

2025 ALASKA

Cruisetour Tips



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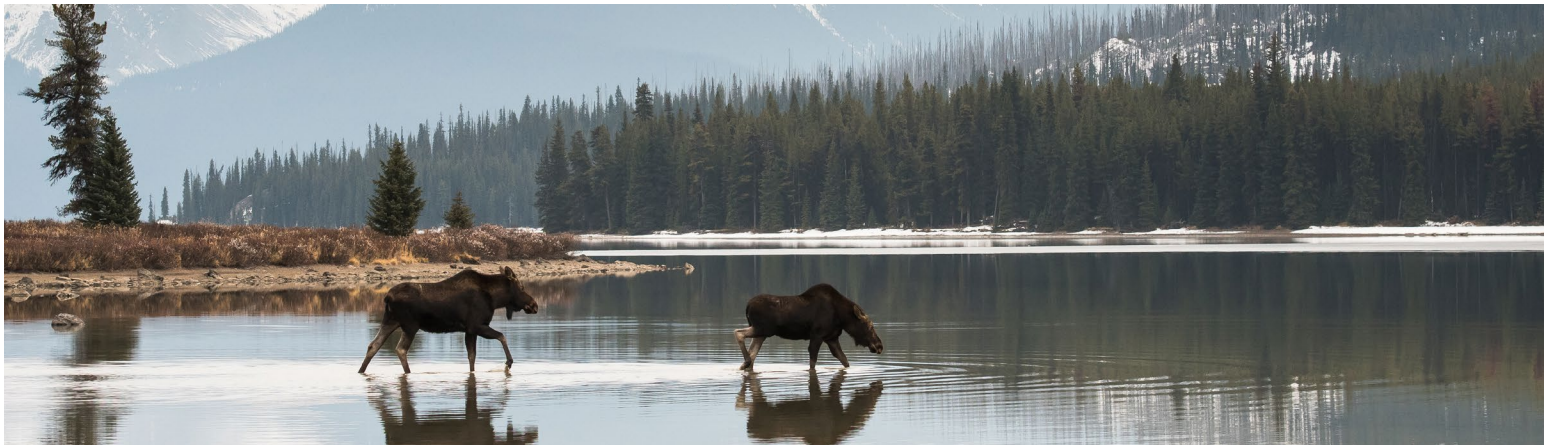
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IMPORTANT INFORMATION

TOURING ALASKA & CANADA

Congratulations on your upcoming Alaska cruisetour! We at Holland America Line thank you for your patronage and look forward to welcoming you to your Great Land adventure.

To ensure you have the finest vacation experience possible, please acquaint yourself with the information in this document and on the [“Know Before You Go”](#) webpage on [HollandAmerica.com](#). For information on the cruise portion of your Alaska cruisetour, including Express Docs and your personalized travel plans, be sure to download the [Navigator® app](#), available for both Apple® and Android® devices.

EXPRESS DOCS & NAVIGATOR® APP

EXPRESS DOCS (ECO-FRIENDLY CRUISE DOCUMENTS): Log in to [“Manage My Cruise”](#) to review and confirm booking details, arrange and confirm travel, plan activities, and prepare to board. Complete the [Online Check-in](#) to retrieve your boarding passes and print your embarkation luggage tags. Once completed, your documents will be available in Express Docs and on the Navigator® App. Be sure to print your embarkation luggage tags before you leave home and keep them with the rest of your cruisetour travel documents. Embarkation luggage tags will be placed on your luggage at a later date. You may print as many luggage tags as needed for your vacation.

With Express Docs, cruisetour documents are available up to 50 days before your departure date and all or part of your Express Docs can be printed at your convenience*. These include your boarding pass, itinerary, and (if you booked air travel through Holland America Line) air travel information. All information is encrypted, secure, easily updated, and ready to email or print for yourself, your family members, and/or your friends as often as you wish. What’s more, our eco-friendly cruisetour documents are delivered electronically, contributing to paper conservation and the preservation of precious fossil fuels.

PLEASE NOTE: Your Express Docs are the most accurate source of itinerary information. The “My Custom Itinerary” feature on the Holland America Line website is not a substitute for Express Docs and may not reflect changes to your specific itinerary.

*Access to Express Docs is not available after your journey has begun.

NAVIGATOR® APP: The Holland America Line Navigator® App is your indispensable tool for cruise planning, embarkation, managing your onboard experience, and booking shore excursions. Once you’ve completed the [Online Check-in](#) on [HollandAmerica.com](#), you may retrieve your digital boarding pass via the Navigator® App to expedite embarkation at the pier. You can also use the app to complete your health assessment and book shore excursions prior to your cruise. Once you’re on the ship, you can use this free, mobile-friendly tool to plan your daily activities, browse and purchase shore excursions, view restaurant menus, make Specialty Dining reservations, check your account balance, and more.

For more information, please visit the [“Frequently Asked Questions”](#) section on [HollandAmerica.com](#).

PERSONAL TRAVEL IDENTIFICATION REQUIREMENTS

As a Holland America cruisetour guest, you are responsible for obtaining and presenting any required travel documents and for covering any costs incurred in relation to entry requirements. Please be sure to keep yourself apprised of current government requirements. You may be denied boarding without compensation if you arrive at the pier without proper documentation. Holland America Line is unable to make visa arrangements en route or upon arrival. Please be advised that travel requirements are stipulations of governing bodies and NOT those of Holland America Line. Holland America Line strongly recommends that all guests carry a passport valid at least six months beyond the date on which travel will be completed.

A valid passport ensures your ability to travel from the U.S. to a foreign port via air in the event of a missed embarkation or emergency disembarkation. All of the information in your cruisetour travel documents must be identical to the

information listed on your legal documents (e.g., your passport); otherwise, you must submit proof of a legal name change (e.g., a marriage license, divorce decree, or court order) along with a valid government-issued photo ID. Any unresolved discrepancies may result in your being denied boarding without compensation.

PLEASE NOTE: In addition, depending on your itinerary, citizenship, and/or residency, you may be required to obtain visas and/or supplemental documents as dictated by governing bodies. You are responsible for obtaining and having available any necessary travel documents and for covering any incurred costs. Failure to present proper documentation may result in your being denied boarding or having fines levied against you, payment of which is solely your responsibility.

TRAVEL BY AIR, LAND, OR SEA – U.S. & Canada Citizens

Travel document requirements may vary based on age, citizenship, and cruisetour and/or flight itinerary. All visitors arriving from or transiting through the United States should visit the U.S. Customs and Border Protection and Canada Border Services Agency websites for information regarding the requirements to enter, transit through, or return to the United States or Canada. All travelers must satisfy all government-declared requirements and carry acceptable proof of citizenship and identification documentation. Lack of proper documentation may result in delayed or refused entry at your own expense.

A valid PASSPORT BOOK IS REQUIRED for all guests traveling on Holland America Line cruisetour itineraries containing international flight segments (Yukon). Holland America Line strongly recommends that all guests carry a passport valid at least six months beyond the date on which travel will be completed.

