



# 2018 WHAT YOU NEED TO KNOW BEFORE YOU GO



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## GENERAL INFORMATION

### IDENTIFICATION REQUIREMENTS

**Immigration Questionnaire & Online Check-In:** Each individual guest is required to complete the questionnaire in Online Check-In to obtain Express Docs. Please go to our website at [hollandamerica.com](http://hollandamerica.com) and complete the Online Check-In process prior to your sail date. After you complete the Online Check-In, your Express Docs including your Boarding Pass will be issued. Please do not forget to print them out prior to leaving home.

#### Please Note:

- Guests arriving at embarkation without complete and accurate documentation may not join the voyage and will not be entitled to a refund.
- Please complete the Online Check-In process at [hollandamerica.com](http://hollandamerica.com) **72 hours** prior to your sail date. Guests who wait to check in at the terminal risk being unable to sail even if they arrive at the terminal before the vessel leaves. You will be responsible for all costs you incur to join the vessel at the next port.
- If for some reason you have not completed your Online Check-in process at least 3 days prior to departure, you will still be able to print your Express Docs, including the boarding pass, up to the departure date. Guests who have not completed the required check-in prior to departure time are subject to denied boarding.

*U.S. government security regulations require us to submit certain guest information to law enforcement authorities at least 60 minutes prior to departure. To meet this requirement, we must have the necessary information in our records at least 90 minutes prior to departure. If we do not have your information by this deadline, you will be unable to sail. Guests are urged to complete the Online Check-in process before leaving home. Guests who wait to check in at the terminal risk being unable to sail even if they arrive at the terminal before the vessel leaves. You will be responsible for all costs you incur to join the vessel at the next port.*

### PERSONAL TRAVEL IDENTIFICATION REQUIREMENTS

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.

**PLEASE NOTE:** It is your sole responsibility to obtain and have available the proper travel documents that are necessary 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 that is valid for six months beyond the completion date of your travel is required. Passports or Western Hemisphere Travel Initiative (WHTI) compliant documents are required for cruises to Alaska, Bermuda, Canada, Caribbean, Hawaii, Mexico and the Panama Canal. U.S. and Canadian citizens ages 16 and above may present one of the following valid WHTI-compliant documents:

- Passport (recommended travel document) (valid for travel by air, land and sea)
- Passport Card (valid for land and sea border crossings only)

- State Issued Enhanced Driver's License (EDL) – (valid for land and sea border crossings only, not valid on Yukon Land+Sea Journeys due to air travel included in the Journey)\*
- Other documents approved by the Department of Homeland Security

For a list of approved documents visit:

[travel.state.gov/content/passports/english/go/checklist.html](http://travel.state.gov/content/passports/english/go/checklist.html)

\*The EDL driver's license, or non-driver photo identification, is offered in the U.S. states of Michigan, New York, Vermont and Washington and in the Canadian provinces of British Columbia, Manitoba, Ontario and Quebec, to applicants that can prove identity and citizenship. Please note the EDL is not the same as an Enhanced (or Endorsed) Commercial Driver's License.

**U.S. citizens on closed-loop cruises:** U.S. citizens on cruises in the Western Hemisphere that originate and terminate in the same U.S. port are required to have proof of citizenship such as a valid U.S. passport or a government issued birth certificate combined with a government issued photo I.D. Other approved proof of citizenship documents such as a passport card, an enhanced driver's license (EDL) or certificate of naturalization along with a government-issued photo ID are also acceptable. A passport is still the preferred document. **PLEASE NOTE** –WHTI-compliant documents are acceptable for entry or re-entry into the United States. You may be required to present additional or different travel documents 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 certified copy.

**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, 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.

**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 passports and WHTI compliant documents, please visit [travel.state.gov/content/passports/english/go/checklist.html](http://travel.state.gov/content/passports/english/go/checklist.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:** 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.

**For Non-U.S./Non-Canadian Citizens:** You must have and carry a passport valid for six months beyond the duration 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

Certain countries require that you obtain official authorization (called a visa) before entering the country, and some countries require that you obtain a visa regardless of whether you plan to go ashore in that particular port or not. Usually there is a fee required.

**Guests are responsible for verifying and obtaining any necessary travel documents for entry and exit to the countries visited, as these requirements vary depending on the specific port and nationality of the traveler. This includes payment of all costs related to arrangements to obtain entry to the countries you visit. Boarding may be denied or fines levied against those guests arriving at the pier without the proper documentation, and those guests will not be eligible for a refund.** Payment of any fines levied is the responsibility of the individual guest. Please note that fees and visa requirements are subject to change without notice.

Holland America Line provides guests with the following link to VisaCentral as a service to assist with the collection of necessary documents. Applications and additional information may be downloaded from their website:

**[hollandamerica.visacentral.com](http://hollandamerica.visacentral.com)**

You can also reach them by phone or email:

### U.S. citizens

Phone: 1-866-788-1100

Email: [customerservice@visacentral.com](mailto:customerservice@visacentral.com)

### Canadian citizens

Phone: 1-888-665-9956

Email: [customerservice@cibtvisas.ca](mailto:customerservice@cibtvisas.ca)

### Australian citizens

Phone: 1902-251-370

Email: [info@au.visacentral.com](mailto:info@au.visacentral.com)

### Austrian citizens

Phone: 43-1-22811

Email: [service@cibtvisas.at](mailto:service@cibtvisas.at)

### Belgian citizens:

Phone: 0902-150-45

Email: [info@visumcentrale.be](mailto:info@visumcentrale.be)

### Dutch citizens

Phone: 070-3150201

Email: [info@cibtvisas.nl](mailto:info@cibtvisas.nl)

### French citizens

Phone: 08-25-08-10-20

Email: [info@cibt.fr](mailto:info@cibt.fr)

### German citizens

Phone: 030-230959175

Email: [info@cibtvisas.de](mailto:info@cibtvisas.de)

### Singaporean citizens:

Phone: 66-031096

Email: [info@visacentral.sg](mailto:info@visacentral.sg)

### Spanish citizens:

Phone: 902-113-829

Email: [info@visacentral.es](mailto:info@visacentral.es)

### Swiss citizens:

Phone: 41-0-31-313-20-20

Email: [info@visacentral.ch](mailto:info@visacentral.ch)

### United Kingdom citizens

Phone: 0207-593-6207

Email: [specialservices@cibtvisas.co.uk](mailto:specialservices@cibtvisas.co.uk)

Citizens of all other countries should contact the nearest representative embassy or consulate for proper information.

**Visa Waiver Program Requirements:** The Visa Waiver Program (VWP) allows citizens of participating countries to travel to the U.S. without a visa for stays of 90 days or less, when they meet all requirements. ALL VWP travelers to the U.S. will be required to have an approved electronic travel authorization via Electronic System for Travel Authorization (ESTA). Travelers who have not obtained approval through ESTA should expect to be denied boarding on any air carrier bound for the U.S. If you reside in the UK please visit [cibtvisas.co.uk/hollandamerica](http://cibtvisas.co.uk/hollandamerica).

**Countries participating in the VWP are: Andorra, Austria, Australia, Belgium, Brunei, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, the Netherlands, New Zealand, Norway, Portugal, San Marino, Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan and the United Kingdom.**

For more details please go to the U.S. Department of State's Visa Waiver Program page.

**Schengen Visa Holders:** New requirements pertaining to proof of medical insurance coverage have been adopted for all Schengen visa holders. This requirement does not apply to U.S. or Canadian citizens. All guests should keep themselves advised of changes in government requirements. If you have questions about visa requirements, call VisaCentral at 1-866-788-1100. You may also choose to send an email message to: [customerservice@visacentral.com](mailto:customerservice@visacentral.com) or visit their website at: [visacentral.com/hollandamerica](http://visacentral.com/hollandamerica).

### Cruise Documents: Holland America Line 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 cruise 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, any applicable vouchers, 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. No more waiting for printed cruise documents.

What's more, since our eco-friendly cruise documents are delivered electronically, they help save paper and conserve precious fossil fuels.

Visit [hollandamerica.com/ExpressDocsFAQs](http://hollandamerica.com/ExpressDocsFAQs) for more information.

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).

### Vaccinations

Vaccination requirements change frequently. These requirements are established by the countries you are visiting and not by Holland America Line. For this reason, you should contact your local physician, Health Department and/or travel medicine clinic to discuss vaccination requirements for all countries on your itinerary.

**Mosquito-borne illnesses:** Malaria, dengue fever, yellow fever and Chikungunya are found in many tropical and subtropical areas of the world. Guests should always travel with appropriate clothing and mosquito repellent with DEET or Picaridin to reduce

the risk of mosquito bites. In addition, please check with your primary care provider or local travel medicine clinic to see what, if any, vaccinations or other measures are recommended for your specific itinerary. Be certain to bring along a record of all your vaccinations. Check with your health care provider at least six to eight weeks prior to departure, as vaccination requirements and recommendations may change.

**Yellow Fever:** Many Yellow Fever immunization requirements are based on traveling from one “infected” or “endemic” country to another. It is also a good idea to bring along a record of your immunizations, as requirements for immunizations may change.

