

Dear Valued Guest:

The health and well-being of our guests and crew is of the utmost importance to Star Cruises. Accordingly, a Star Cruises vessel is one of the safest and cleanest environments in which you can spend your vacation. We take great pride in the efforts that go into keeping it that way.

The recent emergence of the influenza A/H1N1 virus has caused concern among public health authorities and the traveling public. We have proactively taken increased health and safety measures as a matter of caution.

Below are some frequently asked questions.

1. Any plans to suspend cruise itineraries?

Currently, the SC fleet itineraries remain unchanged. We will closely monitor the situation and notify our passengers immediately should there be any change in the schedule of our ships.

2. Any precautionary measures/steps taken by Star Cruises to guard against the influenza A/H1N1 virus?

Star Cruises has effectively implemented necessary precautions to protect our passengers and crew members onboard.

- Thermal scanners have been deployed and passengers scanned before each embarkation.
- All staff has been alerted to take precautionary measures on their personal and environmental hygiene and are being educated on procedures that might be implemented at a later stage.
- Extra hand sanitizer stations have been provided in public areas onboard.

We are monitoring the WHO's potential to the alert level and their recommendations will be followed and implemented accordingly. We will review and enhance our precautionary measures from time to time based on available information and new recommendations issued by health authorities such as WHO, CDC and any local authorities in our port of calls, this is to maintain highest possible standard of protection for our passengers and crew.

3. Do we have sufficient medical staff and supplies on board to handle situations where there may be isolated cases?

Our ships are equipped with a medical centre. Ship doctor and nurses are on duty 24/7. We have sufficient medical equipment and supplies to manage any suspected case found onboard.

4. If a case of suspected influenza A/H1N1 virus is found to be onboard, what action will Star Cruises take?

The suspected person(s) will be quarantined until which time we come to port and advise the Port Health Authorities for further action.

5. Does Star Cruises have insurance to cover the costs if I were to fall ill with the influenza A/H1N1 virus while onboard?

No, therefore we suggest passengers purchase relevant insurance prior to cruising.

6. What if I am feeling ill and want to cancel my booking under the current threat of the influenza A/H1N1 virus? What if I, as passenger wish to cancel my booking entirely?

We would recommend a passenger change their departure date if they feel ill or have the influenza symptoms and seek immediate medical attention. We will process the cancellation request under the "terms & conditions" stated at the time of booking.

7. Where does Star Cruises fleet purchase their "pork" products from?

Hong Kong: suppliers are from Hong Kong, China, Brazil and Denmark
Singapore / Malaysia: suppliers are from Malaysia, China and Brazil

According to the joint statement issued by Food and Agriculture Organization of the United Nations, World Health Organization, The World Organization for Animal Health and World Trade Organization, the Influenza A/H1N1 virus has not been shown to be transmissible to people through eating properly handled and cooked pork or pork products.

8. Will our fleet cancel its port of call if an outbreak of influenza A/H1N1 virus case is reported?

We are closely monitoring the situation with the local health authorities as is our Port Operations who receive the latest available information on a daily basis.

Our decision to cancel a call to port would be based on the local health authorities' recommendation and of the World Health Organization (WHO).

For more information on Influenza A/H1N1 virus, you may visit the following websites:

World Health Organization

<http://www.who.int/en/>

Centers for Disease Control and Prevention, USA

<http://www.cdc.gov/>

Centre for Health Protection Hong Kong

<http://www.chp.gov.hk/cindex.asp?lang=tc>

Department of Health Hong Kong

<http://www.dh.gov.hk/cindex.html>

Ministry of Health Singapore

<http://www.moh.gov.sg>