

Terms & Conditions

Introduction

Holland America Line® offers closed loop prepaid cards (“Gift Cards”) for purchase. This document contains the full set of terms of use governing your use of the Gift Card. As used below, the term “Standard Gift Card” means a Gift Card purchased by a customer, and the term "Promotional Gift Card" means a Gift Card that is provided without charge as a part of a marketing, sales, booking or similar promotion or loyalty program.

We recommend that you read this document carefully before using the Gift Card. If you have any questions or would like more information about your Gift Card, you can call us toll free at the number below.

General Description

Standard Gift Cards have no expiration date. Promotional Gift Cards may carry an expiration date which will be printed on the Promotional Gift Card.

Gift Cards do not incur a dormancy fees for non-use.

Gift Cards are not credit, debit, or charge cards, and have no implied warranties.

Holland America Line® does not accept responsibility for lost, damaged or stolen Gift Cards, or any unauthorized use of Gift Cards.

Gift Cards have no value until activated at time of purchase, and Gift Cards will not be activated until payment is verified. Gift Cards will be activated when delivered, and will be active upon receipt by the customer.

Gift Cards cannot be reloaded, meaning funds may not be added to Gift Cards after activation.

Once activated, Gift Cards may not be resold; resale or attempted resale is grounds for seizure and cancellation of the Gift Card without compensation.

Gift Cards are not refundable or redeemable for cash, except where required by law.

Holland America Line® may refuse, cancel or hold for review Gift Cards and Gift Card orders in cases where it suspects fraud, mistake, alteration, issuance in an incorrect denomination, or violations of law, policies or these Terms and Conditions.

Gift Cards are issued by Holland America Line® and the issuer reserve the right, and holders or purchasers of a Gift Card agree that, Holland America Line® and the issuer may at any time change these Terms and Conditions, as permitted by law.

These Terms and Conditions and all matters arising out of or relating to the Gift Cards, except as governed by federal law, will be governed by the laws of the State of Florida without giving effect to any choice of law rule.

Purchasing Gift Cards

Gift Cards are available for purchase at select retail locations, by 1-855-501-4161, or your travel agent. Gift cards will be available for purchase on HollandAmerica.com in the near future. Purchasers may not acquire Gift Cards from Holland America Line® in any given day in an aggregate amount that exceeds \$10,000. Each single Gift Card may be purchased in any denomination between \$25 and \$2,000.

Gift Cards may be purchased as either a plastic card or as an electronic Gift Card. Shipping fees may apply to plastic Gift Card orders. Electronic Gift Cards are available for immediate delivery by e-mail, and no shipping fees apply to emailed Gift Cards.

Holland America Line® is not responsible for Gift Cards that are undeliverable or not received due to inaccurate delivery information, including physical and e-mail addresses. This is the responsibility of the purchaser.

Gift Cards purchased from sources other than Holland America Line® may not be valid or may have less redeemable balance or value than promised by an unauthorized seller. Holland America Line® is not responsible for honoring invalid Gift Cards or misrepresented or invalid balances or values.

Gift Cards may not be resold. Holland America Line® will not be responsible for any Gift Cards bought or sold through any website facilitating aftermarket sales of pre-gifted or pre-owned items (e.g., E-bay, Craigslist, etc.)

Redeeming Gift Cards

Gift Cards are only redeemable for purchases onboard Holland America Line® ships or applied as payment to a Holland America Line® booking. Gift Cards may be redeemed for or on any cruise sold or operated by Holland America Line®. If the Gift Card is redeemed on a Holland America Line® ship where the onboard currency is not based in US Dollars, then the amount of the Gift Card will be converted to the shipboard currency at the foreign exchange rate posted at the Passenger Services Desk.

The price of each transaction paid for by the Gift Card will be debited against the balance or value on the Gift Card. If the price for a transaction is greater than the balance or value on the Gift Card, the purchaser must pay the difference. If the price for a transaction is less than the balance or value on the Gift Card, the unused portion will remain on the Gift Card until it is redeemed and the value of the Gift Card is decreased to zero, at which time the Gift Card will be deactivated.

Gift Cards will not be accepted if the Gift Card number is invalid, the value on the Gift Card is zero, the Gift Card has not been activated, or Gift Card cannot be found within the Holland America Line® Gift Card system.

Additional Information

Customers may contact Holland America Line® with questions or for help with their Gift Cards at HALgiftcardsupport@hollandamerica.com. Holland America Line® Gift Card support agents are also available by phone at 1-855-501-4161.

Holders of a Gift Card may check the balance of the Gift Card by visiting www.hollandamerica.com/giftcard or by calling 1-855-501-4161.