## EMERGENCY PHONE NUMBERS

At some point in your travels you may experience an emergency. With this in mind, the following emergency phone numbers are available for your use: 1-800-628-4771\* or 1-206-286-3294\*. Holland America Line representatives are available 24 hours a day, 7 days a week and 365 days a year to assist you in any way they can, including assistance with travel delays and contacting loved ones.

\*The numbers are for emergency use only; please do not call unless you are experiencing an emergency of a critical nature. For information concerning airline delays, please see the AIRLINE DELAYS section.

## GUESTS UNDER 21\*

Guests under 18 years of age must be accompanied by a parent, guardian or chaperone who is at least 21 years old; one adult chaperone is required for every five people under the age of 21. Alcoholic beverages will not be served to guests under age 21.

**However, effective on voyages commencing July 1, 2016 and thereafter, the legal drinking age onboard will be 18 for voyages which depart from and return to Europe, China, Hong Kong, Singapore or Taiwan, and the legal drinking age onboard will be 20 for voyages which depart from and return to Japan.** Infants must be at least 6 months of age at the time of embarkation in order to sail. Children must be at least 12 months of age at the time of embarkation to sail on trans-ocean crossings and remote itineraries, where there are more than 2 consecutive sea days.

\*For voyages that depart from and return to Australia and/or New Zealand, these policies and the legal drinking age apply to guests 18 years or over.

Minors under the age of 18 traveling to foreign countries must be accompanied by a parent or guardian.

**All minors under the age of 18 must travel with all proper identification documents in addition to the signed letter of authorization.** Minors who are U.S. citizens should have an original, photocopy or certified original of their government-issued birth certificate or another form of proof of citizenship. Children 16 or older are also required to have a photo ID.

A passport is required for guests of any age. Your travel professional can provide additional information about this requirement.

**Please Note:** In an effort to prevent international child abduction, many governments have initiated procedures at entry and exit points. These often include requiring documentary evidence of relationship and permission for the child's travel from the parent(s) or legal guardian if not present. Having such documentation on hand, even if not required, may facilitate entry or departure. For specific information regarding the country to which you are traveling, please visit [travel.state.gov](http://travel.state.gov) for country-by-country information.

Parents, guardians and chaperones are responsible for overseeing the conduct of minors in their care. As such, minors may not be left unsupervised on board the ship. Minors should receive the same oversight that would be provided when visiting locations such as a large resort or theme park. A parent or legal guardian **MUST** accompany all children under the age of 18 on all tours for safety and liability reasons. For activities and programs for children age 3-17, please refer to the CLUB HAL YOUTH PROGRAM section.

## Minors Going Ashore

Parents and guardians are responsible for deciding whether or not minors under age 16 are allowed to go ashore without adult supervision. If you want to permit a minor traveling with you to go ashore without an adult companion, please discuss this in advance with the ship's Security Officer so that they can make a notation of this in our gangway control system software. Absent this approval, our security personnel will generally prohibit minors from leaving the ship without an adult companion although we cannot provide absolute assurances in this regard. It is ultimately the responsibility of parents and guardians to ensure that minors traveling with them act in accordance with their instructions.

## CHANGING YOUR ITINERARY

With very limited exceptions (such as some Panama Canal cruises), U.S. law prohibits persons from beginning their cruise in one U.S. port and ending it in a different U.S. port. For this reason, voyages originating and ending in the same U.S. port will not allow embarkation or disembarkation in an alternate U.S. port. Please note that this is a U.S. government regulation over which Holland America Line has no control.

## CUSTOMS INFORMATION

In order to make returning home as smooth and easy as possible, please take note of the following tips. For more information, consult your Customs Agency. Guests returning to the United States can also check the official website of U.S. Customs at [cbp.gov/](http://cbp.gov/).

**Registering Your Valuables:** We strongly recommend that you register your valuables with Customs before leaving home. This should be done well in advance of travel at a Customs office near your home. Items that should be registered generally include those not manufactured in your country. If you cannot prove that you owned an item prior to departure, Customs officials may charge you duty to bring it back into your country. Customs pays particular attention to cameras (including special lenses and video equipment), binoculars, radios, laptop computers, foreign-made watches and other similar appliances. Customs officials will not be available at the ship during check-in to register valuables.

**Transportation of Currency:** You may take as much currency or as many monetary instruments as you wish on your trip. However, if you take out or bring into the United States more than US\$10,000, you are required by law to file a report with the U.S. Customs Service. Also Canadian residents need to declare if you take out or bring into the country more than CAD10,000. Please remember that many other countries have a similar policy when going ashore and you will be subject to their currency allowances at the current exchange rate. Any additional information concerning currency restrictions, please contact the customs agency in their country.

**Customs Allowance:** Each U.S. resident is usually allowed a duty free exemption of US\$800; it may be more or less depending upon your itinerary and recent travel outside the country. An additional US\$1,000 worth of articles may be brought in and taxed at a reduced flat duty rate. After an absence of seven days or more, Canadian citizens may bring back to Canada up to CAD750 worth of duty-free merchandise, which may include a maximum of 40 ounces of liquor or wine and 200 cigarettes. Guests who are neither U.S. nor Canadian citizens should check with the Customs agency in their country for allowance information before departing. Additional information concerning Customs matters will be provided during your cruise.

## Tobacco & Alcohol

- A traveler may include up to 100 cigars and 200 cigarettes (one carton) in the US\$800 exemption from duty. U.S. residents on State Department-licensed travel to Cuba may no longer bring cigars or other goods back with them from their visit. Additional cigars and cigarettes may be brought into the country, but they will be subject to duty and taxes. Cigarettes may also be



subject to a tax imposed by state and local authorities. Bidis – essentially flavored cigarettes – are not generally permitted entry.

- Generally, one liter of alcohol per person may be entered into the U.S. duty-free by travelers who are 21 or older, although travelers coming from the U.S. Virgin Islands or other Caribbean countries are entitled to more. Additional quantities may be entered, although they will be subject to duty and IRS taxes.

## GUESTS WITH DISABILITIES

Holland America Line does not discriminate against persons on the basis of disability. We seek, to the extent feasible, to accommodate guests with disabilities. For more specific information regarding the following categories, please visit the “Accessible Cruising” section of our website at [hollandamerica.com](http://hollandamerica.com): Stateroom Information; Mobility Equipment; Ship Transfer Options; Shoreside Mobility, including Airports and/or Train Stations and Land Tours and/or EXC Tours™; Service Animals; Blind or Low Vision; Deaf or Hard of Hearing; Oxygen; Food Allergy Information; Children with Special Needs; and Wheelchair Accessible Route Maps. 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 need to be securely stored and charged in the guest’s stateroom and not in hallways or elevator lobbies. Scooters left in these areas could restrict people needing to travel through these areas in an emergency, particularly other guests using mobility aids, since they would have no way of getting by a scooter left in a hallway. For this reason, Holland America Line has size and weight guidelines for scooters. For your safety as well as the safety of fellow guests and crew, guests using powered mobility devices should exercise caution by utilizing reduced speed settings on their mobility device while on board and in terminal facilities. If you plan on bringing a scooter on the ship, please contact:

### Access & Compliance Department

Phone: 1-800-547-8493 (locally at 1-206-626-7044)

TTY: 1-800-254-8669

Email: [halw\\_access@hollandamerica.com](mailto:halw_access@hollandamerica.com)

Certain ship transfer operations (e.g., during tendering and at the gangways) may not be fully accessible to wheelchairs or scooters. When a ship is unable to dock, guests are taken ashore on smaller boats called tenders. Some guests with limited mobility may find it difficult to embark or disembark the ship at certain times while at dock or while tendering due to steep gangways and steps, particularly during low or high tide. Also, please note that scooters and wheelchairs weighing more than 100 pounds without the battery are not allowed to be transferred from the ship to tender and/or from tender to shore. For persons not capable of walking on their own, the use of a wheelchair will be the primary mobility assistance aid for getting on and off the ship. Situations may occur in which guests with limited mobility may not be able to go ashore at the time they desire or are unable to go ashore at all in certain ports. For the safety of all concerned, the Captain shall make the final determination regarding whether or not it is advisable to provide assistance to guests with mobility limitations or to carry their mobility assistance device (e.g., wheelchair, scooter, walker, etc.), taking into account all appropriate matters including, but not limited to, weather conditions, ship’s 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 crew members who can spend all or most of their time working with a single guest in order to address ongoing special needs. Guests who require that level of care will need to travel with a companion who is able to provide the assistance necessary. Certain third-party transfer and tour 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 facilities

that are accessible to persons with disabilities. For detailed, up-to-date information on accessibility issues involving tours, we strongly recommend contacting our EXC Tour Reservations Department prior to embarkation at 1-888-425-9376 (locally at 1-206-626-7320) or visiting the EXC Tour Office on board. Due to the limited number of lift-equipped vehicles in foreign locations, guests may incur additional costs for transportation related to packages. For information on alternative transportation arrangements and associated costs, please contact our Access & Compliance Department.

