

GUEST EMERGENCY DRILL

A Guest Emergency Drill will take place before the ship leaves the dock in the port of embarkation, so that guests know where to go and what to do if an alarm is sounded. During this drill, guests will be provided clear instructions to follow in the event of an emergency, including the location of their muster stations, essential actions to take in an emergency, and how to put on a life jacket. This drill is mandatory for all guests and non-attendance may result in disembarkation. A guest safety video is available for viewing on the guest channel of the in-suite television from the start of embarkation until 24 hours after departure.

SMOKING POLICY

For the comfort of all of our guests, beginning with sailings departing in 2017, all staterooms (cabins) including stateroom verandahs, showrooms and most other indoor areas are designated non-smoking. Smoking is also permitted on certain other designated, outside decks. The designated smoking areas for all ships are as follows unless otherwise noted.

- Casino - Designated areas for active slot players, excluding the *ms Oosterdam* and *ms Eurodam* which are non-smoking
- Oak Room on *ms Noordam* only, including cigars and pipes.
- Sea View (Retreat) Bar/Pool on designated side of the ship
- Sun Bar on *ms Koningsdam* and *ms Nieuw Statendam* only
- Sports Deck in designated areas only

Cigar and pipe smoking is not allowed anywhere inside the ship, with the exception of the Oak Room on the *ms Noordam*; it is only permitted on the outside decks where smoking is otherwise allowed. Electronic cigarettes and vaping devices are permitted in staterooms but are not permitted on stateroom verandahs. These devices may be used in all designated smoking areas listed above.

Any guest who smokes inside staterooms in violation of our policy will be charged a US\$250 cleaning fee per day of violation.

On sailings departing through 2016, smoking will also be allowed on stateroom verandahs, Casinos for active players on all ships except the *ms Noordam*, and the Observation Deck of the *ms Prinsendam*, *ms Eurodam*, *ms Nieuw Amsterdam*, *ms Noordam*, *ms Oosterdam*, *ms Westerdam*, and *ms Zuiderdam* only.

COMMUNICATION AT SEA

Telephone: At some point in your travels you may experience an emergency. With this in mind, the following emergency phone numbers are available for your use. Representatives are on hand to assist you in any way they can, including assistance with travel delays and contacting loved ones. During our regular business hours, please call: 1-800-426-0327.

Representatives are available from 5:00 a.m. to 7:00 p.m. Monday through Friday and from 7:00 a.m. to 3:30 p.m. Saturday and Sunday (Pacific Time). Outside of these hours and during holidays, please call 1-888-361-8803, or 1-206-301-5293*.

*This number is for emergency use only; please do not call unless you are experiencing an emergency of a critical nature.

Additionally, you can call the ship directly from the shore. We recommend that you use this for the most critical emergencies only: Connecting to a Holland America Line vessel at sea is simple by using Ship Dial Service. A credit card is required for all inbound phone calls to a ship. The rate is US\$16.00 per minute and billing begins at the time specified. **Please have the ship's name, your party's name and stateroom number before you call.**

Instructions:

1. Dial 1-800-993-5483 (US). From outside the U.S. access 1-321-837-6106.
2. Listen to the announcement.

3. Listen to the menu and select the number that corresponds to the ship you are calling.
4. If you receive a busy signal or message, please hang up quickly and try your call again.

Email and Internet: Guests can send and receive electronic mail (email) in real time via satellite link 24 hours a day (satellite conditions permitting). Internet is accessible from the comfort of workstations on board or from a personal laptop. If you use a personal email provider, make sure to bring your user id and password and email recipient addresses with you. The ship offers a variety of pricing options to suit individual needs from pay as you go to discounted time plan packages.

Some Internet services not available, please contact Ship Services for further information.

Fax Service: Please contact the Front Office for details if you wish to send a fax. Additional communication instructions can be found on board the ship in your stateroom information directory.

Mail: Letters and postcards may be mailed from the ship while in ports of call. Guests may buy stamps in port or purchase them from the Front Office by charging their shipboard account. All mail is subject to local postal office procedures and rates in the port mailed.

Mobile Phones: Holland America Line, through an agreement with Wireless Maritime Service, proudly offers an advanced roaming network onboard all Holland America ships allowing you to make and receive calls, send and receive text messages and access emails and surf the web while at sea using your own mobile phone and telephone number.

The Wireless Maritime Service system is available for use when the ship is in international waters. When user's phones pick the shipboard signal, their phone will usually display "cellularatsea", "Ship Roam" or "901-18". Depending on the handset and the carrier the user may be required to select "Roam" on the handset.

For frequently asked questions about cell phone service on board, please go to www.wmsatsea.com.

For questions about your service or about billing, please contact your home network customer service.

