



## 2023 ALASKA CRUISETOUR TIPS

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### IMPORTANT INFORMATION

#### TOURING ALASKA & CANADA

We are pleased that you have selected a Holland America Line Alaska Cruisetours and we look forward to your visit. We have provided this "Alaska Cruisetour Tips" booklet to ensure that you have the finest vacation experience possible. Please take a moment to acquaint yourself with this information. Please also read the supplemental "Know Before You Go" booklet and download the Navigator app (available for both Apple and Android devices) for information on the cruise portion of your vacation and your Express Docs for specific information regarding your personal travel plans.

#### PERSONAL TRAVEL IDENTIFICATION REQUIREMENTS

All guests, regardless of nationality, are responsible for obtaining all necessary identification. All guests should keep themselves apprised of the changes in government requirements. Guests arriving at the pier without proper documentation may be denied boarding without compensation. Holland America Line is not able to make visa arrangements en route or upon arrival. Please understand that this is a requirement of the Canadian government, and NOT that of Holland America Line.

Holland America Line highly recommends that all guests carry a passport that is valid for at least six months beyond the completion date of your travel. Having a passport will enable you to fly from the U.S. to a foreign port in the event you miss your scheduled embarkation or to fly back to the U.S. if you need to disembark the ship mid-cruise due to an emergency.

Your name on your travel documents (passport, Alien Resident card, Trusted Traveler Program card, etc.) must be identical to those on your cruise documents. Otherwise, proof of name change (e.g. a marriage license) with a valid driver's license (or other government issued photo ID) must be presented. Any discrepancies may prevent travel.

**Please Note:** In addition, visas or other documents may be required, depending on your citizenship or residency and the itinerary. It is your sole responsibility to obtain and have available the necessary documents for your travel, including all costs related to arrangements to obtain entry to countries you visit and re-entry to your destination country. Boarding may be denied or fines may be levied against those guests without proper documentation. Payment of any fines levied is the responsibility of the individual guest.

#### For U.S. and Canadian Citizens:

##### Travel by Land or Sea

**Travel document requirements vary based on cruise itinerary and whether international flights are required.** For voyages that are scheduled to end outside the U.S., a passport is required. **A PASSPORT is also required for all guests traveling on our cruisetours itineraries.** We recommend your passport be valid for six months beyond the completion date of your travel. Passports or Western Hemisphere Travel Initiative (WHTI) compliant documents are required for cruises to Alaska, Bermuda, Canada, the Caribbean, Hawaii, Mexico and the Panama Canal. U.S. and Canadian citizens including children must present one of the following valid WHTI-compliant documents:

- **US and Canadian and International Citizens traveling on Alaska cruisetours involving an air flight between Dawson City, Yukon, Canada to Fairbanks, Alaska, USA and/or Fairbanks, Alaska, USA to Dawson City, Yukon, Canada are REQUIRED to have a valid Passport to clear customs and immigrations upon entry by air.**
- **Passport** (recommended travel document) (valid for travel by air, land and sea)
- **Permanent Resident Card** (Green/ARC Card)
- **Passport Card** (Not valid for travel by air. Valid for land and sea border crossings only)
- **State Issued Enhanced Driver's License (EDL)** - (Not valid for travel by air. Valid for land and sea border crossings only)\*\*
- Other WHTI documents approved by the Department of Homeland Security.

For a list of approved documents visit <https://www.cbp.gov/travel/us-citizens/western-hemisphere-travel-initiative/faqs?ga=2.157455421.6635174.1634573997-1934295778.1634573997>.

\* NEXUS, Enhanced Driver's License or US Passport cards cannot be used for the flight between Fairbanks, AK and Dawson City, Yukon, Canada.

\*\* The EDL driver's license, or EDL non-driver photo identification, will allow you to travel to and from Canada, Mexico and some Caribbean countries by land or sea and is offered only in the U.S. states of Michigan, Minnesota, New York, Vermont and Washington state and in the Canadian provinces of British Columbia and Manitoba, and formerly Ontario and Quebec, to applicants that can prove identity and citizenship. Passports are still required for all international flights. The EDL includes a banner that says "Enhanced" and includes a picture of an American flag in the bottom-right corner.