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 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 and attending safety drills) MUST have a capable traveling companion. In limited situations (either on board or ashore), we may find it necessary to ask an individual to make alternate 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. The medical staff on board is not available for daily care unless an individual is hospitalized in the ship’s Medical Center.

**Wheelchairs:** Holland America Line has a limited supply of wheelchairs on board. In order to accommodate our guests, wheelchairs are reserved exclusively for embarkation and disembarkation assistance in the pier facility and in emergency situations. Holland America Line is not able to provide complimentary wheelchair assistance other than for the purposes listed above. If you require the regular use of a wheelchair, we recommend that you bring your own wheelchair with you. You may also make advance rental arrangements prior to departure and use a wheelchair delivered directly to the ship. For additional details on the prearranged rental program, please refer to the contact information below for Special Needs at Sea or ScootAround.

**Embarkation/Disembarkation – Wheelchair Assistance:** Guests requiring assistance with embarkation and disembarkation procedures on board do not need to request this assistance in advance; however, due to high demand in some ports, there can be a wait for assistance. For embarkation procedures, please advise the Shore Operations staff upon arrival of your need for assistance boarding the ship. Assistance is only available once embarkation has begun, typically not before 11:30 a.m. 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 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 ship:

### Special Needs at Sea

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

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

Website: [specialneedsatsea.com](http://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 the embarkation

and disembarkation process, thus you must be able to handle your supplies if you bring your own. Please contact the Access & Compliance Department prior to sailing 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 Access & Compliance Department.

**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.

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.

## **PETS**

With the exception of qualified service animals for guests with disabilities, animals or pets are not allowed on board our ships. If you plan to bring a service animal, you must call our Access & Compliance Department. (For contact information, please see page 9.) You will need to provide health certificate documentation for the animal in your ports of call.

**Please Note:** Your itinerary may include ports of call that have very specific and strict requirements that need to be met prior to your service animal being allowed off the ship. 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, 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.

## **ALCOHOLIC BEVERAGES BROUGHT ON BOARD**

Each guest 21<sup>+</sup> years and older may bring one bottle of wine or champagne (no larger than 750ml) onboard in carry-on luggage at the beginning of the voyage. This bottle will not be subject to a corkage fee if consumed in the stateroom. Additional wine or champagne bottles (no larger than 750ml) in carry-on luggage are welcome, but will incur a US\$18.00 (subject to change) corkage fee each, irrespective of where they are intended to be consumed. Guests are not allowed to bring beer, boxed wine, or other liquors and spirits onboard. Holland America Line reserves the right to remove all alcoholic beverages from any guest luggage that violates this policy. Any alcoholic beverage found will be removed and returned on the last evening of the voyage. Guests will not receive any monetary compensation for alcoholic beverages that were removed from luggage.

For voyages that depart from and return to Australia and/or New Zealand, this policy applies to guests 18 years and older. Effective July 1, 2016, for voyages which depart from and return to Europe, China, Hong Kong, Singapore or Taiwan, this policy applies to guests 18 years and older, and for voyages which depart from and return to Japan, this policy applies to guests 20 years and older.

Wine and champagne bottles (no larger than 750ml) purchased in ports of call are welcome to be brought onboard subject to a US\$18.00 (subject to change) corkage fee each, irrespective of where they are intended to be consumed. Alternatively guests can choose to have these bottles stored and returned on the last evening of the voyage at no charge.

All other alcoholic beverages that are purchased in ports of calls as well as all alcoholic beverages purchased from onboard shops will be stored and returned on the last evening of the voyage at no charge.

In-Room Dining offers reduced-price stateroom beverage packages for in-stateroom consumption of alcoholic beverages (a 15% Service Charge on all beverage items and packages with beverages will be added).



## CRUISE PREPARATION

### BAGGAGE POLICIES & PACKING ADVICE

**Baggage Insurance:** Although we try to handle your bags carefully while they are in our possession, please be aware that Holland America Line cannot guarantee there will be no loss of, or damage to, your baggage or belongings. For this reason, we suggest you purchase baggage insurance before you leave home. Your travel advisor can provide you with additional information if you are interested in this option.

**Restrictions:** Airlines, limousines and other transfer vehicles have baggage allowance policies which may limit the amount and/or weight of baggage you may take with you and/or impose baggage charges. You are responsible for complying with the policies. Please keep this in mind when packing.

**Luggage Tag Information:** Holland America Line is pleased to introduce new Holland America Line's Express Docs cruise documents, along with new luggage tags. Please see the following important information about your 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.

The new luggage tags will be available for you at the airport on the day of sailing and the pier prior to your final check in, too. At the airport, please find Holland America Line representatives outside of the customs area or/and at the baggage 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. The luggage tags are clearly marked with your ship name. 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; **Name, Stateroom Number, and Sailing Date.**

**Please Note:** For security reasons, baggage without tags or owner identification may not be loaded on the ship. If you should have questions or need assistance, Holland America Line representatives at the pier will be happy to assist you.

**Packing Advice:** We also suggest that you consider placing articles in clear plastic bags inside your baggage to minimize handling by airport security screeners. Pack shoes on top of other contents in your baggage to expedite the screening process. Finally, make sure that you label the inside of your carry-on and checked baggage with your name and contact information. Bear in mind that the screening process for any point of embarkation is similar to that at an airport. As such, all weapons and dangerous devices are prohibited and may result in denied boarding. For complete, updated information regarding travel, please check the official website of the Transportation Security Administration at [tsa.gov](http://tsa.gov).

**Please Note:** Firearms, explosives, fireworks, other weapons and knives or sharp blades over two and half inches long and illegal drugs of any kind are prohibited without exception. For safety

reasons drones and any other remote controlled aerial devices/toys are not allowed on board our ship. Extension cords (without surge protectors) are allowed on board when used with proper caution. However, if such devices are determined to pose a hazard, they will be removed and returned the last day of the cruise prior to debark. For additional information regarding prohibited items please visit the Frequently Asked Questions section of [hollandamerica.com](http://hollandamerica.com).

**Important:** Do not pack your passport, medications, Express Docs or electronic airline tickets in your checked baggage. (Remember that checked baggage might not be accessible at all times.) Keep these items close at hand in your purse or jacket pocket. We also strongly suggest that you carry or otherwise keep with you important items such as perishables, cash, credit or debit cards, jewelry, gold, silver or similar valuables, securities, financial instruments, records or other valuable or business documents, laptop computers, cellular telephones, cameras, or other video or electronic equipment, hearing aids, electric wheelchairs, scooters, binoculars, film, videotape, computer disks, audio disks, tapes or CDs. During the voyage, a safe to store your valuables and important documents is available in your stateroom.

Holland America Line assumes no responsibility for the items listed above. If Holland America Line, due to any cause whatsoever, is liable for loss of, damage to or delay of your property, the amount of Holland America Line's liability will not exceed US\$100 (US\$600 for guests who have purchased the Cancellation Protection Plan) Holland America Line's luggage policy is further detailed in the Baggage section of your Cruise Contract.

**Medication:** Your prescription medication should be kept close at hand in your purse or carry-on bag rather than in your checked baggage. Be sure to bring a sufficient supply of medication and transport it in the original container. It is also a good idea to carry a written list of your medications in case they are lost. The list should include the name of the drug, dosage and times taken. In case of emergency, Holland America Line will assist in filling prescriptions. However, please note that additional charges will apply and that not all medications are available in all countries or ports of call.

**Please Note:** Persons in possession of illegal drugs are subject to immediate disembarkation and reporting to law enforcement authorities. This could result in legal proceedings. Please keep in mind that the drug laws in many countries can be very restrictive and the penalties severe.

For these purposes, marijuana, even if prescribed for medicinal purposes, is considered an illegal drug as it is prohibited both under U.S. law as well as the laws of all or most of the countries that the ship visits. Prescription Marinol, which is used by some as an alternative to marijuana, is permitted.

**Mobility Equipment:** The safety of our guests and crew is our number one priority. For this reason:

Scooters and other mobility equipment are required to be securely stored and charged in the guest's stateroom when not in use and may not be stored in hallways or elevator lobbies.

Scooters and other mobility equipment stored in hallways or elevator lobbies are a safety hazard and will be removed immediately.

Guests using mobility aids should select a stateroom that will meet their needs and allow for appropriate storage of their mobility equipment. Most doorways in non-accessible staterooms will not allow for adequate storage of moderate or larger size scooters. For safety reasons, Holland America Line has also devised recommended size guidelines for the electric mobility equipment used on our ships.

For detailed information regarding mobility equipment please refer to the GUESTS WITH DISABILITIES section of this document or visit the Accessible Cruising section of our website at [hollandamerica.com](http://hollandamerica.com).

## CLOTHING

**Most evenings** smart casual attire is appropriate. Shorts, pool/beachwear, distressed jeans and men's tank tops are best left to the daytime and are not permitted in fine dining restaurants.

**Gala Nights** evoke the grand traditions of cruising as guests dress to impress for special events on board, including a five-course gourmet dinner in the Dining Room. For gentlemen, collared shirt and slacks are required in all fine dining restaurants. For ladies, dressy attire is appropriate, dresses skirts and slacks are all acceptable.

