

Access to Excellence

A world of possibilities



Holland America Line

A Signature of Excellence



> freedom

to get out there and join the fun, move around, communicate your wishes



> carefree

travel means a soothing massage, an accessible bathroom, your best friend at your side

What is it you dream of in a vacation? Warm tropical breezes? Time artfully spent browsing museums and galleries? The chance to encounter wildlife or view natural wonders up close? Start packing. These dreams and more can become your own reality, thanks to a level of service and commitment that has prompted the readers of *Porthole Cruise Magazine* to recognize Holland America Line as having the “Best Overall Facilities for Physically Challenged Passengers.”

Enhanced senses

Market-fresh tastes, soothing spa treatments, dazzling entertainment. Nothing stimulates the senses like a Holland America Line cruise. To help you maximize your cruise experience, we offer the following sensory enhancements:

- Infrared systems/Assistive Listening Devices (ALDs) in showrooms and theaters
- Window-Eyes® computer software in the Explorations Café that lets you navigate the web as you listen to the text
- Downloadable daily activities, news and menus for laptops with screen readers
- In your stateroom: With advance notice, any stateroom on board can be fitted with special accessories such as TTY/TDD machines, amplified phones and visual/tactile alert for door knocker, phone and alarm clock
- With one month's notice, large print or Braille menus describing the inspired cuisine offered across a myriad of venues, from the elegant Dining Room to the casual Lido Restaurant

Getting around

Wide wraparound Promenade Deck, spacious public rooms and larger staterooms help create an accessible environment for our guests with limited mobility. Plus:

- **Wheelchair-accessible staterooms:**
 - Wide-entry doors
 - Roll-in showers with grab bars, benches and hand-held shower nozzles
 - Lowered closet and towel rods
- **Modified accessible staterooms*:**
 - Shower-only bathrooms with low thresholds into bathroom and shower
 - Additional grab bars in the bathroom
- **Wheelchair assistance:**
 - Available during embarkation and disembarkation (If you require regular use of a wheelchair, you may bring your own or rent one from an outside vendor* and have it delivered to your ship.)
 - For guests using wheelchairs, a specially designed lift system that provides seamless transfer from ship to tender to shore
- **Service animals:** Special provisions for service animals (Information on entry policies of the destinations you will be visiting can be obtained by contacting the Department of Agriculture.)

* Modified staterooms are available on the *ms Statendam*, *ms Maasdam*, *ms Ryndam* and *ms Veendam*.

Special medical needs

- **Dialysis:** If you require peritoneal dialysis, you may arrange for your fluid and equipment to be delivered to the ship. Guests undergoing hemodialysis may make arrangements by contacting a travel professional who specializes in this service.*
- **Medical oxygen:** Guests with respiratory needs are welcome to bring their own oxygen and/or oxygen equipment from home. Or you may arrange to have oxygen delivered to the ship. However, for security and safety reasons, all vendor-provided oxygen and/or oxygen equipment delivered to our ships must be provided by a Holland America Line-approved company.*
- **Expectant mothers:** We cannot accept reservations for women who will be 24 or more weeks pregnant at the time their travel with Holland America Line concludes, due to limited medical facilities on board
- **Traveling companions:** If you require help with basic daily tasks such as eating and dressing, or if you will need help attending the mandatory safety drill, we require that you travel with a companion who can assist you

* For information regarding an approved company, please contact our Access & Compliance Department or visit our website at www.hollandamerica.com.

THE IMPORTANCE OF PLANNING AHEAD

Whatever your special needs — large-print or Braille menus, an amplified phone in your stateroom — Holland America Line can accommodate you. But we do need adequate time to prepare for your arrival. Please make every effort to contact our Access & Compliance Department well in advance of your cruise — at least 60 days if possible. As soon as we receive your Special Requirements Information (SRI) form (available from our department), we will begin working with you to create a cruise vacation for the memory book.

Access & Compliance Department

Hours of operation
Monday through Friday,
8:00am to 5:00pm PST.

Phone: (800) 547-8493
Fax: (800) 577-1731
Email: halw_access@hollandamerica.com
TTY: (800) 254-8669

For more detailed information, please visit the Accessible Cruising section of our website at www.hollandamerica.com.



> a few more details...

A lift to and from the airport

Transfer vehicles with hydraulic lifts are available at most airports and pier facilities in the United States at no charge to our Fly Cruise Plan guests. In Europe and other international destinations where lift vehicles may not be available, it might be necessary for Holland America Line to make alternate transportation arrangements. To reserve accessible transportation, contact Holland America Line's Access & Compliance Department.

Going ashore

Nature, culture, history, art: There's so much to see and do ashore, and our Shore Excursion Manager will be happy to help you select tours that are specifically suited to you. Similarly, our Guest Relations Manager can help coordinate any special assistance you might need getting on and off the ship.

Tendered ports of call

At certain ports of call where there are no pier facilities, tender boats are used to transport guests from the ship to shore — seas permitting.* Our innovative lift system makes it possible for guests to move directly on and off these tenders while remaining in their wheelchairs.♦

* For a complete list of tendered ports of call, please visit the Accessible Cruising section of www.hollandamerica.com.

♦ Lift systems are available on all Holland America Line ships with the exception of the *ms Prinsendam*.

Access & Compliance Department

Hours of operation

Monday through Friday, 8:00am to 5:00pm PST.

Phone: (800) 547-8493

Fax: (800) 577-1731

Email: halw_access@hollandamerica.com

TTY: (800) 254-8669

AWARDS AND ACKNOWLEDGEMENTS

Best Overall Facilities For Physically Challenged Passengers

Readers' Choice Awards 2001, 2002, 2003, 2005, 2006, 2007, 2008, 2009, 2010
Porthole Cruise Magazine

Consistently Among the Highest-Rated Cruise Lines

Condé Nast Traveler Readers' Choice Awards; *Travel + Leisure* World's Best Awards

Best Overall Cruise Value (18 consecutive years)

World Ocean & Cruise Liner Society

High Deluxe Five-Star-Plus Rating

World Ocean & Cruise Liner Society

International Five Star Diamond Award

The American Academy of Hospitality Sciences

Highest-Rated Premium Cruise Line

Condé Nast Traveller
UK Readers' Travel Awards

Call your travel professional or 1-877-SAIL HAL
or visit www.hollandamerica.com.



Holland America Line produced this brochure
with paper containing 10% post-consumer waste.



Holland America Line
A Signature of Excellence