All other Alaska cruisetour itineraries require either a PASSPORT (recommended) or valid WESTERN HEMISPHERE TRAVEL INITIATIVE (WHTI) compliant documentation that fulfills all entry requirements..

WHTI COMPLIANT DOCUMENTATION INCLUDES:

- **PASSPORT BOOK – HIGHLY RECOMMENDED**, as it is the only reliable, universally accepted international travel identification document valid for land, sea, or air travel. Passport books should remain valid at least six months beyond the date on which travel will be completed.
- **NEXUS CARD*** – U.S. citizens who are members of the NEXUS program may present their membership card as proof of identification and as proof of citizenship at participating pre-clearance airports. (*Valid for land, sea, or air travel from the U.S.; NOT valid on Yukon cruisetours due to included air travel.*)
- **FAST CARD*** – U.S. citizens who are members of the FAST program may present their membership card as proof of identification. (*Valid for land and sea border crossings only; NOT valid on Yukon cruisetours due to included air travel.*)
- **PASSPORT CARD*** (*Valid for land and sea border crossings only; NOT valid on Yukon cruisetours due to included air travel.*)

- **STATE-ISSUED ENHANCED DRIVER'S LICENSE (EDL)**** (*Valid for land and sea border crossings only; NOT valid on Yukon cruisetours due to included air travel.*)
- **OTHER***** – For more information and a list of approved documentation, please visit: [Travel.State.gov/content/travel/en/international-travel/before-you-go/travelers-checklist.html](https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-checklist.html) and [CBP.gov/travel/us-citizens/western-hemisphere-travel-initiative](https://cbp.gov/travel/us-citizens/western-hemisphere-travel-initiative).

VISAS & ELECTRONIC ENTRY VISAS:

- U.S. citizens are exempt from any visa or eTA requirement, but must carry proper identification.
- For more information about Canadian visas or eTAs, please visit the Canada government website at: [Canada.ca/en/immigration-refugees-citizenship/services/visit-canada/visitor-visa.html](https://canada.ca/en/immigration-refugees-citizenship/services/visit-canada/visitor-visa.html).

*NEXUS, FAST & PASSPORT CARDS:

- A valid **PASSPORT BOOK** is required for international air travel between the U.S. and Canada; a passport card or FAST card cannot be used.
- A **NEXUS card** may be used only when traveling from one of the following participating NEXUS pre-clearance airports: Halifax Stanfield International Airport; Montréal–Trudeau International Airport; Ottawa/Macdonald–Cartier International Airport; Toronto Pearson International Airport; Winnipeg James Armstrong Richardson International Airport; Calgary International Airport; Edmonton International Airport; Vancouver International Airport; Boston Logan International Airport; Chicago Midway International Airport; Ft. Lauderdale–Hollywood International Airport; Miami International Airport; Newark Liberty International Airport; Orlando International Airport; Southwest Florida International Airport; Tampa International Airport; and Washington Dulles International Airport.

****An ENHANCED DRIVER'S LICENSE (EDL)** cannot be used for the flight between Fairbanks, Alaska, and Dawson City, Yukon. An Enhanced Driver's License or Enhanced Non-Driver Photo Identification permits legal travel to and from Canada, Mexico, and some Caribbean countries by land or sea only and is offered only in the following U.S. states and Canadian provinces to applicants who can prove their identity and citizenship: British Columbia; Manitoba; Michigan; Minnesota; New York; (formerly) Ontario; (formerly) Québec; Vermont; and Washington State. Passport books are still required for all international flights. EDLs include an "Enhanced" banner with an American flag on it in the bottom right-hand corner.

*****A REAL ID** is not the same as an EDL and is not a WHTI-compliant document. A REAL ID cannot be used for border crossings unless it is accompanied by proof of U.S. citizenship. A REAL ID includes a gold circle and star in the top right-hand corner. WHTI-compliant documents are acceptable only for entry or re-entry into the United States.

You may be required to present additional or different travel documents, such as a passport book, when entering foreign countries, including some countries in the Western Hemisphere.

PLEASE NOTE:

U.S. Citizens on Closed-Loop Cruises: U.S. citizens who board a cruise ship at a port within the United States, travel only within the Western Hemisphere, and return to the same U.S. port on the same ship may present a valid U.S. passport book, U.S. passport card, Enhanced Driver's License/Enhanced Non-Driver Photo Identification, or Trusted Traveler Program card such as a NEXUS, SENTRI, or FAST card. While a passport book is still the preferred document, in the absence of any of the documents listed above, U.S. citizens may present a valid government-issued photo identification (i.e., other than a valid U.S. passport book/passport card) along with approved proof of citizenship (i.e., an original or copy of a U.S. government-issued birth certificate, a Consular Report of Birth Abroad, or a Certificate of Naturalization).

Important for Guests Booked on Collectors' Voyages: Documentation requirements are based on each individual cruise sailing; thus, Collectors' Voyages or back-to-back cruises which consist of travel from a U.S. port to an international port followed by a sailing from an international port back to the original U.S. port do not qualify as "closed-loop" sailings. A valid passport book is required and guests are not permitted to travel on these cruises with a government-issued photo ID (i.e., other than a valid U.S. passport book/passport card) along with proof of citizenship.

Puerto Rico: A birth certificate from Puerto Rico issued prior to July 1, 2010, is not a valid form of proof of citizenship that is accepted by U.S. Customs and Border Protection. Guests from Puerto Rico need to present either a WHTI-compliant document or a government-issued photo identification along with a validated birth certificate issued after July 1, 2010.

Children: U.S. citizens under the age of 16 traveling on a closed-loop cruise (i.e., a cruise in the Western Hemisphere that begins and ends in the same U.S. port) may present their government-issued birth certificate or other proof of U.S. citizenship, such as a Certificate of Naturalization or citizenship card, in order to sail. Birth certificates can be either an original or a photocopy. Children traveling on non-closed loop cruises should possess a valid passport book or other WHTI-compliant document. For entry into Canada, children under 16 need only proof of U.S. citizenship.

Passport requirement when minors travel with one adult on voyages governed by the U.S.: Western Hemisphere Travel Initiative (WHTI) (including travel within Bermuda, Canada, the Caribbean, Mexico, and the United States): When minors are traveling with only one adult 21 years of age or older, Holland America Line requires that all guests be in possession of a valid passport book. Holland America Line has implemented this requirement so that such parties will remain together should an emergency arise which requires one or more members to disembark in a non-U.S. port. Holland America Line cannot guarantee that all members of such parties will be allowed to disembark with only a WHTI-compliant document or birth certificate.

If you are not the parent or Legal Guardian of any minor child traveling with you, you must present an original letter, signed by at least one of the child's

parents, that provides their contact information and authorizes you to take the child on that specific itinerary.