Formal wear for gentlemen can be pre-ordered for use during your cruise by calling Cruiseline Formalwear at 1-800-551-5091 or (305) 252-6565. For more information please visit [cruiselineformal.com](http://cruiselineformal.com). Your formal wear will be in your stateroom when you board.

**Electrical Appliances:** All staterooms are equipped with standard 110 AC and 220 AC outlets. Guests with pre- or post-cruise hotel packages may want to bring converters and/or adapters for their hotel stay. All staterooms are equipped with hair dryers. If more outlet space is necessary, only Holland America Line provided power bars are to be used. Please contact the Front Office for more information.

For safety reasons, travel irons, and electric water heaters/kettles may not be used in your stateroom. You may order hot water from our complimentary In-Room Dining service 24 hours a day. Onboard self-service laundrettes consisting of washers, dryers, irons and ironing boards are available on the *ms Amsterdam*, *ms Maasdam*, *ms Prinsendam*, *ms Zaandam*, and *ms Veendam*. There is a charge for the use of the self-service laundrettes and it is coin operated. Also, full laundry and valet services are available on all of our ships.

## CITY STAYS & PRE/POST OVERLAND PACKAGES

Let the vacation begin the moment you arrive in a new country. Or let it continue, as you disembark from the ship and journey inland. A seamless transition is what our pre- and post-cruise hotels and tours are all about. We've arranged all the details - from luggage handling to transportation, EXC City Stays to expert tour guides - so you are free to immerse yourself in places and experiences that justly rank among travel's greatest highlights.

If you have not already purchased your City Stays & Pre/Post Overland Packages, Holland America Line can assist you. Visit [hollandamerica.com](http://hollandamerica.com) for more information. Have your travel advisor call World Cruise Reservations at 1-800-522-3399 or 1-206-626-7353 to add services to your itinerary.

## PREPARING FOR YOUR FLIGHT

For guests with the Fly Cruise Plan, updated flight information is available through the end of flight travel at [hollandflightease.com](http://hollandflightease.com).

Please use password: **HOLLANDAMERICA** (no space)

The reservation number can be found in your Express Docs on the e-ticket advice. Since arrival and departure times are subject to last minute changes by the airlines, we recommend that you call your airline(s) 24 hours before your initial flight departure (72 hours for international flights) to verify all of the flight numbers, and departure and arrival times shown on your ticket. Plan to be at the airline counter at least two hours before flight time for domestic flights and three hours before flight time for international flights. Guests are responsible for arranging special air travel related service requests such as, advance seat assignments, in-flight meal requests, wheelchairs and any other airline services. Holland America Line and its onboard staff are not able to confirm flights from on board our vessels.

## BON VOYAGE GIFTS & GIFT PACKAGES

If you would like to send a bon voyage gift to one of your fellow guests or set up your own private bon voyage toast, we invite you to do so. Holland America Line also offers a variety of gift packages

for guests celebrating a birthday, anniversary, honeymoon or other special event. Take a moment to consult our Gift Order selections or visit our website at [hollandamerica.com](http://hollandamerica.com). Next, contact your travel advisor or our Ship Services Department at:

### Holland America Line Ship Services Department

450 Third Avenue West Seattle, WA 98119

Phone: 1-800-541-1576

Fax: 1-800-207-3547

Email: [hal\\_ship\\_services@hollandamerica.com](mailto:hal_ship_services@hollandamerica.com)

**Gift Order** items include a variety of alcoholic and nonalcoholic beverages, clothing, casino chips and flowers at very reasonable prices. Packages such as "Renewal of Vows," "Happy Anniversary," "Romantic Voyage" and "Just for Us" include a variety of services and mementos to commemorate your special occasion. Gift orders must be prepaid and received two weeks in advance of sailing. Some last-minute gift orders may be charged to your Holland America Line Rewards Visa Card, VISA®, American Express®, MasterCard® or Discover® card up to two working days before sailing.

**Holland America Line Rewards VISA® Card:** Use your new Holland America Line Rewards Visa Card and you'll be on your next dream vacation before you know it. Earn Holland America Points on qualifying purchases you make and DOUBLE Holland America points for any Holland America Line purchases. To learn more and apply for the Holland America Line Rewards Visa Card, please visit [hollandamericavisa.com](http://hollandamericavisa.com)

## WEDDINGS

Make your wedding dreams a reality. Choose from a wedding on board one of our ships or at a land destination. Then sail away for your romantic honeymoon! For more information contact Royal Ocean Events at 1-888-475-5511 or 1-604-940-1181. Or please visit [royalwed.com](http://royalwed.com).

## AS YOU WISH® DINING

Our As You Wish dining lets you select the venue and style that suits you. Choose from a festive five-course affair, a quick casual dinner for two or an intimate meal in the privacy of your stateroom.

## DINING VENUES

### The Elegant Dining Room:

1. A luxurious dining experience in a room graced with fine art and antiques.
2. Five-course menus feature offerings from classic preparations and regionally inspired cuisine to vegetarian options.
3. Choose traditional pre-set seating and dining times or a flexible open schedule – the choice is yours to make prior to departure for your cruise.

**Flexible Open Dining:** Open dining times are 5:15pm to 9:00pm. The same gracious service and sophisticated exquisite dining experience is featured, as it is in pre-set dining. If you choose the flexible, open-seating program in the Dining Room, you may make reservations by calling the dining reservation number on board or simply come to the Dining Room during dining hours.

**Classic Pre-Set Dining:** The traditional pre-set dining times are 5:45pm and 8:00pm in the Dining Room. You may request seating time, table size and indicate with whom you wish to dine. All such requests should be made before sailing through your travel advisor. Requests will be confirmed or waitlisted at the time of booking. Table number and table size are on request only, and will be assigned by the Dining Room Manager on board. The status of your seating request will be listed on your Cruise Contract. Your seating assignment will be noted on your guest card upon boarding.

**Please Note:** You may choose either flexible/open dining or classic pre-set dining in the Dining Room, at the time of booking.



### The Pinnacle Grill Experience:

- Intimate dining featuring Double R Ranch Beef and fresh seafood.
- Luxurious appointments.

### Other Delightful Dining Options:

- The Lido with fresh, cooked-to-order specialties for breakfast and lunch.
- Made-to-order entrées and casual dinner in the Lido
- Dive In featuring hamburgers, hot dogs and a taco bar.
- Complimentary 24-hour In-Room Dining.  
Daily afternoon tea service, elevated to Royal Dutch High Tea once per cruise.
- Late-night snack each night.
- On the *ms Eurodam*, *Koningsdam*, and *Nieuw Amsterdam*: Tamarind, for exotic Pan-Asian cuisine
- Canaletto, featuring classic Italian cuisine in a relaxed setting; and Slice, an upscale pizzeria poolside, is available on selected ships

**Special Diets and Meals:** Kosher\*, Passover Seder dinner, salt-free, fat-free, baby food, diabetic and other special dietary needs can be accommodated only with advance notification. For special meal arrangements, please contact the Ship Services Department at 1-800-541-1576 (or email: [hal\\_ship\\_services@hollandamerica.com](mailto:hal_ship_services@hollandamerica.com)) at least 90 days prior to departure. While we try to fulfill all requests, it may not always be feasible. Holland America Line reserves the right to substitute products when specified brands are not available. An additional charge may be applied. Reconfirm any special requests with the Dining Room Manager after you board.

\*Kosher meals are prepared off the ship in a kosher kitchen, frozen and brought to the table sealed in their original containers. There is no kosher kitchen on board, nor do we have kosher dishes, utensils, pots or pans on the ship. Cooking facilities onboard are not considered kosher.

### LAST-MINUTE CHECKLIST

To ensure peace of mind while you are away, we offer this last-minute checklist of things to do before you go.

- Be sure to bring proper **proof of citizenship, picture ID, visas (if applicable) and proof of any applicable immunizations.** For more information, see the IDENTIFICATION REQUIREMENTS section.
- Verify that your identification and travel documents, medication, jewelry, camera, film, cash and other valuables with you in a carry-on bag and will be available at all times.
- Visit our website ([hollandamerica.com](http://hollandamerica.com)) to complete **Online Check-in.**
  - Please print out Express Docs including Boarding Pass prior to your sail date.
  - EXC tour is available for purchase online until three days prior to the sailing.
- Pack properly.
  - Bring your travel and health insurance information and have it handy at all times. Also, pack enough medication sufficient for the duration of the cruise/Land+Sea Journeys & Cruises. Keep it with you at all times and remember to leave all medication in its original container. It is also a good idea to bring your prescription for eye glasses or contacts.
  - Both casual and Gala attire will be essential during your cruise. For more detailed information, please see the PACKING ADVICE AND CLOTHING sections.
- Leave copies of your passport, electronic airline tickets, traveler checks and any credit cards you plan to use with a family member or trusted friend.
- Inform your bank or credit card company that you are traveling abroad to avoid any challenges with using your credit card on the cruise
- Distribute your ship phone number to friends and relatives.
- Place a card with your name and address inside your baggage, as well as on the outside.
- Have the post office hold your mail. Also, stop your newspaper delivery or have a friend or neighbor take them in for you.



