with your hands
- Catch coughs and sneezes in a tissue and dispose of the tissue immediately
- Wear an approved form of mask in accordance with instructions and signage
- Observe safe social distancing measures
- Participate in our contact tracing processes

PLEASE TAKE NOTE that to provide you with a better and safe cruise experience, your photographs, videos, and other relevant personal data may be recorded while onboard, during embarkation and disembarkation. Upon request, such personal data collected, which includes without limitation, CCTV footages, physical or digital logs, interviews with crews and passengers etc may be submitted to the relevant authorities for the purposes set out in the 'Star Cruises Privacy Policy' clause below. The relevant authorities may take enforcement actions against guests found to have breached the safe management measures.

Onboard Facilities and Services

In accordance with the Malaysia authority guidelines, Star Pisces will be operating at reduced capacity to ensure safe distancing practices. Our on board venues will also be / are operating at reduced capacity to ensure ample spacing among guests.



In view of safe management measures and social distancing guidelines, some of our on board facilities and/or services may be closed or restricted, or subject to additional procedural requirements due to health and safety considerations, local laws or operational reasons. Please refer to the Star Navigator for the venues operating hours.

Star Cruises Privacy Policy

At Star Cruises, your privacy matters. By continuing to use our services, you consent to Star Cruises: -

- (a) using, sharing with and/or receiving from third party medical service providers any health information and/or samples you provided for the purpose of assessing your fitness to travel at any stage in time during the cruise booking process, at port prior to cruise embarkation, during your cruise and at port upon cruise disembarkation; and
- (b) collecting all relevant personal data information of yours during cruise booking, embarkation, onboard and/or during disembarkation and using and/or sharing the personal data information collected with relevant government, health and/or port authorities for the following purposes: -
 - (a) to assess whether you are fit to travel at any stage in time during your cruise;
 - (b) for safe management measures adherence monitoring and learning purposes;
 - (c) for contact tracing purposes; and/or
 - (d) to carry out any necessary medical and administrative interventions to reduce the spread of contagious diseases

Such personal data information may include (but not limited to) your personal identifiers, financial information and your customer account related information collected from your Cruise Booking, your health or medical or travel information collected from your completed Health & Travel Declaration Form or other relevant form(s) during pre-boarding screening, your health test samples provided to us and/or our third party medical service providers we engaged, your location, MySejahtera App, interviews with crew and/or passengers, photographs, videos and/or other data recorded by our personnel and/or security and technology systems for eg. CCTV footages, physical and digital logs.

To ensure the health and safety of our guests and in line with the recommendations by the authorities, the above consent is a condition precedent for you being permitted on board the ship. Any guests who do not provide or withdraw such consent may be denied boarding or required to cruise disembarkation from the ship without any compensation.

Your attention is also drawn to our Privacy Policy posted at our Star Cruises' website <https://www.starcruiises.com/my/en/privacy-policy>. We process your personal data in accordance with the terms of our Privacy Policy in order to meet our legal obligations and to ensure the health and safety of our guests and ship crew. All guests are advised to read our Privacy Policy carefully.



COVID-19 Symptoms Reporting Obligation

Star Cruises would like to reiterate that the safety of its guests and crew remains its highest priority and as such, stringent measures have been implemented based on the Malaysia authorities' requirements. Any on-board medical charges with symptoms related to COVID-19, including COVID-19 testing on the ship will not be charged to the guest.

In the event of a positive case on board, the reported guest will be immediately isolated at the isolation ward for further examination and for on board testing with close traveling companions immediately quarantined. Contact tracing will immediately be activated via CCTV analysis and access cards use analysis, which are coordinated by the on board team, including the Infection Control Officer (ICO) on board. All on board public areas and cabins will undergo cleaning and disinfection in accordance with guidelines and all on board activities will cease immediately. Further quarantine measures will be announced by the Captain. The ship will immediately return to the Penang homeport for further coordination with the local authorities.

Your Cruise Disembarkation

Disembarkation, customs clearance, immigration and health screening checks will be carried out in strict compliance with local port regulations and any other relevant authorities' requirements. We anticipate that disembarkation will take place at scheduled times and in notified groups. No special requests for early or delayed disembarkation can be accommodated due to the current health and safety processes in place.

This may cause some delay in your homeward or onward journey, and while we apologize for any inconvenience that may be caused, we do not assume any liability for such resulting disruption caused by our compliance with health and safety procedures and/or local regulations applied from time-to-time. We seek your understanding in this.

This COVID-19 Management Supplementary Terms and Conditions is drawn up in the English language. This COVID-19 Management Supplementary Terms and Conditions may be translated into any other language than English provided however that the English language text shall in any event prevail.