For more information regarding which travel documents are needed for your cruisetour, please visit [Travel.state.gov/content/travel/en/international-travel.html](https://travel.state.gov/content/travel/en/international-travel.html) or call the National Passport Information Center toll free at 1-877-487-2778 or TDD/TYY at 1-888-874-7793.

TRAVEL BY AIR, LAND, OR SEA – Non-U.S. & Non-Canada Citizens

Travel document requirements may vary based on age, citizenship, cruisetour, and/or flight itinerary. All visitors arriving from or transiting through the United States should visit the U.S. Customs and Border Protection and Canada Border Services Agency websites for information regarding the requirements to enter, transit through, or return to the United States or Canada. All travelers must satisfy all government-declared requirements and carry acceptable proof of citizenship and identification documentation. Lack of proper documentation may result in delayed or refused entry at your own expense. Please carefully verify any existing identity requirements for individual travel situations. In addition, non-U.S. citizens who have previously been admitted to the United States for permanent residence must carry their Permanent Resident Card (Form I-551), commonly known as a "Green Card." Resident aliens not in possession of this card must obtain one from their nearest U.S. Citizenship and Immigration Services office.

A valid PASSPORT IS REQUIRED for all non-U.S. or non-Canada citizens traveling on Holland America Line cruisetour itineraries. Holland America Line strongly recommends that all guests carry a passport valid at least six months beyond the date on which travel will be completed.

VISAS & ELECTRONIC ENTRY VISAS:

Canadian Visas: Canadian officials WILL NOT allow guests to remain on board in a Canadian port without proper documentation. If you are a NON-U.S. or NON-CANADA citizen, you may require an Electronic Travel Authority (eTA) to fly or transit through Canada even if you do not require a TRV. Travelers with a valid visa for Canada are exempt. This requirement pertains to arrival into Canada by air and the eTA must be obtained prior to boarding the flight to Canada. To apply for this eTA or for more information about Canadian visas, please visit: Canada.ca/en/immigration-refugees-citizenship/services/visit-canada/visitor-visa.html.

ENTRY INTO CANADA

While most U.S. citizens, as well as foreign nationals from other countries, will be able to enter or visit Canada, any person may be denied entry to Canada for reasons including, but not limited to, security risks, health issues, financial conditions, and/or involvement in criminal activity.

Nearly all convictions (including DUIs, DWIs, reckless or negligent driving, misdemeanor drug possession, felonies, domestic violence [assault IV], shoplifting, theft, etc.) render a person ineligible to enter Canada regardless of when the conviction occurred. If you have ever been charged with or convicted

of a crime, we recommend that you obtain the necessary approval documents before attempting to enter Canada.

To learn more about applying for and receiving these approvals and corresponding documentation, we strongly recommend that you visit the following website for details regarding the requirements and process: Canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/inadmissibility.html.

PLEASE NOTE: This is only a guide. A Canadian immigration officer will decide if you can enter Canada when you apply for a visa or arrive at a port of entry.

ENTRY INTO THE UNITED STATES

UNITED STATES VISA WAIVER PROGRAM: The Visa Waiver Program (VWP) allows citizens of participating countries to travel to the United States without a visa for stays of 90 days or less when they meet all requirements.

ALL VWP travelers will be required to hold valid machine-readable passports that include specific security features (biometric identifiers) to enter the United States. A biometric identifier is an electronic scan of a physical feature, such as an eye, hand, fingerprint, or face. This will allow immigration inspectors to verify your identity. In addition, you are required to obtain approved electronic travel authorization via the Electronic System for Travel Authorization (ESTA). The Electronic System for Travel Authorization is an automated system that determines your eligibility to travel to the United States under the Visa Waiver Program. All VWP travelers to the U.S. will be required to complete an online application and obtain ESTA authorization prior to traveling to the United States by air or sea. For additional information regarding the ESTA, please visit: CPB.gov/travel/international-visitors/esta.

You will need to print out and carry your ESTA application response, as you will need to present it at the pier along with your passport. An ESTA will need to be completed for each family member traveling on the cruisetour. If you have not obtained ESTA authorization, you should expect to be denied boarding on any air carrier bound for the United States.

PLEASE NOTE: Citizens of the following countries (excluding U.S. Permanent Residents) who participate in the Visa Waiver Program must possess an ESTA authorization for entry into the United States: Andorra; Austria; Australia; Belgium; Brunei; Chile; Czech Republic; Denmark; Estonia; Finland; France; Germany; Greece; Hungary; Iceland; Ireland; Italy; Japan; Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; Monaco; the Netherlands; New Zealand; Norway; Poland; Portugal; San Marino; Singapore; Slovakia; Slovenia; South Korea; Spain; Sweden; Switzerland; Taiwan; and the United Kingdom (only British citizens with the unrestricted right of permanent residence in England, Scotland, Wales, Northern Ireland, the Channel Islands, and the Isle of Man are eligible to enter the United States via the ESTA).



CONTACT INFORMATION

Holland America Line is dedicated to providing unparalleled service and offering the finest experience to our guests. With us, travel is personal. Enjoy total relaxation under the attentive service of Holland America Line personnel during your Alaska cruisetour. Holland America Line Driver Guides, Guest Service Hosts, McKinley Explorer® Rail Guides, and Tour Directors are available to answer any questions and provide assistance throughout the land portion of your cruisetour; however, should a question arise in any of the following cities, please contact the respective representative at the following numbers:

Alyeska: 1-907-264-7950

Anchorage: 1-907-264-7950

Dawson: 1-867-993-5542

Denali: 1-907-683-6450

Homer: 1-907-264-7950

Fairbanks: 1-907-455-1987

Seward: 1-907-264-7950

Skagway: 1-907-983-6088

Talkeetna: 1-907-733-2900

Whitehorse: 1-867-668-3225



PLANNING

FLIGHT GUIDELINES

Transfers between the airport and the pier, customs inspections, and airport security checkpoints take time. If independent air transportation was purchased, please allow adequate time for transfers, inspections, and security checks.

LAND TOUR FIRST, THEN CRUISE:

ARRIVAL LOCATION	SUGGESTED FLIGHT TIME
ANCHORAGE	No later than 11 p.m. first night of cruisetour, hotel check in time is 4 p.m. on the first day of cruise tour.
FAIRBANKS	Arrive any time the first night of cruisetour. Hotel check-in is 4 p.m. on first day of cruisetour. When making airline reservations please be aware that many flights in/out of Fairbanks are in the middle of the night. Early hotel check in or late check out is not available. You may need to book an additional hotel overnight.
SEATTLE	We recommend arriving after 3 p.m. on the first night of your cruisetour due to hotel check-in. Upon arrival you will take the complimentary hotel shuttle from the airport to your Seattle hotel. Please refer to your specific itinerary regarding your Seattle overnight accommodations and continued itinerary details. Your flight details to Alaska can be found in HAL Flight Ease. Please know baggage fees may apply at check-in.
VANCOUVER	Arrive any time on the first night of your cruisetour. Upon arrival in Vancouver, make your way to the Fairmont Vancouver Airport Hotel. Additional details regarding your Whitehorse flights can be found in your air notification.