## ARRIVAL ADVICE

### ARRIVAL INSTRUCTIONS

The following information should be used as a guideline only. For specific arrival instructions applicable to your itinerary, please consult your Travel Documents.

**EXC City Stays and Pre/Post Overland Packages:** If you have purchased a Holland America Line hotel or overland tour packages, you will find information in your Express Docs. Be sure to keep your Express Docs on your person or in your carry-on bag so you can access them easily.

**Arriving by Homeport Motor Coach:** Guests who are participating in our Homeport Motor Coach Program must make arrangements to be picked up and dropped off at their designated meeting point as overnight parking is not available. Pick-up/drop-off locations and meeting times are listed in your itinerary.

**Arriving by Air:** If guests have purchased the Fly Cruise Plan and transfers on the day of embarkation through Holland America Line, Holland America Line representatives will be stationed in the airport baggage claim area or outside the customs area (depending on local customs regulations), to greet guests and assist those who are eligible to be transferred to the pier. Transfer reservation and flight arrival information are required at least 14 days prior to their sailing date for representatives to assist guests at the airport. If you do not see our representatives, please have one paged. Please refer to Express Docs for more specific information regarding your arrival airport.

For guests who have made independent flight plans, but did purchase transfers on the day of embarkation through Holland America Line, you must advise us of your air schedule at least 14 days prior to arrival to receive the transfer service.

### AIRPORT TAXES

Some countries impose an arrival or departure tax, which cannot be included on an airline ticket. In most cases this is paid by each guest upon check-in and may have to be paid in the local currency.

### AIRLINE DELAYS

From time to time guests encounter transportation delays in getting to their cruise ship. If it is your day of sailing and this happens to you, please follow these guidelines:

- Advise your airline at the earliest opportunity that you are a cruise guest destined for a sailing that day. Working directly with the carrier is important, as the airlines are usually able to arrange alternative flights.
- If you believe a delay will cause you to arrive in the port of embarkation less than two hours before the ship's scheduled departure or if you are concerned for any reason that the ship may leave before you arrive, our representatives may be able to advise you of arrangements to minimize disruptions in your vacation plans.

Ask the airline to immediately advise our Travel Services Department, or call us yourself at 1-800-628-4771 or 1-206-286-3294. Representatives are available 24 hours a day, 7 days a week and 365 days a year. These numbers are provided for emergency use only; please do not call unless it is your day of departure and you are experiencing a delay. All other questions and concerns regarding air arrangements should be directed to your travel agent. For further information on our relationship with airlines, please refer to your Cruise Contract.

If you have purchased air transportation independently from Holland America Line, you will be responsible for any and all expenses incurred when joining the ship in progress.

### TRANSFER POLICY & INFORMATION

For guests who have made independent flight plans and purchased any of Holland America Line's transfers, you must advise Holland America Line of your air schedule at least 14 days prior to arrival. If Holland America Line does not receive the flight information, you will not receive the transfer and will be ineligible for reimbursement of this service.

**Airport/Ship Transfers:** Transfers from the port city airport to the ship on the day of embarkation, and from the ship to the port city airport, on the day of disembarkation are available for purchase. To purchase transfers, please have your travel advisor call Holland America Line at 1-877-724-5425.

**Airport/Hotel Transfers:** Transfers between airport to hotel and hotel to ship are provided to all guests who have purchased a Holland America Line hotel package regardless of whether you have purchased the Fly Cruise Plan or have made independent flight plans. Hotel to ship transfer details will be available in your Hotel Welcome Letter provided upon check-in at your hotel.

**Temporary Terminations:** Transfers are NOT included for guests choosing to deviate from standard Holland America Line services. If there is a break in service or "temporary termination" (e.g. guests who have Holland America Line's Fly Cruise Plan but have chosen to stay in a non-Holland America Line hotel, or guests who arrive early), no transfer will be provided.

**Accessible Transfer Requirements:** If you require a lift for boarding the transfer vehicle, please contact us or have your travel advisor advise our Access & Compliance Department (please see contact information in the GUESTS WITH DISABILITIES section) as soon as possible, so we can arrange a special transfer. Reconfirm any special transfer requirements for disembarkation with the on board. In cities of embarkation and/or disembarkation outside the United States, wheelchair-lift vehicles may not be available. Please call Access & Compliance for detailed information.

### BOARDING PROCEDURES

We strongly encourage you to complete the check-in process at our website at [hollandamerica.com](http://hollandamerica.com). After you have completed the Online Check-in process, please print a Boarding Pass. Upon arrival at the pier, you will need to present your Boarding Pass, have your passport and applicable visas verified and your picture taken. We will give you your stateroom key and you will be on your way.

**Please Note:** This online procedure must be completed prior to your sail date.

*If you completed the Online Check-in, please have the following documents ready to present at check-in:*

- Express Docs including your Boarding Pass
- Proper proof of citizenship
- Applicable Visas

**U.S. government security regulations require us to submit certain guest information to law enforcement authorities at least 60 minutes prior to departure. To meet this requirement, we must have the necessary information in our records at least 90 minutes before**

*departure. If we do not have your information by this deadline, you will be unable to sail. Guests are urged to complete the Online Check-in process before leaving home. Guests who wait to check in at the terminal risk being unable to sail even if they arrive at the terminal before the vessel leaves. You will be responsible for all costs you incur to join the vessel at the next port.*

**Ship Identification Card:** Upon completion of check-in you will receive a ship identification card. This ship ID card serves as your identification for security procedures when embarking and disembarking the ship, and for making purchases on board. It is also your access card to your stateroom.

**Please Note:** Please have your ship ID card and a valid picture identification issued by an official government agency ready and available whenever getting on or off the ship, as you will need to scan your ship ID card at the gangway for boarding. Also, although not required at the ship gangway, you may be required to present a valid picture ID to pass through terminal security.

**Embarkation Time:** Embarkation times are printed on the Boarding Pass page in your Express Docs. Generally, early embarkation will commence at 11:30am. There may be certain exceptions due to local governmental procedures. Due to port security requirements at Port Everglades in Ft. Lauderdale, Florida, we are unable to provide our guests with access to the cruise terminal prior to 11:00am. Keep in mind that you must be on the ship at least one hour before departure, and the gangway will be pulled thirty minutes before sailing.

**Please Note:** There are restrictions on consuming alcoholic beverages brought on board the ship; please refer to the ALCOHOLIC BEVERAGES BROUGHT ON BOARD section.

You may also receive arrival documentation from Immigration when arriving at the airport. Please keep this available for check-in. The Front Office on board may require the collection of passports for cruises that travel from country to country to prepare for immigration formalities. You will receive a passport receipt upon collection of your passport, and will be advised on board when the passports will be redistributed.

Our embarkation procedures are smooth and easy—you carry nothing but your hand baggage, and everything is beautifully organized. Although embarkation may begin as early as 11:30am, our previous sailing guests will have just disembarked and we will still be in the process of preparing the ship for your cruise. We anticipate that your stateroom will be ready at approximately 1:00pm. Therefore, you are welcome to make yourself at home in the bar, lounge or pool areas. Your baggage will arrive in your stateroom later that afternoon. The Lido Restaurant embarkation buffet and the Pool Grill will open at 11:30am.

#### **VISITOR POLICY**

In today's era of heightened security, Holland America Line has implemented a "no visitor" policy. We regret any inconvenience this may cause. Friends may easily arrange to send a bon voyage gift directly to your stateroom, or you may throw a party of your own for fellow guests. For more information please see the BON VOYAGE GIFTS & GIFT PACKAGES section.



## SHIPBOARD LIFE

### ACTIVITIES ON BOARD

What will you do today? There are so many choices on your Holland America Line cruise. You may choose to participate in as many (or as few) activities as you wish. Each evening you will receive a complete schedule of shipboard activities to help you plan your following day. The choices are endless. You can play bingo, trivia and Wii, learn interesting facts about your itinerary's ports of call at a Travel Guide presentation, watch a cooking demonstration in our America's Test Kitchen (onboard/active), get creative in the Digital Workshop powered by Windows, and attend a lecture of flower arranging or a ballroom dance class. You may wish to sunbathe, swim or simply find a quiet spot and do nothing at all. In the evening you'll find a wide variety of music and entertainment, award winning production shows, theme nights, movies and more! There's never a dull moment on your Holland America Line cruises.

### HOLLAND AMERICA LINE NAVIGATOR

Manage your cruise with our free, mobile-friendly tool. Once you're on the ship, use your smart phone, tablet or laptop to plan your day's activities, browse and purchase tours, look at menus and make restaurant reservations, peruse spa treatments, check your account balance, purchase internet access and more. You don't have to download anything in advance, it's easy to use and free of charge.

Getting started is simple. Once on the ship, connect with your ship's Wi-Fi and open your device's web browser and Navigator should open automatically. You won't incur Internet or cellular data charges when using Navigator.