AT&T Mobile Packages: Guests with AT&T service may choose from a selection of packages offering discounted rates for international calls, texts and data while on board. Choose from options for calling only, calling and messaging or calling, messaging and data. For complete details on plans and full terms and conditions, please visit www.att.com/cruiseships. To add a package, call 1-800-335-4685 or 1-916-843-4685 (A free call from AT&T wireless phone, including while onboard the ship).

SHIPBOARD ACCOUNT

Our cashless society is designed to make your life on board as simple as possible. Once you have registered your credit or debit card(s) (Visa®, Mastercard®, American Express® and Discover®) you will be able to use your onboard account for shipboard purchases. You are welcome to pay for other individuals you are traveling with; this can be completed during your Online registration or at the Front Office on board. Credit or debit card number(s) will be securely sent to the ship in preparation for your cruise. Upon embarkation, we will seek an initial authorization on your card of US\$60 per person for each day of your cruise, plus all onboard charges for all guests 18 years of age and older*. For cruises longer than 25 days, the hold is US\$30.00 per person, per day for all guests 18 years of age and older*. (Please note: This authorization will not be placed against your credit or debit card(s) until the day of sailing.) At the end of your cruise, you will receive a final statement, and your card will be charged only for the actual amount of your purchases. Refunds for purchases of onboard products and services will be credited to your onboard account whether purchased prior to or during your cruise. Please have the credit or debit card(s) you registered with you and available for the duration of the cruise in case our shipboard staff needs additional information.

Please inform your credit or debit card issuer in advance that your card will be used on a Holland America Line ship. This will help prevent delays in obtaining the authorizations; please note there may be multiple authorizations requested throughout your cruise. Some banks may keep the authorization in place for up to 30 days. Please contact the credit or debit card-issuing bank with questions regarding the length of time such authorizations remain on your account.

If you do not want to use a credit or debit card, the ship will collect a cash deposit for all guests 18 years of age and older* at time of boarding in the same amount (US\$60/person/day). Please Note: With the cash option, you MUST bring enough cash to cover the \$60/person/day account deposit. Failure to do so may forfeit your right to board. Any excess deposit will be refunded to you at the end of the cruise. Traveler's checks may be cashed at the front office to make your deposit. Personal checks are not accepted on board.

You may bring a pre-paid Gift/Rewards Card to pay for your onboard charges. Please bring the prepaid Gift Card (with the Visa/Mastercard/American Express or Discover logo) to the Front Office for processing and do not register it online. During your visit to the Front Office, the card will be authorized and can only be settled for the amount of the pre-paid Gift Card. We cannot process refunds on these cards.

*If a guest turns 18 during the course of the cruise, the daily pre-authorization or cash deposit will apply beginning on his/her birthday through the remainder of the cruise. When you board the ship, your account will have been activated and you may make purchases immediately by showing your guest identification card and signing a receipt.

Please Note: There is not an Automated Teller Machine (ATM) available on board.

CURRENCY EXCHANGE

The U.S. dollar is the only currency accepted on board Holland America Line ships. We will accept U.S. traveler's checks. A currency exchange service will be available for selected itineraries, such as the European and World Cruise programs. In most ports of call you may easily exchange U.S. dollars into the local currency. Banks, airports and major hotels often offer this service. In many countries you can also use your ATM card to obtain local currency. Most locations will accept major credit cards and some will accept U.S. dollars. If you choose to use U.S. dollars, Holland America Line recommends that you carry smaller denominations such as ones, fives, tens and twenties.

Cash Advance: Cash advances are available at the Front Office. All cash advances are subject to restrictions. A 3% service fee will be added to your onboard account for all cash advances.

HOTEL SERVICE CHARGE

Our crew works very hard to make sure that every aspect of your cruise meets the highest standards. This includes those crew members who serve you directly, such as Dining Room wait staff and the stewards who service your stateroom each day. There are also many others who support their efforts whom you may never meet, such as galley and laundry staff. To ensure that the efforts of all of our crew members are recognized and rewarded, a daily Hotel Service Charge is automatically added to each guest's shipboard account.

The daily Hotel Service Charge for suites is US\$15.00* per guest per day, and US\$13.50* per guest per day for other staterooms (*The charges are subject to change without notice.) For more details, please visit "Money Matters" under the Shipboard Life section of our website at hollandamerica.com. The Hotel Service Charge is paid to Holland America Line crew members, and represents an important part of their compensation. A 15% Bar Service Charge is automatically added to bar charges and Dining Room wine purchases. In terminals, airports, ports of call and

on tours, we suggest that you extend gratuities consistent with customary local practices.

LUGGAGE SERVICES

For your convenience Holland America Line has partnered with two luggage transport services for your convenience. Luggage Direct and Luggage Forward® two different services offering a variety of services with the sole purpose of easing your travel! By taking the handling of your luggage out of the equation you will proceed much quicker through the check-in process and save a considerable amount of time.