DEPARTURE LOCATION	SUGGESTED FLIGHT TIME
VANCOUVER PIER TO VANCOUVER AIRPORT	Flights should be scheduled to depart Vancouver no earlier than 12:00 p.m.
VANCOUVER PIER TO SEATTLE AIRPORT	Flights should be scheduled to depart Seattle no earlier than 4:30 p.m.

CRUISE FIRST, THEN LAND TOUR:

ARRIVAL LOCATION	SUGGESTED FLIGHT TIME
SEATTLE FOR VANCOUVER SAILING	Arrive no later than 8:00am on day of sailing, will then board motorcoach to Vancouver.
VANCOUVER FOR VANCOUVER SAILING	Arrive no later than 12:00 p.m.

DEPARTURE LOCATION	SUGGESTED FLIGHT TIME
ANCHORAGE	Refer to your detailed cruisetour itinerary; generally, flights should be scheduled to depart no earlier than 11:30am.
FAIRBANKS	Refer to your detailed cruisetour itinerary; hotel check out is 11am.
SEATTLE	Refer to your detailed cruisetour itinerary for your Seattle hotel overnight accommodations. Upon arrival into Seattle, you will take the complimentary hotel shuttle from the airport to your Seattle hotel. Please note that baggage fees may apply on your flight from Alaska to Seattle.
VANCOUVER	Your Tour Director will provide your Whitehorse to Vancouver flight information or you can find it in your air notification. Upon arrival into Vancouver make your way to the Fairmont Vancouver Airport Hotel. Hotel check out is 11am.

PLEASE NOTE: Guests will be responsible for all expenses incurred if joining a cruise or land tour already in progress. Port times subject to change.

To Report delays en route please contact: 206-262-5800

EXTRA COST PROVISION

Depending on your flight itinerary, you may arrive at your destination prior to the start of the cruisetour. While reasonable efforts will be made to accommodate early check-in, it is not guaranteed and an additional night may need to be purchased. Overnight accommodations on cruisetours are generally available at approximately 4:00 p.m. on the first day. If your flight arrives early in the morning on the first day of your cruisetour, your room accommodations will not be available unless you have purchased an additional overnight.

Weather may adversely affect flights at optional Pre or Post destinations. *If you are required to spend an additional night due to weather or other circumstances beyond Holland America Line's control, you will be responsible for your own hotel and meal costs and neither the tour operator nor the airline will assume this additional expense.*

Please be advised that a credit or debit card is required for all non-included purchases made at Holland America Line's hotel properties and aboard the McKinley Explorer®. Cash is not accepted at these locations for items such as meals, drinks, retail goods, and optional tours; however, we recommend keeping cash on hand for optional gratuities.

CRUISETOUR NUMBER

Holland America Line guests are assigned a group number that corresponds to the cruisetour itinerary. The maximum group size is determined by multiple factors, including staffing and the number of available transportation seats. Occasionally, cruisetours will utilize more than one method of transportation; in this instance, the total number of guests on the cruisetour will be split into smaller groups and a letter will be assigned to your cruisetour number, indicating discrete transportation groups traveling on the same itinerary (for example, if there are two Y2C groups, they will be split into Y2C/A and Y2C/B). **If guests traveling on separate bookings wish to travel in the same split/group, please inform Holland America Line Guest Services or your Travel Advisor of this information at least 50 days prior to departure and advise them to cross-reference each booking number.** We will do our best to ensure that groups are kept together, but there may be times when this is not possible.

CLIMATE

Alaska and Canada represent a wide range of climate conditions. It is not unusual for temperatures to range from 30°F to 90°F (-1°C to 32°C) during the cruising season depending on the location and time of year.

ALTITUDE

During the cruisetour, you may travel at elevations ranging from sea level to 4,700 feet. Should you have any health concerns regarding these altitudes, please consult a physician prior to your trip. Itineraries that include air travel will fly via pressurized aircraft.

HOW TO PACK FOR YOUR CRUISETOUR

Cruisetours involve traveling long distances via multiple transportation methods, exposure to variable climates, and frequent arrivals and departures; minimizing the number of bags needed during the land portion of your cruisetour will help you get the most out of your land-and-sea adventure. Pack casual clothing and thermal layers that will keep you comfortable in various temperatures and while traveling long distances and stick to casual activewear meant for exploring the great outdoors (we suggest a waterproof outer layer and an insulating inner layer). Sturdy, comfortable shoes are a must. **CASUAL DRESS IS ALWAYS ENCOURAGED DURING THE LAND PORTION OF YOUR CRUISETOUR**; however, if you wish to include a few outfits for formal nights and dinners on the ship, we recommend that these be packed separately from your land-portion luggage.

IMPORTANT LUGGAGE REMINDERS

- All luggage should include a sturdy personal identification tag that will not get lost or damaged during typical airport luggage handling.
- Essential medicines, passports, travel documents, valuables, and breakables should be hand-carried in your possession. Do not pack these items in your checked luggage (which is inaccessible during transit). Firearms, explosives, fireworks, bear spray, and illegal drugs are prohibited without exception.
- Many domestic airline carriers now impose excess baggage fees for one or more bags and for bags weighing over 50 pounds. Be sure to check with your carrier regarding weight restrictions.
- Holland America Line will make every effort to assist you in safeguarding your belongings; please remember, however, that you are responsible for your belongings at all times. Holland America Line is not responsible for money, jewelry, cameras, binoculars, documents, or any other articles other than when such articles are in the sole possession of Holland America Line luggage handlers.

PLEASE NOTE: We strongly encourage our guests to obtain baggage insurance; your travel advisor can assist you with this. For further information, please see the baggage policy detailed in the "Baggage" section of your Cruise Contract.

CRUISETOUR LUGGAGE PROGRAM

Holland America Line cruisetours include complimentary luggage handling service. While you will have access to your luggage throughout the CRUISE portion of your cruisetour, access to luggage will be limited during the LAND portion. Cruisetours involve traveling long distances via multiple transportation methods, with frequent arrivals and departures; minimizing the number of bags needed during the land portion of your cruisetour will help you get the most out of your land-and-sea adventure. It is **HIGHLY RECOMMENDED** that you utilize your **ONE** allotted luggage piece and **ONE** allotted personal item throughout the land portion of your cruisetour. Please note the luggage instructions pertaining to the land portion of Alaska cruisetours listed below:

THERE ARE FOUR CATEGORIES OF LUGGAGE:

1. PERSONAL ITEM (HAND-CARRY TOTE/BACKPACK/BRIEFCASE) – GUEST TO CARRY

- No Holland America Line tag is required, but please attach a personal ID tag to every bag.
- Please carry your essentials with you every step of the way.
- Recommended items include your travel documents, passport, photo ID, important medication, CPAP machine (packing an extra battery is recommended in the event of a power outage), toiletries, camera, personal electronics, as well as any valuables or extra clothing items as needed.
- Each guest's personal item should be of a size that is comfortable to carry and able to be stowed under a seat. Soft-sided tote bags or backpacks no larger than 17"x14"x4" with a zippered enclosure are recommended.
- Wheeled carry-on cases (such as those used as airline carry-on luggage) are too large and therefore **NOT** suitable as personal items on motorcoaches and trains.