### EXC TOURS™

EXC Tours – Exploration Central will help you make the most of your time in port and provide you with the best transportation and guide services available. You will find dozens of thrilling options in our programs. Please be aware, however, that although every effort has been made to present you with the best available facilities in the countries we visit, some tours may not have amenities such as air conditioning or toilets on buses.

EXC tours are available to book online up to three days before sailing. Visit our website at [hollandamerica.com](http://hollandamerica.com). You can easily book and pay for your desired tours, and check or confirm your reservation status 24 hours a day. You may book your EXC tour reservations over the phone by calling 1-888-425-9376 (locally at 1-206-626-7320).

You can also download detailed excursion information, view tour prices and find answers to frequently asked questions. We recommend that you book your tours prior to departure at our website, as online reservations will receive priority handling. Also, some tours are limited, so pre-booking will enable you to reduce disappointment.

Although every effort has been made to present you with the best available facilities in the countries we visit, some tours may not have amenities such as air conditioning and toilets on buses.

Additionally, due to the limited number of lift-equipped vehicles in foreign locations, we strongly recommend contacting our EXC Tour Reservations Department prior to embarkation to inquire about accessible tours.

**Please Note:** No refund or allowance can be made to any guest who might, for any reason, cancel, deviate from or otherwise not utilize all of the services scheduled to be provided by any excursion. Guests on any excursion who elect to leave the included transportation must provide their own transportation, at their own expense, back to the ship. Please consult the EXC Tour brochure for complete details of the tour cancellation policy. For more information, please call 1-888-425-9376 or 1-206-626-7320 Mon.-Fri. 6:00 a.m.-6:00 p.m. (PST) and Sat./Sun. 8:00 a.m.-4:30 p.m. (PST).

### The Collections of Holland America Line

What fascinates you? A cooking class with a local chef? A private car, complete with driver and guide so you can explore near or far? A chance to encounter wildlife up close? The Collections of Holland America Line represent a small subset of the tours offered. Each collection offers its own particular focus and is available in select ports.

- **Medallion Collection:** A series of exclusive experiences designed to accommodate our most discerning guests, Medallion Collection tours are chosen to provide an in-depth perspective offering unparalleled access to exclusive events and sights. First-class style, smaller groups – elite activities for a privileged few.
- **Encore Collection:** Been there, done that? Think again. Our Encore Collection, designed especially for repeat guests, lets you discover what lies beyond the well-known attractions you've already seen. Barbecue with Argentine gauchos or ride an Icelandic pony across a windswept beach near Reykjavik. These tours showcase hidden gems, unusual angles and inside stories.
- **World Wonders Collection:** Natural treasures, architectural marvels, technical wonders: to the Seven Wonders of the World we add our own nominations based on decades of leadership in global travel – the sandstone city of Petra, the moai statues of Easter Island, and the Great Wall of China, among others. What they have in common is the ability to inspire awe.
- **Signature Collection:** This exclusive option for independent-minded travelers lets you completely customize your time ashore by reserving private transportation in advance. Whether you travel by car or minivan, customized boat or classic floatplane, you choose the companions, and sights that suit you.
- **Cruise with Purpose®:** For every global citizen who has ever dreamed of either giving back or paying it forward, the innovative Cruise with Purpose Collection is quite simply about improving our planet one voyage at a time. Assist in scientific research, bring much-needed supplies to an orphanage, participate in a fair trade program or cultural exchange, replant native forest or restore fragile habitat—your footprint will be light and your soul enriched.

### OUR COMMITMENT TO THE ENVIRONMENT

At Holland America Line, cruising is our passion. We are equally passionate about protecting and preserving the pristine destinations that we visit. For many years we have emphasized environmental stewardship and conservation in our operations. We believe that safeguarding our guests, crew, ships, and the environment is the right thing to do and essential to the success of our business.

Our ships are as environmentally sound as they are beautiful. We welcome you to learn more about our commitment to protecting the environment by reviewing our sustainability report at [www.hollandamerica.com](http://www.hollandamerica.com).

Here are just a few of our environmental efforts:

**Environmental Management System:** All of our ships are ISO 14001 certified by LRQA, North America.



**Environmental Officers:** Stationed on board every ship to provide environmental training and oversee shipboard compliance with environmental requirements.

**Reducing Engine Emissions:** Holland America Line reduces emissions from the diesel generators on the *ms Amsterdam* in a number of ways. This ship uses Exhaust Gas Cleaning Systems (EGCSs) or burns low sulfur fuel where required by the International Maritime Organization (IMO) in Emission Control Areas (ECAs). She also has been modified to connect to shore power where compatible facilities are available on the east and west coasts of North America.

**Reducing waste:** Our waste management approach focuses on reducing the volume and toxicity of waste we generate. We have gone to great lengths to remove hazardous chemicals from our operations including dry cleaning, medical and photographic chemicals, and cleaning supplies. Whenever possible, we reuse existing materials and equipment, and we recycle many materials where recycling infrastructure is available at our ports of call. We donate reusable goods from our ships to nonprofit organizations and working with port authorities to identify additional vendors who are capable of recycling cruise ship waste.

**Conserving Water and Reducing Waste Water Discharges:** We make the most of our water. Conserving water results in less energy spent making water, thus saving fuel. The more efficient we can be with our water use, the less wastewater is generated, treated and discharged when we're done using it – saving energy and limiting discharges.

To accomplish these initiatives, we use low-flow systems for toilets and showers in the staterooms, which conserves the amount of water used on board and therefore the quantity of wastewater treated and discharged.

#### Environmental Awards

Our activities to protect the environment have not gone unnoticed. Holland America Line has recently won the following environmental honors:

**Green Gateway Award:** Port of Seattle's Green Gateway Partners Award program, 2010-2016, and the Technology Innovator Award in 2015

**Blue Circle Award:** Port Metro Vancouver's EcoAction program for commitment to sustainability, 2010-2014

**Porthole Cruise Magazine's annual Readers' Choice Awards:** Most Eco-Friendly Line, 2014

#### Guest Invitation to Environmental Excellence

We invite and encourage all of our guests to assist us as we work to protect the environment, both on board and while ashore. You can make a difference in the following ways:

- **Towel Reuse Option:** Similar to many fine hotels, you can obtain fresh towels simply by leaving the used ones on the floor. To reuse your towel, simply hang it on the bathroom door or towel rack. Reusing your towels will reduce energy, water and detergent consumption required for daily washings.
- **Turn Off Stateroom Lights and TV When Not in Use:** As when ashore, energy conservation goes a long way to helping us protect the environment.
- **Water Conservation:** Just as when ashore, water conservation is an important environmental initiative. Please help us reduce water use.

#### CLUB HAL® YOUTH PROGRAM

Holland America Line's youth activities program Club HAL offers an array of entertaining events for kids and teens ages 3 - 17. A dedicated team of youth professionals invite kids and teens to join their friends in arts and crafts, sports, video game competitions, scavenger hunts, challenging team games and themed parties.

#### Program Highlights

**Kids:** Painting Picassos, parachute playtime, songs and stories along

with theme parties "Cosmic Cruisers", "Dino-Mite Night" and "Ships Ahoy Pirate Treasure Hunt Adventure" keep our junior cruisers ages 3 - 6 years entertained.

**Tweens:** Nukeball, Xbox Tournaments, and Olympic relay races along with theme parties "Brave the Night", "Mysterious Spy Night" and "Country Carnival" ensure that guests ages 7 - 12 years look forward to each day at Club HAL.

**Teens:** Mocktail Parties, karaoke contests, trivia contests, jewelry designs, video games, staff vs. teens volleyball tournaments; together with themed events "Face Your Fears", "Casino Games for Prizes" and "TV Game Show Night" allow teens 13 - 17 to attend events in a relaxed environment allowing them to comfortably make friends while having fun.

#### Program Registration (Required for kids and tweens ages 3 - 12)

**Kids' Program (ages 3 - 6):** All children participating in the youth program must be completely toilet trained and pull-up free. Youth Staff cannot assist in the washroom in any way. Children ages 3 - 6 years old have a sign in and out policy. A password will be selected by the parent/guardian of the child. The password will need to be disclosed to the youth staff upon pick up of the child. The minimum age to participate in Club HAL is three years. **No exceptions will be made.**

**Tweens' Program (ages 7 - 12):** Tweens ages 7 - 12 years old have a sign in and out policy. A password will be selected by the parent/guardian of the child. The password will need to be disclosed to the youth staff upon pick up of the child.

**Teens' Program (ages 13 - 17):** There are no registration or sign in/out procedures for teen programming.

Please note that each program features age specific activities and events and children are required to participate in the program designed for their age.

Children must meet minimum age requirements for each age group, at the time of sailing to participate in programming. No exceptions will be made.

#### SERVICES ON BOARD

Holland America Line ships have all the amenities and services you expect to find in a fine resort – as our valued guests, we don't want you to lack a thing.