**Please Note:** REAL ID is not the same as the EDL and is not a WHTI compliant document. The REAL ID cannot be used for border crossing unless accompanied with proof of US citizenship. The REAL ID includes a gold circle with a star in the top right corner.

**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 US passport, U.S. passport Card, Enhanced Driver's License/Enhanced Non-Driver's License or Trusted Traveler Program card such as Nexus, Sentri or Fast Cards. However, while a passport is still the preferred document, in the absence of any of the documents listed above, U.S. citizens can present a government issued photo identification (i.e. other than a valid U.S. passport book/passport card), along with proof of citizenship (an original or copy of his or her U.S. government issued birth certificate, a Consular report of Birth Abroad, or a Certificate of Naturalization),

**Important for Guests Booked on Collector Voyages:** Documentation requirements are based upon each individual sailing for the ship. Thus, Collector's Voyages or Back to Back cruises that consist of travel from a U.S. port to an international port followed by a sailing from an international port to the original U.S. port do not qualify as "closed loop" sailings; guests cannot sail 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.

**Please Note:** WHTI-compliant documents are only acceptable for entry or re-entry into the United States. You may be required to present additional or different travel documents, such as a passport when entering foreign countries, including some countries in the Western Hemisphere.

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

**Children:** U.S. citizen children under the age of 16 traveling on a closed-loop cruise (a cruise in the Western Hemisphere which

originates and ends in the same U.S. port) will be able to present their government issued birth certificate or other proof of U.S. citizenship, such as a naturalization certificate or citizenship card to sail. Birth certificates can be an original or photocopy. Children traveling on non- closed loop cruises should possess a valid passport or other WHTI compliant document.

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

**PLEASE NOTE:** 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. The letter from the child's parent must provide contact information and authorize the traveling adult to take the child on the specific cruise.

For more information regarding documents needed for your cruise, please visit <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 1-888-874-779.

#### **Travel by Air**

**Passports are required for all international air travel to and from the United States, regardless of age or citizenship.** This includes air travel to and from Canada, Bermuda, the Caribbean and Mexico. Due to an included flight segment between Dawson City in Canada's Yukon Territory and Fairbanks, Alaska, a passport is also required for all guests traveling on our cruisetours itineraries.

#### **Please Note:**

- NEXUS, Enhanced Driver's License or U.S. Passport cards are NOT valid for the flight between Fairbanks, AK and Dawson City, Yukon, Canada
- U.S. passport cards and EDL's are NOT valid for air travel between Canada and the United States.
- All U.S., Canadian and International citizens traveling on any Yukon Cruisetours MUST HAVE a valid passport book to clear customs and immigration upon entry by air.

**For Non-U.S./Non-Canadian Citizens:** Holland America Line highly recommends that all guests carry a passport that is valid for at least six months beyond the completion date of your travel. Please carefully verify the existing identification requirements for your particular travel situation. 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 must obtain one at the nearest office of the U.S. Immigration Service.

**Visas:** Canadian officials WILL NOT allow guests to remain onboard while in a Canadian port without proper documentation.

If you are a NON-US or NON-Canadian citizen you may require an Electronic Travel Authority (eTA) to fly or transit through Canada even if you do not require a TRV. United States citizens and travelers with a valid visa for Canada are exempt. This requirement is for 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 the Canada government website at <http://www.cic.gc.ca/english/visit/visas.asp>.

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 condition, and involvement in criminal activity. Almost all convictions (including DUI, DWI, reckless driving, negligent driving, misdemeanor drug possession, all felonies, domestic violence [assault IV], shoplifting, theft, etc.) make a person inadmissible to Canada regardless of how long ago they occurred.

It is recommended that a person who has ever been charged with, or convicted of, a crime 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: <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/inadmissibility.html>\*.

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

**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 specified security features (biometric identifiers) in order 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, travelers are required to have an approved electronic travel authorization via the Electronic System for Travel Authorization (ESTA).

Electronic System for Travel Authorization is an automated system that determines the eligibility of visitors 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 boarding a carrier by air or sea to the United States. We suggest that guests visit [www.cbp.gov/travel/international-visitors/esta](http://www.cbp.gov/travel/international-visitors/esta) for additional information regarding the ESTA.