2. JOIN ME TONIGHT LUGGAGE PROGRAM – FOR CRUISETOUR GUESTS TRAVELING IN ALASKA & THE YUKON

- A personal ID tag **MUST** be attached to every bag. You will receive luggage tags and instructions regarding your **Join Me Tonight** luggage upon your arrival at the first overnight location.
- Each guest is allotted **ONE** piece of **Join Me Tonight** luggage and **ONE** personal item between Whittier and Fairbanks. When disembarking in Whittier, simply pack your **Join Me Tonight** luggage bag, attach the appropriate disembarkation tag, and place it for pickup as instructed. Be sure to always keep your personal item with you.
- Our luggage handlers will pick up your tagged **Join Me Tonight** luggage and deliver it to your room at the next overnight location during the land portion of your cruisetour. This bag will be transported separately from you and will **NOT** be accessible during transit.
- Recommended items for this bag include clothing, sleepwear, non-essential toiletries, extra shoes, and anything else you might need in the evening (but not during the day).

- Depending on the itinerary, guests traveling on a YUKON cruisetour may have all of their luggage delivered to their hotel rooms in Dawson City, Fairbanks, Skagway, and Whitehorse; however, during the DENALI portion, guests will have only the one allotted piece of luggage per person delivered to their room at Holland America Denali Lodge, with the remaining luggage sent on to the next hotel in Anchorage or Fairbanks.
- Guests traveling on a DENALI cruisetour will have only one piece of luggage per person accessible during the land portion of their cruisetour
- YUKON cruisetour guests who fly to and/or from Vancouver as part of the cruisetour will retain possession of all luggage while flying to/from Whitehorse and Vancouver. Guests are solely responsible for checking and claiming all luggage in both Whitehorse and Vancouver. These guests will NOT receive **Join Me Tonight** tags upon their arrival in Whitehorse or Vancouver.

PLEASE NOTE: Guests traveling on a Yukon cruisetour that involves a flight between Dawson City and Fairbanks or Dawson City and Whitehorse are permitted to check up to two bags on these flights only, with a maximum combined weight of no more than 50 pounds. Each guest is also allowed one carry-on bag weighing no more than 13 pounds. These restrictions are due to flight operations, weight, and balance limitations.

3. JOIN ME IN FAIRBANKS/ANCHORAGE LUGGAGE PROGRAM – FOR DENALI CRUISETOUR GUESTS ON CRUISE FIRST ITINERARIES

This service is for guests who disembark their cruise in Whittier PRIOR to embarking on the land portion of their cruisetour. It is NOT available for guests on Yukon cruisetours due to international customs laws.

- We recommend that you pack any items needed on the cruise but not on land in a separate bag prior to disembarking the ship.
- You will be given instructions on how to appropriately tag your luggage for disembarkation in Whittier on board the ship.
- Bags tagged with **Join Me in Anchorage** or **Join Me in Fairbanks** will be securely stored and not accessible until the final night of your land tour.

4. JOIN ME ON BOARD LUGGAGE PROGRAM – FOR DENALI CRUISETOUR GUESTS ON LAND FIRST ITINERARIES

This service is for guests who embark their cruise in Whittier AFTER completing the land portion of their cruisetour. It is NOT available for guests on Yukon cruisetours.

- Please be sure to attach a personal ID tag to every bag.
- Any items not needed on land should be packed in a separate bag. All guest bags will travel with you while in Dawson City, Fairbanks, Vancouver, and Whitehorse due to customs and immigrations laws.
- **Join Me On Board** bags are perfect for items needed on the cruise but not on land, such as formal wear, dress shoes, and dinner jackets. (The dress code on the land portion of the cruisetour is always casual, so there is no need for formal wear.)

- Upon your departure from the first interior Alaska city, any **Join Me On Board** tagged bag(s) will be securely stored and inaccessible until they are delivered to your onboard stateroom.

FOR GUESTS ON THE LAND PORTION OF THEIR LAND FIRST CRUISETOUR:

Due to airport security, all guests must identify and claim their own luggage from the airport luggage carousel. Please check for any airline damage at this time.

All airline damage must be claimed prior to departing from the airport.

- Please ensure that all essential items are packed in the allotted personal item/hand-carry tote, including, but not limited to, travel documents (your ID and/or passport), essential medication(s), and CPAP machines as well as appropriate attire and footwear for the day's activities.
- Holland America Line staff will arrange for designated guest luggage to be delivered to the first overnight destination or securely stored until such guests embark the ship.
- Upon your arrival at an overnight destination, you will receive new luggage tags and instructions to ensure proper delivery to the next overnight location. All luggage will be delivered directly to your room.

PLEASE NOTE: Luggage is transported separately and will be inaccessible until it arrives at the next overnight location. Due to transportation, staffing delays, and/or other unforeseeable circumstances, luggage may not be available immediately upon arrival. Do not pack your passport or any essential items in any of your checked luggage.





WHAT TO EXPECT

THE CRUISETOUR EXPERIENCE

WHAT YOUR CRUISETOUR INCLUDES

- Transportation (as indicated in the itineraries)
- Transfer of guests and luggage (please see exceptions under the “What Your Cruisetour Does Not Include” section below)
- Hotel accommodations (shared)
- The services of a variety of Holland America Line representatives during the land portion of the cruisetour
- Activities (as indicated in the itineraries)*
- The services of a Holland America Line Tour Director during the land portion of the cruisetour (**DH and Yukon cruisetours only**)

*Due to seasonal road and weather conditions, the distance and/or length of the included **Tundra Wilderness Tour** and **Denali Natural History Tour** are at the discretion of park management.

WHAT YOUR CRUISETOUR DOES NOT INCLUDE

- Air transportation (unless included in the itinerary)
- **Airline baggage fees**
- Transfer of guests and luggage at Ted Stevens Anchorage International Airport, Fairbanks International Airport, Seattle–Tacoma International Airport, and Vancouver International Airport (unless included in the itinerary)
- Meals (except while on board the cruise ship and where specifically indicated in the itinerary)
- Gratuities (please see the “Gratuities During Your Cruisetour” section below for more information)
- Optional excursions
- Onboard upgrades and amenities on the land portion of the cruisetour (e.g., guests traveling in a suite on board the ship must purchase a Denali Suite upgrade if they wish to stay in a suite at Holland America Denali Lodge)

- Have It All amenities (i.e., beverage packages, Wi-Fi, Specialty Dining Credit, and prepaid Crew Appreciation) on the land portion of the cruisetour. The sole exception to this is Shore Excursion Credit, which may be used to pre-purchase land excursions prior to the start of the cruisetour's land portion but cannot be used to do so once on land.