**Beauty Salon/Spa:** The Greenhouse Spa & Salon is our premier, luxury day spa. The Greenhouse Spa combines the best of the most distinctive and luxurious spas on sea and land integrated with proven home spa programs and exclusive products that enhance life and promote well-being. All professional services are available from 8:00am until 10:00pm. Appointments are strongly suggested, particularly for Gala nights. Appointments may be made in advance on our web site at [hollandamerica.com](http://hollandamerica.com) or once on board.

#### Salon Services

- Hairstyling
- Coloring
- Manicures & Pedicures
- Facial treatments
- Teeth whitening
- Waxing
- Man's grooming

#### Spa Services

- Aroma stone massage
- Thermal suite and hydro pool
- Aromatherapy treatments
- Massage
- Seaweed wrap or float
- Slimming treatments
- Acupuncture

**Fitness Center:** To help you stay in shape, all Holland America Line ships are equipped with a fitness center that offers both aerobic and strength-training equipment. In addition, a professional Fitness Instructor is available to instruct you in proper techniques of using the equipment. Hours are from 6:00am until 9:00pm. Personal training and specialty classes such as yoga and Pilates are available for a nominal fee. Please note that minimum age for guests using the fitness center is 16.

**Swimming:** Swimming pools are available on board all of our ships, and there are plenty of deck chairs and beach towels available

for your use on deck. Should you need anything—a refreshing beverage or a lap blanket – an attentive deck steward will be nearby to assist you. Beach Towels to take ashore will be available upon arrival at the Gangway.

**Please Note:** Children wearing any type of diaper, including swimming diapers, or who are not toilet trained are not allowed into the swimming pool and whirlpool areas.

**Shops On Board:** A world-class shopping experience is just steps away. All Holland America Line ships offer a variety of wonderful merchandise from around the world. The Signature Shops on board offer a great selection of fine jewelry, watches, fragrances, premium liquor, exclusive Holland America souvenirs and more all at tax and duty free savings. Each item is authentic and many are branded with designer names you have come to trust. Our knowledgeable specialists will gladly answer all your questions and are dedicated to providing you with excellent service.

**Port Shopping Ambassador Program:** Your cruise vacation would not be complete without experiencing some of the world's best duty-free shopping. On selected cruises you'll find Holland America Line's Port Shopping Ambassador Program. It is designed to assist you in finding the finest treasures in the ports of call at savings of 20-60% below U.S. prices. Each recommended merchant was selected on the basis of price, selection, reputation, quality, service and a commitment to shopping satisfaction. Therefore, you can shop with confidence knowing these merchants are committed to stand behind your purchases.

Check your Daily Program for location and times of the Port Shopping Ambassador's Talk. Important Customs information and shopping maps will be provided at the talk. Also, be sure to enjoy the Compass book located in your stateroom.

**Photo Gallery:** Your Image Creators are located at your Photo Gallery and are pleased to present for you many rich and varied photographs capturing your cruise. We welcome you to consult with your Image Creators for all your photographic needs. We offer a fully digital service bringing you the latest in high quality, photographic products such as Joe Craig Black Label Art Photography, an exclusive portrait service for Holland America Line's guests that redefines cruise photography – sittings are limited so please book early.

**Art Auctions:** Picture yourself in a friendly bidding war for an unusual etching or winning a free work of art just for attending! Experience the thrill of bidding on great works of art including fine art, animation, and sports memorabilia. Registration is free and there is no obligation to bid. Complimentary champagne will be served at the auctions.

**Casino:** A wonderful world of chance, skill and luck awaits you in our Casino. A gamut of games from sizzling slots with huge progressive jackpots to a parade of poker games is there for your enjoyment. Our friendly international staff will teach you how to play, entertain you in a tournament or patiently wait while you decide whether to hold or fold. The Casino is not open in port and certain restricted waters and you must be 18 or over to play.

#### **Future Cruise Consultant: Benefits of Booking On Board**

The best time to book your next cruise is while cruising with Holland America Line. Book your next Holland America Line cruise while on board and receive Double Onboard Spending Credit up to US\$400 per person, good for your next Holland America Line Cruise.

#### **Future Cruise Deposit Program (FCD)**

Unsure of your next cruise? You can still take advantage of this exclusive onboard offer without confirming a specific itinerary! Plus you will receive a reduced deposit and up to US\$200 per person in Shipboard Credit with our Future Cruise Deposit program.

#### **Limited time offer, Savings for Onboard Bookings Only**

Book on board and you can reserve your next cruise at a reduced deposit of only US\$100, US\$300 or US\$1,000 per person and

receive a shipboard credit of up to US\$200.00 per person. (If you choose to take advantage of Holland America's cruise Cancellation Protection this payment will be due prior to the cancellation period.) No additional deposits will be due until final payment. The reduced deposit applies to sailings of 3 days or longer. Should you need to cancel your reservation, your reduced deposit will be applicable to another Holland America Line cruise within the next four years.

**Please Note:** This offer is not applicable for Grand World Voyage, Grand Voyages or segments thereof. Please speak to the Future Cruise Consultant regarding other amenities for these voyages.

#### **Book the Stateroom or Suite You Want**

When you book on board, you have a much better opportunity of receiving the stateroom or suite that best suits your traveling style; this includes preferred accommodations on our most popular and unique itineraries. That's because your Future Cruise Consultant has immediate access to Holland America Line's reservation system and can view all availabilities on all sailings. The time to reserve your desired stateroom, suite and dining preference is now. Your booking will be credited to, and finalized by, your preferred travel advisor.

We appreciate the relationship you have with your travel advisor and want to assure you they will be credited for bookings made onboard, just let us know. In addition, Holland America Line will honor any pricing or amenities that your travel advisor extends in addition to your onboard offers. To book, or for more information, simply visit your Future Cruise Consultant.

**Explorations Café:** The Explorations Café, powered by The New York Times offers a comfortable coffee house environment. Guests can also enjoy fresh pastries and their favorite espresso drink provided by Torrefazione Italia. Additional highlights include: Internet stations, travel-related crossword puzzles and large jigsaw puzzle tables.

**Religious Services:** In order to serve the spiritual needs of our guests, we provide the following services. Your Today On Location guide will list times and locations.

- **Catholic:** Mass is held daily.
- **Interdenominational:** An interdenominational service is conducted each Sunday and on appropriate religious holidays.
- **Jewish:** A Sabbath Eve Oneg Shabbat Gathering is held each Friday.

\*Anyone wishing to volunteer to lead these services should contact the Event Manager. A rabbi is on board for High Holiday services.

**Please Note:** Religious services may not be able to be held on embarkation/disembarkation day. Please contact the Front Office for more details.

**Stateroom:** Your stateroom is furnished with a ship-to-shore telephone which enables you to easily call anywhere in the world, 24 hours a day (prices are found in your stateroom directory). No-host mini-bars can be found in every stateroom onboard *ms Eurodam*, *ms Nieuw Amsterdam*, *ms Noordam*, *ms Oosterdam*, *ms Prinsendam*, *ms Westerdam* and *ms Zuiderdam* and in the verandah stateroom category and higher for all other ships. Holland America Line does not recommend storing medication in any mini-bar. Please contact the ship's Medical Center for any medication requiring refrigeration.

You'll also find ample closet space, a safe in which to store your valuables and important documents, and a flat-screen television for viewing movies and onboard features. (BBC World News, CNBC, ESPN, Fox News and MSNBC are available, subject to satellite transmission.)

**Laundry:** For your comfort and convenience we offer full laundry and dry cleaning service on each ship in the Holland America Line fleet. In your stateroom you will find laundry bags and price lists conveniently located in your closet.

Onboard self-service laundrettes consisting of washers, dryers, irons and ironing boards are available on the *ms Amsterdam*, *ms Maasdam*, *ms Prinsendam*, *ms Zaandam*, and *ms Veendam*. There is a charge for the use of the self-service laundrettes and it is coin operated. Iron and ironing boards are provided at no cost.

**Please Note:** For safety reasons, travel irons, steamers, and electric water heaters/kettles may not be used in your stateroom.

### SHIPBOARD MEALS

In addition to breakfast, lunch and a five-course dinner, you can enjoy afternoon tea, a stir-fry or pasta buffet, an ice cream bar, hot hors d'oeuvres during the cocktail hours, an evening espresso or cappuccino, and the traditional late-night snack. Try the Terrace Grill, located on the Lido Deck, featuring hamburgers, hot dogs, a taco bar and a daily special. Complimentary In-Room Dining is available 24 hours a day. Casual dining is available in the Lido Restaurant every night. Adjacent the Lido Restaurant area, Canaletto restaurant serves classic Italian cuisine with tableside service for dinners. Luxury dining options in the Pinnacle Grill, featuring the highest quality meat and fish, is available on all ships. Reservations may be made on board by contacting the restaurant manager. There is a nominal restaurant charge for the Pinnacle Grill, Canaletto and the Tamarind (available on *ms Eurodam* and *ms Nieuw Amsterdam*).

### MEDICAL FACILITIES & SERVICES

Each Holland America Line ship has an onboard Medical Center staffed by licensed physicians and critical care nurses. While not a full-service hospital, the Medical Center is well equipped to handle most emergencies, as well as routine medical procedures.