Guests will need to print and carry their ESTA application response as it will need to be presented at the pier along with your passport. An ESTA will need to be completed for each family member traveling on the cruise. Travelers who have not obtained approval through ESTA should expect to be denied boarding on any air carrier bound for the U.S.

Citizens of the following countries (excluding U.S. Permanent Residents) that participate in the Visa Waiver Program must possess an ESTA 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.\*

\* 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 with ESTA

## CONTACT INFORMATION

You will come to enjoy the attentive service of Holland America Line personnel all across the Great Land. Our Driver-Guides, Guest Service Hosts, McKinley Explorer® Rail Guides and Cruisetours Hosts (Yukon and Denali Cruisetours Only) are all available to answer your questions and provide assistance you may need during your cruisetour. However, should a question arise during your stay in one of the following cities, you may contact the Guest Service Hosts at the

following numbers.

Alyeska:	1-907-264-7950
Anchorage:	1-907-264-7950
Dawson:	1-867-993-5542
Denali:	1-907-683-6950
Fairbanks:	1-907-455-1987
Juneau:	1-907-586-9625
Seattle:	1-206-626-8600
Seward:	1-907-264-7950
Skagway:	1-907-983-6088
Talkeetna:	1-907-733-2900
Vancouver:	1-604-683-5776
Whitehorse:	1-867-668-3225
Whittier:	1-907-264-7950

## GUESTS WITH DISABILITIES

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

Despite best efforts, please be advised that accessible facilities, hotel rooms, and services may be limited in certain areas of Alaska and the Yukon. It is recommended that guests make every effort to contact Holland America Line Guest Accessibility Department via e-mail at [HALW\\_Access@hollandamerica.com](mailto:HALW_Access@hollandamerica.com) or via phone at 1-800-547-8493; TTY 1-800-254-8669; locally at 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, advising our Guest Accessibility Department of any accessible hotel room needs in order for arrangements to 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.

### Scooters & Wheelchair:

Holland America Line offers a limited number of staterooms 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 the guest's stateroom and is NOT permitted in hallways or elevator lobbies. For this reason, Holland America Line has size and weight guidelines for scooters. If you plan on bringing a scooter throughout the land portion of your cruisetour, please contact our Guest Accessibility Department. Certain transfer operations may not be fully accessible to wheelchairs or scooters.

For persons not capable of walking on their own, the use of a wheelchair will be the 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 his or her mobility device, etc. While every effort is 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. Guests who require that level of care will need to travel with a companion who is able to provide them with the assistance necessary.

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, for use on board, or for use



during your cruisetour. If you will 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 your sailing and have a wheelchair delivered directly to the ship for use on board, in ports of call, and throughout your cruisetour. For additional details on the pre-arranged rental program, please see the contact information listed below for Special Needs at Sea or ScootAround.

#### **Planning Ahead:**

It is essential that we be notified of any special medical, physical or other requirements you may have (including whether you intend to bring a scooter, power chair or wheelchair with you) as soon as possible, preferably at the time of booking, so that we may make our best effort to accommodate you. 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, we may find it necessary to ask an individual to make alternative travel arrangements, such as if an individual with a disability is unable to satisfy certain specified safety and other criteria, even when provided with appropriate auxiliary aids and services. There is no Holland America Line medical care or staff on cruisetours, in case of emergency, guests will be transported at their own expense to the nearest medical facility.

Certain third-party transfer and tours facilities may not be fully accessible to guests with disabilities. Although we endeavor to make sure these companies comply with legal requirements, we cannot guarantee 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 (or locally at 1-206-626-7320).

#### **Transportation:**

**Air:** Guests traveling on cruisetours to the Yukon will fly between Dawson City and Fairbanks. The planes utilized for these flights may not be able to accommodate power chairs or motorized scooters due to weight capacity limitations. Additionally, guests will be required to negotiate approximately 25 steps to the flight. Limited assistance is available for boarding on these flights; guests who require assistance should contact our Guest Accessibility Department well in advance of departure, preferably at the time of booking to request. With the exception of arrangements for the Yukon, wheelchair assistance that is requested for airports must be done directly through the airline. Holland America Line is not able to arrange for wheelchair assistance at airports.