PLEASE NOTE: If you are traveling with another booking, you may be placed on a separate flight due to timing and availability.

GRATUITIES DURING YOUR CRUISETOUR

Because gratuity practices on land differ from those on board the ship, many of our guests request guidelines on local standards. Gratuities are strictly up to the individual guest and should be based on the quality of service received. If you wish to offer an individual expression of your appreciation, you may use the following guidelines:

- **Transfers:** US\$1 per bag
- **Driver Guides:** Up to US\$10 per day for a full day of touring
- **Housekeeping:** US\$2 per room, per night
- **Food Service:** 18–20% of the pre-tax bill
- **Tour Director:** US\$10 per guest, per day
- **Rail Team:** Up to US\$10 per guest, per day
- **Excursions:** Discretionary gratuities are customary

PLEASE NOTE: Luggage-handling gratuities are included in your cruisetour fare for all hotels included in the itinerary.

BOOKING OPTIONAL EXCURSIONS

We encourage guests to review and pre-purchase their excursions on [HollandAmerica.com](https://www.hollandamerica.com). Choose from a wide variety of land and sea excursions that fit your lifestyle — from easygoing to high-adventure. Optional land excursions will NOT be available for purchase while on board the ship and must be pre-purchased or purchased on-site during the land portion of your cruisetour. Should you have any questions or concerns regarding optional land excursions, please contact a Guest Services Host or visit a Tour Desk.

Optional Shore Excursion Cancellation Policy (cruise portion of cruisetour):

You will have the opportunity to embark on one or more Shore Excursions during the cruise portion of your cruisetour. Cancellations for prepaid tours are permitted up to three days prior to cruise embarkation and will be refunded to the credit card used for the original purchase. If you are within three days of cruise embarkation, all Shore Excursion changes and/or cancellations must be implemented on board the ship and refunds will be applied to your onboard account. If the credit is not fully utilized during the cruise, the balance will be paid out to you by the ship's Purser at the end of the voyage. If a cancellation occurs on board after a specific Shore Excursion's cancellation deadline, a 100% cancellation fee will apply. The ship's Shore Excursions office will be able to advise you of each tour's cancellation deadline. Group Shore Excursions canceled within three days of cruise embarkation are non-refundable. Custom tours may have different cancellation deadlines, which will be stated in the proposal.

Optional Land Excursion Cancellation Policy (land portion of cruisetour):

Optional excursions during the land portion of your cruisetour are called Land Excursions. **All Land Excursions are non-refundable within three days of the first date of your cruisetour (i.e., the cruise embarkation date on Cruise First itineraries).** Optional Land Excursions purchased on-site during the land portion of your cruisetour are FINAL SALE. If a cancellation occurs after the cancellation deadline for a specific Land Excursion, a 100% cancellation fee will apply. In the rare instance that a tour is canceled by Holland America Line or the tour operator, specific refund information will be provided on-site. Should you have any questions or concerns regarding optional Land Excursions, please contact a Guest Services Host or visit a Tour Desk.

Based on your cruisetour itinerary, at the vendor's discretion and with enough advance notice, it may be possible for a tour to be rescheduled. We highly recommend purchasing travel insurance, as optional Land Excursions cannot be refunded outside of the cancellation timeframe.

GREAT LAND DINING PLAN

Meals are generally not included in the land portion of your cruisetour. **The Great Land Dining Plan is available for purchase PRIOR TO the start of the cruisetour only and NOT during travel.** If you choose to purchase a Great Land Dining Plan, your meal vouchers will be placed in the Welcome Envelope upon your arrival at each location; please see your travel documents for more details. Unused meal vouchers are non-refundable. Please advise your meal servers of any dietary restrictions and please note that the Great Land Dining Plan does NOT pertain to any Pre or Post nights added to the itinerary. Should you have any questions or concerns regarding the Great Land Dining Plan while traveling, please contact a Guest Services Host or your Tour Director.

VOUCHERS

Most services in Alaska & the Yukon (other than the Great Land Dining Plan) do not require vouchers; however, should your itinerary require one or more vouchers, you will receive them either in your Express Docs or in your Welcome Envelope upon arrival. Keep any vouchers on your person so that they will be readily available and DO NOT pack them in your luggage.

MOTORCOACH TRAVEL

During the land portion of your cruisetour, travel may take place aboard comfortable, air-conditioned motorcoaches. Most coaches are restroom equipped. Periodic stops will be made for picture taking and stretching.

- Smoking, vaping, and open containers of alcohol are not permitted on board motorcoaches.
- There are no reserved or assigned seats.
- Should you require specific seating due to a disability or a lift-equipped motorcoach, please contact the Holland America Line Access & Compliance Department via email at: HALW_Access@HollandAmerica.com; or via phone at 1-800-547-8493 (TTY: 1-800-254-8669; local: 1-206-626-7044) to make arrangements. Since not every coach has lift capabilities, Holland America Line will require at least two weeks' advance notice to secure a lift-equipped vehicle.

PLEASE NOTE: Tour buses in Denali National Park & Preserve are operated by the National Park Service concessionaire — NOT by Holland America Line. Although the buses are not equipped with a restroom, there will be restroom breaks approximately every 90 minutes during the tour.

MCKINLEY EXPLORER® RAIL TRAVEL

During the land portion of your cruisetour, you may travel aboard Holland America Line's comfortable, air-conditioned, double-decker McKinley Explorer® railcars. These railcars offer full-service beverage and snack service in the domes and full-service meals for purchase (breakfast and lunch) downstairs in the dining railcars. Each railcar is restroom equipped.

- Space is limited; please pack only the allotted personal item (hand-carry tote) along with an extra outer layer of clothing as needed.
- Smoking or vaping on board railcars is not permitted.



- All railcar seating is assigned according to the itinerary and number of traveling companions. Should you require specific seating due to a disability or a lift-equipped railcar, please contact the Holland America Line Access & Compliance Department via email at: HALW_Access@HollandAmerica.com; or via phone at 1-800-547-8493 (TTY: 1-800-254-8669; local: 1-206-626-7044) to make arrangements. Since not every railcar has lift capabilities, Holland America Line will require at least two weeks' advance notice to secure a lift-equipped railcar.

DAILY SCHEDULES

Alaska is the largest state in the United States — more than twice the size of Texas! Holland America Line's itineraries feature destination highlights to provide the most comprehensive vacation possible. Because of this, it is necessary to cover quite a bit of ground every day. Please be prepared for early-morning departures and evening arrivals during your cruisetour. We are sure you will take home many unforgettable memories of Alaska's scenery, sights, and adventures.

WELCOME ENVELOPES: You will receive a Welcome Envelope upon your arrival at each new location. This will include a daily agenda specific to each location. Please refer to the information and timings listed in the Welcome Envelope, as they provide the most up-to-date information. Previously quoted times and other printed information may have changed due to individual schedule needs or tour availability.