A customary fee will be charged for services and medications dispensed (with the exception of meclizine for seasickness, Tylenol® and aspirin, which may also be dispensed at the Front Office). If you become ill or injured during the voyage and your diagnostic and/or care requirements exceed the capabilities of the Medical Center, you will be transferred to medical facilities ashore. Please note that Medicare and many health insurance plans DO NOT cover the cost of medical care at sea, in foreign countries, or for air evacuation. For this reason, guests are encouraged to obtain travel medical insurance prior to travel.

If you have a chronic medical condition, please bring a recent report from your physician. The medical staff on board is not available for daily care, unless you are hospitalized in the Medical Center. You must be able to care for yourself. If you are unable to function independently with respect to eating, dressing or attending the ship's safety briefings, you must bring a caregiver with you. Due to the limited medical facilities on board, we will not accept reservations for infants 6 months or younger for non-Transocean sailings, 12 months or younger for Transocean sailings at time cruise commences or women who will be 24 or more weeks pregnant at the time their cruise with Holland America Line concludes. If you are pregnant, please provide a medical note from your physician stating the expected due date and confirming your medical fitness to travel.

Keep medication close at hand in your purse or in a carry-on bag. Be sure to bring enough prescription medicine to last throughout your cruise, because it may not be available on board or in the ports of call. Medication which requires refrigeration may be stored in the Medical Center and accessed during regular hours (8:00am to noon and 2:00pm to 6:00pm) at no charge. HAL is not liable for any damage done to medications stored in your stateroom's mini-bar. Guests requiring medication via injection should contact our Access & Compliance Department to have arrangements made for a sharps container to be placed in their stateroom free of charge. (Please see the contact information in the GUESTS WITH DISABILITIES section.)

**Infants & Pregnancy:** Due to the limited medical facilities on board,

we will not accept reservations for infants 6 months or younger for non-Transocean sailings, 12 months or younger for Transocean sailings at time cruise commences or women who will be 24 or more weeks pregnant at the time their cruise with Holland America Line concludes. If you are pregnant, please provide a medical note from your physician stating the expected due date, medical fitness to travel and the pregnancy is not high risk. Please also include your name, booking number, ship and sailing date.

Please fax your letters to our Access & Compliance Department at 1-800-577-1731.

Or email them to: [halw\\_access@hollandamerica.com](mailto:halw_access@hollandamerica.com)

We urge you to have the letter faxed in as soon after making your reservation as possible.

**Travel Well®:** International travelers can take a number of simple steps to avoid potential health problems before and during travel while preserving their health and wellness during travel. In order to Travel Well®, international travelers should contact their physicians, local health departments, or a travel medicine clinic at least six to eight weeks before departure to receive current health information on the countries they plan to visit, to obtain vaccinations and preventative medications as indicated, and to address any other special needs. Washing hands frequently with soap and water will greatly reduce the risk of contracting illness and infections while traveling. In the absence of running water, use alcohol-based hand sanitizers to protect your health. This is especially important before and after meals, or whenever you are in contact with common surfaces (e.g. railings, buttons, door handles, countertops, faucets, etc.), after handling money and pens, and after using the restroom. Travelers' diarrhea (TD) is the most common illness to affect travelers. Each year between 20%-50% of international travelers (an estimated 10 million people) develop diarrhea. The onset of TD usually occurs within the first week of travel but may occur at any time even after returning home. Therefore, it may be in your best interest to plan ahead and pack some anti-diarrheal medication with your other medications.

There are high-risk destinations such as developing countries of Latin America, Africa, the Middle East and Asia, where chlorinated tap water is not available or where hygiene and sanitation are poor. Travelers should be cautioned that only the following may be safe to drink: hot brewed beverages, such as tea and coffee, made with boiled water; or canned or bottled beverages, including water, carbonated mineral water and soft drinks. Other consumables of concern may include ice made from local water, fresh uncooked salad greens or raw vegetables and sliced fruit that have been washed in local water, as well as dairy products such as milk, cream or ice cream products that have not been pasteurized.

### UNCOMPROMISING COMMITMENT TO SAFETY

We have a great responsibility to safeguard the well-being of people and the oceans we sail upon. Ongoing training and adherence to rigorous standards are vital to preserving and protecting our guests, our employees and the environment.

**Safety:** For 140 years, the safety and security of our guests has been our highest priority. Every decision we make starts with that basic rule. Safety begins with the design of our ships. Then we hire the right people, make sure they receive ongoing training, conduct drills and exercises to practice that training, and perform regular audits and inspections of our operations. We work within a comprehensive regulatory system in which multiple governmental authorities oversee every safety aspect of our operations. For more information about our safety and security procedures when you board the ship, see the "From the Captain" booklet in your stateroom.

**Environment:** When it comes to protecting the environment in which we sail, our commitment is second to none. We ask that you refrain from pouring or discarding anything overboard, and that you

dispose of solid waste in the appropriate containers indicated on board. We ask that you take the same simple efforts to conserve water and energy as you would at home, and that you refrain from introducing foreign objects or liquids to the toilets. Together we can make a tremendous difference!

### GUEST EMERGENCY DRILL

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

### SMOKING POLICY

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

- Casino – Designated areas for active slot players in Casinos. *ms Eurodam*, *ms Oosterdam*, *ms Westerdam* and *ms Zuiderdam* casinos are completely non-smoking. *ms Noordam* Casino is completely non-smoking, with the exception of two nights per cruise
- Oak Room on *ms Noordam* only, including cigars and pipes.
- Sea View (Retreat) Bar/Pool on designated side of the ship
- Sun Bar on *ms Koningsdam* and *ms Nieuw Statendam* only
- Sports Deck in designated areas only

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

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

### COMMUNICATION AT SEA

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

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

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

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

Instructions:

1. Dial 1-800-993-5483 (US). From outside the U.S. access

1-321-837-6106.

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

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

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

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

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

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

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

For frequently asked questions about cell phone service on board, please go to [www.wmsatsea.com](http://www.wmsatsea.com).

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

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

### SHIPBOARD ACCOUNT

All onboard purchases and services are charged to your account by using your stateroom keycard. Cash is not accepted for individual transactions, e.g. bars, the shops, spa, shore excursions. Cash is accepted in our casinos.

Registering a credit or debit card(s) (Visa®, Mastercard®, American Express®, and Discover®) as part of your pre-cruise check-in process activates your keycard. The day you board, Holland America Line places an initial hold on your credit or debit card for \$60 per person per cruise day. Once you've spent the initial hold amount, we will authorize your card for the total of your onboard purchases to date plus an additional \$60 per person per day for the remainder of your cruise. Please note that there may be multiple authorizations throughout your cruise, and that some banks may keep the hold in place for up to 30 days.

If you do not want to use a credit or debit card, on the day of



boarding, you will need to visit Guest Services and deposit \$60 cash per person per cruise day. Any excess deposit will be refunded to you at the end of the cruise. Traveler's checks may be cashed at Guest Services. Personal checks are not accepted on board.

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

At the end of your cruise, you will receive a final statement, and your card will be charged only for the actual amount of your purchases. Refunds for purchases of onboard products and services will be credited to your onboard account whether purchased prior to or during your cruise. The final amount billed may take up to 24-hours following disembarkation. For questions about how long the hold remains in effect or how your available credit is affected, please contact your card issuer.

\*\$30.00 per person per day for cruises longer than 25 days.

\*\*applies to all guests 18 years of age and over.

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

\* There is an ATM near the casino on the Koningsdam.

## CURRENCY EXCHANGE

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

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

## HOTEL SERVICE CHARGE

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

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

## LUGGAGE SERVICE

For your convenience Holland America Line has partnered with two luggage transport services for your convenience. Luggage Direct and Luggage Forward\* two different services offering a variety of services with the sole purpose of easing your travel! By taking

the handling of your luggage out of the equation you will proceed much quicker through the check-in process and save a considerable amount of time.

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

### Luggage Forward offers:

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

Book online at [luggageforward.com/hollandamerica](http://luggageforward.com/hollandamerica) or call Luggage Forward directly. From the U.S. dial 1-877-466-2247, from the UK dial +44-2033-754769 or +1-617-482-1100 if calling from any other location.

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

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

### Luggage Direct offers:

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

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

Please note the following general information about Luggage Direct:

- Cost is US\$1995 per person (subject to change)
- Airline-assessed baggage fees will be applied to guest's onboard account when applicable as per your airlines rules.
- Guests may check no more than 3 pieces of luggage per person.
- Upgrade requests, seat assignment changes, and flight changes cannot be accommodated onboard.

Restrictions for each homeport city include participating airlines, earliest and latest flight times, and citizenship requirements.



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

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

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

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

## DISSEMBARKATION

### DISSEMBARKATION PROCEDURES

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

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

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

On the last night of your cruise you will need to place your baggage outside your stateroom before you retire. Please do not place your baggage over the emergency floor lighting. Please make sure that the appropriate baggage tags are affixed to your baggage, because the tags include your departing flight information.

(2/18)