**Motorcoach:** If you require lift equipped transportation, please advise the Guest Accessibility Department as soon as possible, preferably at the time of booking, in order to arrange for an appropriate motorcoach to be assigned to your cruisetours. The motorcoach lift capacity for the wheelchair/scooter and guests combined cannot exceed 600 pounds.

Lift equipped transportation is limited in Vancouver, B.C. Thus, it may be necessary for Holland America Line to make alternate transportation arrangements such as a sedan vehicle for guests who are able to transfer from a wheelchair to the front or back seat of a sedan. For guests who are not able to transfer to a sedan, due to the limited number of wheelchair accessible transfer vehicles available, it may be necessary to request that guests needing this vehicle travel with only one companion from his/her party, with additional members in the 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 boarding the ship. Please note that this service is on a first come first served basis, guests should be prepared

to wait if assistance is not available immediately upon 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 while on board, we recommend you rent a wheelchair for the duration of your cruise. For additional details on the pre-arranged rental program, please see the contact information listed below for Special Needs at Sea or ScootAround.

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

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

Any guests needing continuous or intermittent oxygen for chronic conditions must make their own arrangements prior to travel. 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 a Holland America Line vessel or to your beginning cruisetour hotel property:

#### **Special Needs at Sea**

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

Email: [info@specialneedsatsea.com](mailto:info@specialneedsatsea.com)

Website: <http://www.specialneedsatsea.com>

#### **ScootAround**

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

Email: [reservations@scootaround.com](mailto:reservations@scootaround.com)

Website: <http://www.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 your home. Please note that our staff and crew are not permitted to handle your oxygen and/or oxygen equipment during your cruisetour thus you must be able to handle your supplies if you bring your own. Please contact the Guest Accessibility Department prior to booking if you will require oxygen while on your cruise. If you require additional information on the ship's facilities or ability to accommodate your needs, please feel free to contact the Guest Accessibility Department. If you have any medical equipment that requires distilled water it may not be available in some more remote areas of Alaska and the Yukon. Please make arrangements to travel with your own supply during that time.

**Please Note:** Some airlines have restrictions concerning traveling with oxygen and oxygen containers. It is the traveler's responsibility to be familiar with and comply with the regulations of the airline on which he/she is traveling. Guests traveling on Cruisetours to the Yukon will fly between Dawson City and Fairbanks. 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 to be used in flight. The approximate flight time between Dawson City and Fairbanks is one and a half hours, including boarding and disembarkation. 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 <http://www.tsa.gov/travel/special-procedures>.

**Pets:** With the exception of qualified service animals for guests with disabilities, animals or pets are not allowed on board. If you plan to bring a service animal, you must call our Guest Accessibility Department. (Please see the contact information in the GUESTS WITH DISABILITIES section.) You will need to provide documentation of current vaccinations for the animal.

Please be sure you understand the requirements for a service animal to disembark in 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's website, local customs offices in the specific ports, and your service animal's veterinarian. All documentation and immunization requirements are established by government authorities and not by Holland America Line. Should you need assistance in locating this information, please contact our Guest Accessibility Department.

For further information, please visit the Accessible Cruising section of our website at [hollandamerica.com](http://hollandamerica.com): Stateroom Information; Mobility Equipment; Ship Transfer Options; Shore-side 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; Wheelchair Accessible Route Maps. If you require special accommodations on your tour due to a disability, please contact Holland America Line Guest Accessibility Department via e-mail at [GuestAccessibility@hollandamerica.com](mailto:GuestAccessibility@hollandamerica.com) to make arrangements.

## PLANNING

### CLIMATE

Alaska and Canada represent a wide range in climate. It is not unusual for temperatures to range from 40° to 90°F (4.5° to 32°C), depending on location and the time of year.

### ALTITUDE

During the course of your cruisetour, you may travel at elevations ranging from sea level to 4,700 feet. If you have any concerns, we recommend you consult a physician in advance of your trip. Itineraries including air will travel via pressurized aircraft.

### CRUISETOUR NUMBER

Holland America Line guests are each assigned to a group number which corresponds to your cruisetours itinerary. The maximum group size will be determined by the number of seats available on our motorcoaches, domed rail cars and aircraft (Yukon and Denali cruisetours).

