A close-up photograph of a teak deck chair. The focus is on a curved wooden slat, likely part of the seat or backrest, which is intricately carved with a decorative pattern. The wood has a warm, golden-brown hue and a visible grain. The lighting is soft and directional, highlighting the texture and the curve of the wood. The background is blurred, showing more of the chair's structure and a hint of a blue sky.

*There is a certain kind of elegance* that never goes out of style. It's found in the gleaming curve of a teak deck chair, sumptuous appointments and telling details. On board the ships of Holland America Line you'll discover an experience that is modern, fresh and appealing — in an ambiance that is timeless and refined.

*A wide world of*  
timeless elegance  
*awaits on board.*




*Polished brass brightwork — a nautical tradition — underscores the pride Holland America Line takes in our ocean-faring heritage.*



*Panoramic views await at every turn as you stroll the teak Promenade Deck encircling the ship.*



*From grand bouquets to charming smaller arrangements, fresh flowers grace our public rooms.*

A woman in a white dress stands by a large window in a stateroom, looking out. In the foreground, a breakfast tray is set on a table, featuring a silver teapot, a coffee cup, a bowl of fruit, and a bowl of cereal. A person's hands are visible holding a coffee cup on a saucer.

*Sunlight and stylish  
appointments grace your*  
**spacious stateroom.**



*Relax* into a world of comfort and easy elegance aboard the ships of Holland America Line. In public rooms rich, polished woods and soft leather furniture create an inviting ambiance in which to gather. Staterooms, filled with all manner of sophisticated amenities, beckon you to retreat for hours.

#### CLASSIC DESIGN

- Refined, graceful ships designed to be true ocean-going vessels
- Wraparound teak Promenade Deck and classic teak deck chairs
- Spacious public rooms adorned with fine art and antiques highlighted by museum-style self-guided iPod® tours
- Marine-blue hulls
- Polished brass brightwork — a classic nautical touch

#### MID-SIZED SHIPS

- Ships designed to be large enough to offer diverse amenities while carrying far fewer guests
- More space per guest than other premium cruise lines
- Wide variety of larger staterooms, most with ocean views or spacious private verandahs
- Largest, most comfortable and finely appointed suites of any major cruise line
- Early embarkation program allows guests to board as early as 11:00AM

#### EVERY STATEROOM A GRACIOUS RETREAT

- Spacious, elegantly appointed staterooms, many with private verandahs
- Luxurious Euro-Top beds and premium linens
- Large, extra-fluffy Egyptian cotton towels; lighted magnifying mirrors; massage showerheads; salon-quality hair dryers
- Elemis Aromapure's luxurious "Time to Spa" aromatherapy skincare and spa-therapies products
- Luxurious terry cloth bathrobes
- Flat-panel televisions with DVD players
- Generous storage
- Complimentary fresh fruit
- Complimentary 24-hour in-room dining
- Nightly turndown service

#### SUITE ACCOMMODATIONS

For guests choosing suite accommodations, Holland America Line offers a host of complimentary services that will forever spoil you for any other stateroom class. See page 67 for complete details.

WELCOME ABOARD  
VIDEO CLIP



THE MARINERS DREAM  
STATEROOM EXPERIENCE



*Luxurious living is found in every detail, from soft signature bedding to fragrant bath amenities from Elemis Aromapure.*

# above and beyond

*raising service to an art.*



*Two sugars in your tea . . . ice delivered to your suite at 5:00PM. . . . It is our pleasure to remember your every preference.*



*Your stateroom steward is at your service throughout your voyage, providing a consummate level of house-keeping care.*





*Graciousness.* It's evident in the glow of pride on a crew member's face, the crisp fold of a napkin, the summons of pleasant musical chimes to dinner. Ours are the service traditions that have long defined classic cruising, refined and perfected for new generations who recognize service as the ultimate luxury.

PINNACLE  
CRUISES

A close-up photograph of two martini glasses filled with a light pink liquid, garnished with orange slices. The glasses are set on a silver tray with a white napkin. The background is softly blurred, showing warm, bokeh lights.

polished service

*where perfection is in the details.*



*Always* at the heart of the Holland America Line experience is a warm and intuitive style of service that is never in the way — and never out of reach. Expect excellence: We sail with nearly one crew member for every two guests.

