

Check-in and Embarkation Flow

Guest are required to follow the designated ART time and check-in timing as priority will be given to those who arrive at the terminal within their given check-in timing and to avoid denied boarding.

All guests are required to download the 'MySejahtera' App for check-in at the cruise terminal prior to boarding Star Pisces. Star Cruises reserves the right to refuse embarkation to any guest(s) who is/are not able to present it.

Pre-Boarding ART for COVID-19 at the Penang Port (Old Terminal) next to Swettenham Pier Cruise Terminal:

1. Scan the QR Code at the entrance with the 'MySejahtera' App prior to entering
2. Temperature screening, present fully vaccinated status via the 'MySejahtera' App* and submission of completed health declaration form
3. Proceed to waiting area and continue for ART COVID-19 test
4. Wait for ART results at the designated area (available within 30 min)
5. Guests with negative ART results may exit and proceed to Swettenham Pier Cruise Terminal (Level 1) for Check In



Remarks

- Guests detected with fever / respiratory symptoms / failed the health criteria will be subjected to a second evaluation check by a medical officer and individuals not meeting these criteria will be denied entry
- 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
- As determined by Malaysian Ministry of Health, fully-vaccinated individuals are eligible to cruise: -
 - After 14 days of the second dose of the two-dose vaccines from either Pfizer-BioNtech, AstraZeneca, Sinovac, Moderna or Sinopharm; OR
 - After 28 days of the single dose vaccine from Johnson & Johnson or CanSinoBio
- If you are a recipient of the COVID-19 vaccine abroad, please download the 'MySejahtera' App to apply for a digital COVID-19 vaccination certificate by clicking on the 'Helpdesk MySejahtera' icon and proceed to choosing 'N'. Kindly be informed guests that are unfit for vaccination, including those with medical certificates will NOT be eligible to cruise on Star Pisces

Check-In at Swettenham Pier Cruise Terminal

1. Scan the QR Code at the entrance with the 'MySejahtera' App & present negative COVID-19 ART results for verification prior to entering
2. Proceed to Level 1 for check-in and luggage check-in (if any)
3. Present negative COVID-19 ART results for verification to staff at Self-Check-in Kiosk OR Check-In Counter to receive cabin key card
4. Proceed to Departure Hall and Embark