Sometimes, a cruisetour will be very popular and more than one motorcoach will be used. In this instance, we will split the total number of guests on this cruisetour into smaller groups. We will assign a letter to your cruisetour number, forming different and distinct motorcoaches that will travel the same itinerary.

For example, when there are two Y2Cs, there will be a Y2C/A and Y2C/B.

If you are traveling with guests on a separate booking, please make sure that your travel advisor advises Holland America Line of this information at least 50 days prior to departure. We will do our best to ensure that groups are kept together, but there may be times when this is not possible.

### CRUISETOUR LUGGAGE PROGRAM

All Holland America Line Cruisetours include a convenient luggage handling service at all your destinations. You will have access to all of your luggage during the cruise portion of your vacation. However, access to your luggage will be limited during the land portion of your vacation. Please note the land cruisetour luggage instructions below

#### Guests taking a cruisetour prior to cruising

- Upon arrival, our staff will arrange for your luggage to be delivered to your first overnight destination. Due to airport security, you must identify and claim your own luggage from the luggage carousel at the airport. Please check for any airline damage at this time. All airline damage must be claimed prior to departing from airport.
- Upon arrival, you will receive luggage tags and instructions on where to deposit your luggage to ensure proper delivery. Your luggage will be delivered directly to your room at the next overnight location.
- Luggage is transported separately and will be inaccessible until it arrives at your next overnight location.
- Luggage may not be available immediately upon arrival at each location. Make sure you have your ID, travel documents (including passport), essential medication(s), CPAP machine, and appropriate attire and footwear for the day's activities with you in your hand carry tote. **Do not pack your passport in any of your checked luggage.**

**How to Pack for Your Cruisetours:** Cruisetours cover great distances and involve various arrivals and departures. Packing light and minimizing bags needed on land will help you get the most out of our luggage transportation services. The best way to be comfortable and avoid hassles is to choose casual, comfortable clothing you will be able to wear all day.

There are four categories of luggage.

#### 1. Hand Carry Tote/Backpack

- No Holland America Line tag required, though **please attach a personal ID tag for every bag**. Please carry your essentials with you every step of the way!
- Recommended items include: travel documents, passport, photo ID, important medication, CPAP machine, toiletries, camera, personal electronics, any valuables and any extra clothing items as personally needed.
- The hand carry tote should be 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 that are used as carry-on luggage on airlines are too large and are NOT suitable as hand-carried luggage on motorcoaches and trains.

#### 2. "Join Me Tonight" luggage program

- **Please attach a personal ID tag for every bag.**
- You will receive luggage tags and instructions for your Join Me Tonight luggage upon arrival to your first overnight location of the land portion of your cruisetour.
- You are allowed one piece of "Join Me Tonight" luggage per person during your land cruisetour between Whittier and Fairbanks. You simply pack one bag, attach the appropriate disembarkation tag, and place where instructed for pickup. Our luggage handlers will pick it up and deliver it to your room at the next overnight location on your land tour. 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 evenings, but not need access to during the day.
- If you are traveling on a Yukon and Denali Cruisetours\*, you will have all of your luggage delivered to your hotel room in Skagway, Whitehorse, Dawson City, and Fairbanks, depending on your itinerary. However, you will only have one piece of luggage per person during your Denali stay.

- If you are traveling on any Denali Cruisetours, you will only have one piece of luggage per person throughout the land portion of your cruisetour.
- If you are flying to Whitehorse from Vancouver to start your land cruisetour before your cruise, you will keep all of your luggage with you until you reach Fairbanks. You will NOT receive Join Me Tonight tags upon your arrival in Vancouver or Whitehorse.

\* If you are traveling on a Yukon Cruisetours which involves a flight between Dawson City and Fairbanks or Dawson City and Whitehorse, on the aforementioned flights each guest is permitted to check up to two bags (on these flights only) with a maximum combined weight of no more than 50lbs. and each guest is permitted one carry on bag weighing no more than 13lbs. This is due to flight operations, weight and balance limitations.