A NOTE ABOUT HOTELS IN ALASKA & THE YUKON

There are certain tour destinations in Alaska & the Yukon at which guests should not expect deluxe accommodations. In comparison with many destinations, this is still a relatively remote locale. Holland America Line makes every effort to ensure high-quality properties in each location, all of which are clean, comfortable, and brimming with northern hospitality.

In our effort to sustain Alaska & the Yukon, stayover service is not automatic and available by request only. Please contact the hotel front desk or Guest Services to request items or stayover service as needed. Not all accommodations offer air conditioning, but fans may be available upon request. Although it does not happen frequently, during the cruisetour, Holland America Line reserves the right to make reasonable changes and comparable substitutions to accommodations at its discretion.

Triple and quad rooms are available only in certain cities across Alaska & the Yukon. When available, they may contain either two double beds or one double bed and a convertible sofa. If separate beds are required, we suggest that guests pre-purchase additional rooms before the start of the cruisetour.



For triple or quad bookings, please be aware of the bedding arrangements. If the cruisetour goes to a city that does not accommodate triples or quads, guests will be placed in two separate rooms, the additional cost for which will have already been reflected in the cruisetour pricing.

PLEASE NOTE: Hotels in Alaska & the Yukon do not permit smoking in hotel rooms and common areas. Additionally, not all accommodations offer elevators at their locations. If ground-level accommodations are required, please request this ahead of time.

SUSTAINABILITY

Holland America Line continually works to find ways to promote sustainable tourism. Toward this end, we encourage guests to bring refillable water bottles, reusable straws, and reusable bags to enjoy during their travels. In further efforts to sustain Alaska & the Yukon, stayover service is not automatic and available by request only. To learn more about Holland America Line's ongoing commitment to environmental stewardship and conservation in all its operations, please visit: HollandAmerica.com/en/us/about/our-company/sustainability.



GUESTS WITH DISABILITIES

Holland America Line is committed to providing safe, easy, and accessible accommodations for all persons with disabilities to the extent feasible. We do not discriminate against individuals on the basis of disability and are dedicated to offering quality service to all our guests.

Guests travelling the land portion with a Cpac machine may want to consider travelling with a Cpac machine backup battery. Due to the remote nature of some locations, power outages may happen at times.

Despite our best efforts, please be advised that accessible facilities, hotel rooms, and services may be limited in certain parts of Alaska & the Yukon. We recommend that guests make every effort to contact the Holland America Line Guest Accessibility Department via email at: HALW_Access@HollandAmerica.com; or via phone at 1-800-547-8493 (TTY: 1-800-254-8669; local: 1-206-626-7044) and submit a Special Requirements Information (SRI) form upon booking or, at minimum, 45 days prior to departure. Please be as specific as possible when advising our Guest Accessibility Department of any accessible hotel room needs so that arrangements can be made with the hotel properties prior to your arrival. Guests who are unable to care for their basic needs (e.g., dressing, eating, etc.) MUST have a capable traveling companion. For more details regarding pre-arranged rental programs or oxygen deliveries, please contact:

Special Needs at Sea

Phone: 1-800-513-4515 (local: 1-954-585-0575)

Email: Info@SpecialNeedsAtSea.com

Website: SpecialNeedsAtSea.com

ScootAround

Phone: 1-877-478-7827 (local: 1-780-986-6404)

Email: Reservations@ScootAround.com

Website: ScootAround.com

SCOOTERS & WHEELCHAIRS

Holland America Line offers a limited number of staterooms and accessible rooms designed to be wheelchair and scooter accessible. For the safety of all guests and crew, scooters and other mobility equipment MUST be securely stored and charged in your stateroom and are NOT permitted in hallways or elevator lobbies. For this reason, Holland America Line has size and weight guidelines for scooters. If you plan on having a scooter throughout the land portion of your cruisetour, please contact the Holland America Line Guest Accessibility Department. Certain transfer operations may not be fully accessible for wheelchairs or scooters.

For persons not capable of walking on their own, a wheelchair will be their primary mobility assistance aid. Situations may occur in which guests with limited mobility may not be able to access all areas and locations of the cruisetour. For the safety of all concerned, Holland America Line staff shall make the final determination regarding the carrying of guests with mobility limitations and their mobility assistance device (wheelchair, scooter, walker, etc.), considering all appropriate matters including, but not limited to, weather conditions, location, weight of the guest or their mobility device, etc. While every effort will be made to assist guests, we are unable to provide staff members who can spend all or most of their time working with a single guest to address ongoing special needs. Should you require that level of care, you will need to travel with a companion who is able to provide you with the necessary assistance. Holland America Line is no longer able to provide complimentary wheelchair assistance for any purpose other than embarkation, disembarkation, and emergency situations. Holland America Line wheelchairs are not available for tours, use on board, or use during the cruisetour. Should you require regular use of a wheelchair, we recommend that you bring your own wheelchair with you. You may also make advance rental arrangements prior to the start of your cruisetour and have a wheelchair delivered directly to the ship for use on board, in ports of call, and throughout the cruisetour. For additional details on the

PLANNING AHEAD

It is essential that Holland America Line be notified as soon as possible (preferably at the time of booking) of any special medical, physical, or other requirements (e.g., if you intend to travel with a scooter, power chair, or wheelchair) to ensure that we are able to put forth our best efforts to accommodate these requirements.

Not all accommodations offer elevators at their locations. If ground-level accommodations are required, please request this ahead of time. Guests who are unable to care for their own basic needs (e.g., dressing, eating, etc.) MUST have a capable traveling companion. In limited situations, Holland America Line may find it necessary to ask an individual to make alternative travel arrangements, (e.g., if an individual with a disability is unable to satisfy certain specified safety or other criteria, even when provided with appropriate auxiliary aids and services). There is no Holland America Line medical care or staff on cruisetours. In the event of an emergency, you will be transported to the nearest medical facility at your own expense.

Certain third-party transfer and tour facilities may not be fully accessible to guests with disabilities. Although we endeavor to ensure that companies comply with legal requirements, we cannot guarantee that all are able to provide services and facilities that are accessible to persons with disabilities. For detailed, up-to-date information on accessibility offerings and limitations involving tours, we strongly recommend contacting our Shore Excursions Department prior to embarkation at 1-888-425-9376 (local: 1-206-626-7320).

TRANSPORTATION

AIR: Guests traveling on Y1 or Y2 Yukon cruisetours will fly between Vancouver and Whitehorse, Whitehorse and Dawson City, and Dawson City and Fairbanks; guests traveling on Y3, Y4, or Y5 Yukon cruisetours will fly between Fairbanks and Dawson City; guests traveling on Y6 Yukon cruisetours will fly between Fairbanks and Dawson City and Dawson City and Whitehorse; and guests traveling on R4 Yukon cruisetours will fly between Seattle and Anchorage and Fairbanks and Dawson City. The planes utilized for these flights may not be able to accommodate power chairs or motorized scooters due to weight capacity limitations.