1. Luggage Forward: Luggage Forward is a worldwide door-to-door service allowing you to have your bags picked up at your home and delivered to your stateroom. Upon disembarkation, your bags are delivered directly back home.

Luggage Forward offers:

- International service
- Ability to bypass unpredictable checked baggage fees
- No risk of airlines losing luggage
- Full money back plus \$500 on-time guarantee

Book online at luggageforward.com/hollandamerica or call Luggage Forward directly. From the U.S. dial 1-866-416-7447, from the UK dial +44 2033 754769 or +1-617-482-1100 if calling from any other location.

2. Luggage Direct: Luggage Direct offers you the opportunity to receive your airline boarding passes and check your luggage in to your flight while still onboard your Holland America Line ship. Our TSA-approved partners will take your luggage directly from the ship and deliver it to your outbound aircraft. You will claim your luggage when you arrive at your final airport destination.

If you want to make your trip home even easier, sign up for Bags VIP luggage delivery and eliminate having to deal with your luggage completely.* (See section for Bags VIP Luggage Delivery below for details.)

Luggage Direct offers:

- Ability to enjoy your final hours in port at your leisure without having to stand in line at the airport.
- Avoid lines at disembarkation as you are invited to be the first to disembark
- No need to locate your luggage or wait for a porters assistance in the terminal
- Avoid lines at the airport - with boarding pass in hand and no luggage to check you can proceed directly to Security.
- Luggage Direct is available on all of our vessels when sailing in and out of the following ports:
 - Fort Lauderdale
 - Seattle

For more information, or to sign up go to maketraveleasier.com/Holland or call 1-877-847-0045 to speak to one of our customer service representatives.

Please note the following general information about Luggage Direct:

- Cost is US\$19.95 per person (subject to change)
- Airline-assessed baggage fees will be applied to guest's onboard account when applicable as per your airlines rules.
- Guests may check no more than 3 pieces of luggage per person.
- Upgrade requests, seat assignment changes, and flight changes cannot be accommodated onboard.
- Restrictions for each homeport city include participating airlines, earliest and latest flight times, and citizenship requirements.



DISEMBARKATION

DISEMBARKATION PROCEDURES

In order to coordinate transfers and luggage handling with post-cruise arrangements, a disembarkation form will be distributed to guests for whom we have no disembarkation information or guests for whom we have no flight schedule. Please fill out the form and return it to the Front Office as soon as possible.

We will provide disembarkation information shortly before the end of your cruise, which will outline important procedures regarding customs formalities, luggage handling, travel arrangements, disembarkation and other information.

Please Note: For those without pre-arrangements we recommend purchasing a transfer onboard before disembarking. In many ports taxi lines can be long and distances to private transportation can be lengthy.

On the last night of your cruise you will need to place your baggage outside your stateroom before you retire. Please do not place your baggage over the emergency floor lighting. Please make sure that

the appropriate baggage tags are affixed to your baggage, because the tags include your departing flight information.

As previously mentioned in the BAGGAGE POLICIES & PACKING ADVICE section, **you should not place valuables in your tagged luggage.** Holland America Line recommends that each guest keep all personal identification, electronic airline tickets, customs forms, medications and other important items along with the clothes and shoes he or she intends to wear the last day. Place them in a carry-on bag or keep them with you so you can access them easily. Please remember that important items such as perishables, cash, credit or debit cards, jewelry, gold, silver or similar valuables, securities, financial instruments, records or other valuable or business documents, laptop computers, cellular telephones, cameras, or other video or electronic equipment, hearing aids, electric wheelchairs, scooters, binoculars, film, videotape, computer disks, audio disks, tapes or CDs should not be placed in the baggage you placed outside your stateroom. Also, you will need your ship card when you disembark. You should have it available at the gangway when disembarking so please **DO NOT** pack it in your tagged luggage.

On the morning of disembarkation, guests with no credit card payment need to settle their onboard account on the morning of disembarkation. Promotional credits are nonrefundable. Cash deposits can be made on the last day of the cruise.

The ship's estimated arrival time at the port of disembarkation is shown on your cruise itinerary. Generally, the ship is subject to certain government procedural requirements upon arrival. Once completed, all guests will be allowed to disembark. Disembarkation is usually completed within two to four hours after the ship's arrival. All guests are required to disembark the ship at this time. Outbound flights should be scheduled with plenty of time for transfers from the ship to the airport. The amount of time you allow to transfer from the ship to the airport will depend on the disembarkation port.

Please Note: Please read the LUGGAGE DIRECT SERVICE section, for more detailed information. The Luggage Direct Service is the most relaxing and hassle free disembarkation Holland America Line offers.

(07/17)