### 3. “Join Me Onboard” luggage program for guests who cruise AFTER their overland portion of their cruisetour (excluding guests on Yukon and Denali Cruisetours)

- **Please attach a personal ID tag for every bag.**
- If you are cruising after your land tour, you should pack separate bags for items you will not need on land. This does not include guests travelling on the Yukon cruisetour that begins in Vancouver with a flight to Whitehorse. All of your bags will travel with you while in Vancouver, Whitehorse, Dawson City and Fairbanks due to customs and immigrations laws.
- “Join me Onboard” These bags are perfect for the items you may need on your cruise but will not need on your land tour, such as formal wear, dress shoes, or dinner jackets. (On the land portion of the Cruisetour, the dress code is always casual so there is no need for formal wear.)
- All luggage is delivered to your first itinerary destination. Upon departure from that city, any “Join Me Onboard” tagged bag(s) will be securely stored and inaccessible until they are delivered to your onboard stateroom.

### 4. “Join Me in Fairbanks/Anchorage” luggage program for guests who cruise PRIOR to their Cruisetour (this program is NOT available for guests on Yukon and Denali Cruisetours – due to international customs laws)

- Prior to ship disembarkation It is recommended that you pack separate bags with items needed for your cruise but NOT needed on land.
- You will be given instructions on board the ship on how to appropriately tag luggage for disembarkation.
- Bags tagged with “Join Me in Anchorage” or “Join Me in Fairbanks” will be stored securely and will not be accessible until the final night of your land tour.

## PACKING ADVICE

Given the extreme variation and fickle nature of weather in the Far North, we recommend that you dress in layers. We suggest a waterproof outer layer and an insulating, inner layer. Comfortable, sturdy shoes are a must. Although a dress code will be in effect for dinners on the cruise portion of your Cruisetour, casual dress is encouraged at all times for dinners on the land portion.

### Important Luggage Reminders:

All luggage should have a sturdy personal identification tag that will not be lost or damaged in the course of typical airport luggage handling.

Essential medicines, passports, travel documents, valuables and breakables should be hand carried in your possession at all times. 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, so check

with your carrier regarding weight restrictions.

Holland America Line will make every effort to assist you in safeguarding your belongings. But please remember, 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 solely in the 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 as detailed in the Baggage section of your Cruise Contract.

## EXPRESS DOCS AND NAVIGATOR APP

**Express Docs Eco-friendly Cruise Documents:** Preparing for your Holland America Line cruise is now easier, faster and more convenient than ever. With Express Docs, your Cruisetour documents are available up to 50 days before your cruise departure date, and you can print part or all of your Express Docs when it's most convenient for you, 24/7\*. This includes your boarding pass, itinerary, and if you booked air with Holland America Line, air travel information. Your information is encrypted, secure, easily updated and ready to email or print for yourself, family and friends as often as you wish. What's more, since our eco-friendly Cruisetour documents are delivered electronically, they help save paper and conserve precious fossil fuels.

\* Access to Express Docs is not available once you have started travel.

**Please Note:** Your Express Docs contain the most accurate source of itinerary information. The My Custom Itinerary feature on the Holland America website is not a substitute for Express Docs and may not reflect changes to your unique itinerary.

**Navigator App:** Once you've completed Online Check-In at [hollandamerica.com](http://hollandamerica.com), retrieve your digital boarding pass via the app to expedite embarkation at the pier. You can also complete your health assessment and book shore excursions prior to your cruise. Personalize your cruise experience once you're on the ship with our free mobile-friendly tool. Plan your daily activities, browse and purchase shore excursions, view restaurant menus, make dining reservations, check your account balance and more. The Holland America Line Navigator App is your indispensable tool for cruise planning, embarkation, managing your onboard experience and booking shore excursions.

For more information, please visit Frequent Asked Questions at [hollandamerica.com](http://hollandamerica.com).

## SUSTAINABILITY

Holland America Line continually works to find ways to promote sustainable tourism. In these efforts we would like to encourage our guests to bring refillable water bottles, reusable straws and reusable bags while enjoying their travels.

To learn more about Holland America Line's ongoing commitment to environmental stewardship and conservation in all of our operations, visit [hollandamerica.com/sustainability](http://hollandamerica.com/sustainability).