Additionally, these flights will require you to negotiate a number of steps. Limited assistance is available for boarding on these flights; should you require assistance, please contact our Guest Accessibility Department well in advance of departure (preferably at the time of booking). Apart from Yukon arrangements, any wheelchair assistance at airports must be handled directly through the airline, as Holland America Line is unable to arrange for wheelchair assistance at airports. You must also ensure that your power chair is airline-compliant in the United States and Canada. For guests flying to or from Dawson City with a power chair, please visit: FlyAirNorth.com/specialized-assistance.

MOTORCOACH: If lift-equipped transportation is required, please advise the Guest Accessibility Department as soon as possible (preferably at the time of booking) so that an appropriate motorcoach can be arranged and assigned to the cruisetour. The motorcoach lift capacity for the wheelchair/scooter and guest combined cannot exceed 600 pounds. Lift-equipped transportation is limited in Vancouver; thus, it may be necessary for Holland America Line to make alternate transportation arrangements, such as a sedan vehicle, if you are able to transfer from a wheelchair to the front or back seat of a sedan. If Holland America Line is unable to arrange for a sedan due to the limited number of wheelchair-accessible transfer vehicles available, it may be necessary to request that you travel with only one companion from your party, with additional members of your party accommodated separately on standard transfer coaches.

EMBARKATION/DISEMBARKATION – WHEELCHAIR ASSISTANCE

Guests requiring assistance with embarkation and disembarkation procedures do not need to request this assistance in advance. For embarkation procedures, please advise the Shore Operations staff upon arrival of your need for assistance with boarding the ship. Please note that this service is on a first-come, first-served basis and you should be prepared to wait if assistance is not available immediately upon your arrival.

Guests requesting this service will be assisted as far as the security checkpoint on the ship. If the use of a mobility device is needed on board, we recommend renting a wheelchair for the duration of the cruise. For additional details on the pre-arranged rental program, please contact the approved listed companies: Special Needs at Sea or ScootAround.

For disembarkation procedures, please contact the Front Office once on board to advise them of any need for assistance. The Front Office staff will provide details on the times and meeting location at which staff will be available to assist with disembarking the ship.

OXYGEN

Guests traveling with oxygen should notify the Guest Accessibility department of the amount of oxygen being used as well as the type of oxygen or oxygen equipment being used. Due to limitations regarding the volume of gas or liquid oxygen that can be brought on board a motorcoach, we suggest using a portable oxygen concentrator during the cruisetour. When planning for appropriate battery power, please be prepared for early-morning departures and evening arrivals during your cruisetour. Holland America Line cruisetour itineraries feature many highlights to provide guests with the most comprehensive vacation possible. Because of this, it is necessary to cover quite a bit of ground every day.

Should you require continuous or intermittent oxygen for chronic conditions, you must make your own arrangements prior to traveling; please contact us, or your travel advisor, for more information. The following companies have been approved for all oxygen and/or oxygen equipment being delivered to either a Holland America Line vessel or your first cruisetour hotel property:

Special Needs at Sea

Phone: 1-800-513-4515 (local: 1-954-585-0575)

Email: Info@SpecialNeedsAtSea.com

Website: SpecialNeedsAtSea.com

ScootAround

Phone: 1-877-478-7827 (local: 1-780-986-6404)

Email: Reservations@ScootAround.com

Website: ScootAround.com

Oxygen and/or oxygen equipment deliveries will NOT be accepted from any other company; you are welcome, however, to bring your own oxygen and/or oxygen equipment from home. Please note that our staff and crew are not permitted to handle guest oxygen and/or oxygen equipment during the cruisetour; thus, if brought on board, you or your traveling companion must handle your own supplies. Please contact the Guest Accessibility Department prior to booking if you will require oxygen during your cruise. Should you require additional information on the ship's facilities or ability to accommodate your needs, please contact the Guest Accessibility Department. If any medical equipment requires distilled water, please note that it may not be available in some of the more remote parts of Alaska & the Yukon; please make arrangements to travel with your own supply during that time.

PLEASE NOTE: Some airlines have restrictions regarding traveling with oxygen and oxygen containers. It is your responsibility to familiarize yourself and comply with the regulations of the airline on which you're traveling. Guests traveling on Y1 or Y2 Yukon cruisetours will fly between Vancouver and Whitehorse, Whitehorse and Dawson City, and Dawson City and Fairbanks; guests traveling on Y3, Y4, or Y5 Yukon cruisetours will fly between Fairbanks and Dawson City; guests traveling on Y6 Yukon cruisetours will fly between Fairbanks and Dawson City and Dawson City and Whitehorse; and guests traveling on R4 Yukon cruisetours will fly between Seattle and Anchorage and Fairbanks and Dawson City. The planes utilized for these flights are not able to accommodate requests for oxygen containers; all guests using oxygen on these cruisetours must travel with a portable oxygen concentrator (POC) for use during the flight(s). Portable oxygen concentrators must also be approved by Canadian authorities.

For more information regarding accessibility requirements for Air North, please visit: FlyAirNorth.com/specialized-assistance.

Additionally, the following form must also be completed by a physician:

FlyAirNorth.com/sites/default/files/2019-12/4N-PortableOxygenConcentratorForm-20150818.pdf.

For an up-to-date list of approved POCs from Transport Canada, please visit: TC.Canada.ca/en/aviation/reference-centre/advisory-circulars/advisory-circular-ac-no-700-002#s2-3.

For information regarding the Transportation Security Administration's Screening Tips for Persons with Disabilities, please visit the Travelers with Disabilities and Medical Conditions section of their website at: TSA.gov/travel/tsa-cares.

PETS

Apart from qualified service animals for guests with disabilities, animals or pets are not allowed on board. If you plan on bringing a service animal on board, you must contact the Guest Accessibility Department and provide documentation of its current vaccinations. Please review the service animal disembarkation requirements for each port of call. The best places to obtain specific information on required documentation and immunizations for your service animal are the U.S. Department of Agriculture website, local customs offices in the ports you'll be visiting, and the service animal's veterinarian. All documentation and immunization requirements are established by government authorities and not by Holland America Line. Please contact our Guest Accessibility Department for assistance with locating this information.

Service animals are permitted only on certain shore excursions. Should you have any questions regarding which excursions allow service animals, please visit the Guest Services desk.

For further information, please visit the Accessible Cruising section of our website at: HollandAmerica.com/en/us/about/our-company/accessibility.

Covered topics include: Stateroom Information; Mobility Equipment; Ship Transfer Options; Shoreside Mobility including Airports and/or Train Stations and Land Tours and/or Shore Excursions; Service Animals; Blind or Low Vision; Deaf or Hard of Hearing; Oxygen; Food Allergy Information; Children with Special Needs; and Wheelchair Accessible Route Maps.

If guests require special accommodations on their cruisetour due to a disability, please contact the Guest Accessibility Department via email at GuestAccessibility@HollandAmerica.com to make arrangements.