## SHIP LUGGAGE TAG INFORMATION

**Ship Luggage Tags:** Printable luggage tags are available at the Online Check-In start page. You may select to print as many as you need for your vacation. There are also luggage tags available for you at the airport on the day of sailing and the pier prior to your final check in. At the airport, please find Holland America Line representatives outside of the customs area and/or at the luggage carousel. The representatives will help you with luggage tags. Also, luggage tags will be located near the entrance to the pier area where you will be checking in your luggage. Please attach a tag to each piece of luggage you will be checking on the cruise. There is a space on the tag for you to print the following information; guest name, ship name, stateroom number, and sailing date.

**Please Note:** For security reasons, luggage without tags or owner identification may not be loaded on the ship. All "Join Me Onboard" luggage must have a ship luggage tag attached in addition to the Join Me Onboard tag to be accepted and stored prior to sailing. Holland America Line representatives will be happy to help you if you require assistance.

## AIRLINE CONNECTIONS

Transfers between airport and pier, customs inspections and airport security checks take time. If you purchased your own air transportation, please be sure to allow adequate time for transfers, inspections and security checks.

**Seattle:** Flights should be scheduled to depart no earlier than 12:00 pm and arrive no later than 1:00 pm.

**Seattle/Vancouver:** Flights should be scheduled to arrive at Seattle-Tacoma Airport no later than 9:30 am. Final motorcoach to Vancouver departs promptly at 10:30 am. Flights should be scheduled to depart Seattle no earlier than 3:00 pm.

**Vancouver/Vancouver:** Flights should be scheduled to depart no earlier than 11:00 am and arrive no later than 2:00 pm.

**Anchorage (Whittier)/Vancouver:** Flights should be scheduled to depart no earlier than 11:30 am and arrive no later than 1:30 pm.

**Please Note:** You will be responsible for all expenses incurred if joining a cruise or land tour already in progress.

## WHAT TO EXPECT MOTORCOACH TRAVEL

During the land portion of your cruisetour, you may travel aboard comfortable, air-conditioned motorcoaches. Highway motorcoaches and many local coaches are restroom-equipped. Periodic stops will be made for picture taking, and stretching. Smoking or vaping is not permitted on board motorcoaches.

There are no reserved or assigned seats. If you require specific seating due to a disability, or require a lift-equipped motorcoach for your cruisetour, please contact Holland America Line Access & Compliance Department via e-mail at [HALW\\_Access@hollandamerica.com](mailto:HALW_Access@hollandamerica.com) or via phone at 1-800-547-8493; TTY 1-800-254 8669; locally at 1-206-626-7044 to make arrangements.

**Please Note:** Tour buses in Denali National Park 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 frequent stops for restroom breaks during your nature tour.

Not every coach has lift capabilities and therefore Holland America Line will need at least two weeks advance notice to secure a lift-equipped vehicle.

## MCKINLEY EXPLORER® RAIL TRAVEL

During the land portion of your cruisetour, you may travel aboard comfortable, air-conditioned double-decker McKinley Explorer® Rail Cars. The rail cars offer full-service beverage and snack service in the domes and full-service meals (breakfast and lunch) downstairs in our dining rail cars. Each rail car is restroom equipped. Space is limited, please pack a small carry-on and bring an extra outer upper layer of clothing.

Smoking is not permitted on board our rail cars.

Our rail cars have assigned seats according to your tour itinerary and traveling companions. If you require specific seating due to a disability, or require a lift-equipped rail car for your cruisetour, please contact Holland America Line Access & Compliance Department via e-mail at [HALW\\_Access@hollandamerica.com](mailto:HALW_Access@hollandamerica.com) or via phone at 1-800-547-8493; TTY 1-800-254 8669; locally at 1-206-626-7044 to make arrangements.

Not every rail car has lift capabilities and therefore Holland America Line will need at least two weeks advance notice to secure a lift-equipped rail car.

## DAILY SCHEDULES

Alaska is the largest state in the United States – more than twice the size of Texas! Holland America Line's itineraries feature many highlights in order to provide you with the most complete 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 scenery, sights and adventures.

Upon arrival at each land location, you will receive a Welcome Envelope. This will include the agenda for your time during your stay at that location. Please make sure to follow the agenda timing included in your Welcome Envelope as tour times may differ from some previously quoted times due to individual schedule needs or tour availability.

## A NOTE ABOUT HOTELS IN ALASKA AND YUKON

There are certain tour destinations in Alaska and Yukon where you should not expect deluxe accommodations. In comparison with many destinations, this is still a relatively remote land. Holland America Line makes every effort to use high quality properties in every location. All are clean, comfortable and brimming with northern hospitality. Not all accommodations may offer air conditioning but fans may be available upon request. Considering the isolated locations of several places you will visit on your tour, we think you will be pleasantly surprised.

Although it does not happen frequently, we reserve the right to make changes in the accommodations during the course of the tour.

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

If you have a triple or quad booking, please be aware of the bedding arrangements. If your Cruisetour goes to a city that does not accommodate triples or quads, you will be placed in two separate rooms and this additional cost is already reflected in your Cruisetour pricing.

Please note that a majority of hotels in Alaska and the Yukon do not permit smoking in the hotel rooms and common areas.

## BOOKING OPTIONAL EXCURSIONS

We encourage our guests to review and pre-purchase their excursion options on-line by going to the Holland America Line web site ([hollandamerica.com](http://hollandamerica.com)). Choose from a wide variety of excursions, both on land and at sea, that fit your lifestyle, ranging from easygoing activities to high adventure – all in a customized eBrochure created just for you. Many locations will have optional excursions available to purchase on site. While onboard ship, optional cruisetour land excursions are NOT available for purchase.

## EXTRA COST PROVISION

At optional excursion destinations, weather may adversely affect flights. 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. 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 having cash on hand for optional gratuities.



## WHAT YOUR CRUISETOUR INCLUDES

- All transportation, as indicated in the itineraries
- Transfer of guest and luggage during the cruisetour (Please see exceptions under “What Your Cruisetour Does Not Include”.)
- Hotel accommodations (shared basis)
- The services of a variety of Holland America Line Representatives throughout the land portion of your cruisetour
- Activities as indicated in itineraries.
- The services of a Holland America Line Cruisetour Host throughout the land portion of your tour (Yukon and Denali Cruisetours Only)

\* Due to seasonal road and weather conditions, the provided Denali National Park tours distance and length vary based on the description of Denali National Park.

## WHAT YOUR CRUISETOUR DOES NOT INCLUDE

- Air transportation, unless included in the itinerary
- Airline baggage fees
- Transfer of guest and luggage at the Anchorage, Fairbanks, Vancouver and Seattle airports except where specifically indicated in the itinerary
- Meals, except while aboard cruise ships and where specifically indicated in the itinerary
- Gratuities (please see the section “Gratuities During Your Cruisetour” for more information)
- Optional excursions

## GRATUITIES DURING YOUR CRUISETOUR

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

- Transfers: US\$1.00 per bag
- Driver-Guides: Up to US\$10.00 per day for full day of touring
- Housekeeping: US\$2.00 per room, per night
- Food Service: 18 - 20% of pre tax bill
- Tour Director: US\$10.00 per guest, per day
- Rail Team: Up to US\$10.00 per guest, per full day
- Excursions: Discretionary gratuities are customary

**Please Note:** All luggage-handling gratuities are included in your cruisetour for all hotels shown on your itinerary.

## OPTIONAL MEAL PLAN

If you have purchased the Optional Meal Plan, you will receive vouchers in your Welcome Envelopes upon arrival at each location. Additional details are available in your travel documents. For guests with dietary restrictions, please advise your meal server. Please note that any pre- or post- nights you add to your itinerary will not come with additional meals. The vouchers you receive will match the meals listed in the purchased Optional Meal Plan.

**Please Note:** Meal plans are only available for purchase prior to travel, once you have begun your Cruisetour, they are no longer available for purchase.

## VOUCHERS

Most services in Alaska and Yukon (other than meal plans) do not require vouchers. However, if your itinerary requires one or more vouchers, you will receive them in either your Express Docs or in your Welcome Envelopes upon arrival. Keep any vouchers on your person so that they will be readily available for each service. Do not pack them in your luggage.