#### A SIGNATURE STYLE

- #1 PREFERRED CRUISE LINE 2006 Portrait of Affluent Travelers™ survey — Yesawich, Pepperdine, Brown & Russell
- CONSISTENTLY AMONG THE WORLD'S HIGHEST-RATED CRUISE LINES — *Condé Nast Traveler* Readers' Choice Awards and *Travel + Leisure* World's Best Awards
- BEST OVERALL SERVICE — *Porthole Cruise Magazine* Readers' Choice Awards
- Warm, intuitive style of service — never in the way, never out of reach
- Nearly one crew member for every two guests
- 135 years of polished performance

#### IN YOUR STATEROOM

- Daily housekeeping to refresh fruit, tidy belongings and keep staterooms immaculate
- Nightly turndown service
- Complimentary 24-hour in-room dining
- Ice service and shoeshine service
- Use of the exclusive Neptune Lounge and personal concierge service for Penthouse Verandah and Deluxe Verandah Suite guests

#### IN THE RESTAURANTS

- Two expert servers per table in the main Dining Room, selected for their proven abilities to remember guest preferences
- Knowledgeable wine stewards adept at pairing wine with food
- Tableside waiter service in the enhanced Lido, our popular casual-dining restaurant
- Executive chefs inducted into the prestigious *Confrérie de la Chaîne des Rôtisseurs*, an international food and wine society

#### THROUGHOUT THE SHIP

- Poolside beverage service featuring handcrafted tropical cocktails and signature recipes using fresh-squeezed juices and premium ingredients
- Expert fitness instructors in yoga, Pilates and weight training
- European-trained aestheticians in the Spa
- Gaming lessons offered by Casino staff
- Complimentary lemonade and iced tea served on deck midafternoon
- Welcome connectivity for your cell phone and other wireless devices, thanks to satellite broadband services (see page 95)

EXPLORE  
GRACIOUS SERVICE



AWARDS AND  
ACCOLADES



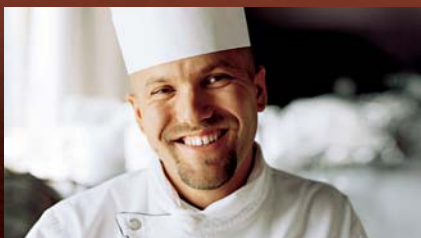
*A genuinely warm smile and gracious, prompt attention are the hallmarks of the extraordinary service you'll experience on board.*





elegant dining  
*setting the stage for delight.*

*On crisp white linen* course after course arrives, each a small triumph of planning and preparation, beginning with fine fresh produce and the choicest cuts of meat and seafood. Behind the scenes our master chefs have brought flavors to perfection. Succulent lobster in our elegant main Dining Room . . . aged Sterling Silver Beef® in the Pinnacle Grill . . . your choices are delicious and diverse.



*Culinary inspiration changes by the day as our chefs create menus that reflect exotic regional flavors and recipes.*



*Hand-dipped chocolates, an after-dinner tradition in the Explorer's Lounge, are the perfect finish to a lovely day.*



A young girl with blonde hair, wearing a purple sleeveless dress with a floral brooch, sits at a restaurant table. She is smiling warmly at the camera. To her right, a man in a dark tuxedo with a patterned vest and a black bow tie is leaning in, smiling at her. The table in front of them is set with a white tablecloth, a white plate with a silver fork, and several glasses, including a tall flute glass filled with a golden beverage. The background is softly blurred, showing the interior of a restaurant with warm lighting and wooden chairs.

*Take your place for another*  
enchanting evening.



*Intrigue your senses.* Prepare for an extraordinary culinary adventure. From a casual bite poolside to a formal five-course affair, the crew of Holland America Line know how to orchestrate a truly memorable dining experience.

#### THE ELEGANT MAIN DINING ROOM

- Luxurious Dining Room, graced with fine art and antiques
- Sophisticated details including Rosenthal china and crisp white table linens
- Five-course menus with offerings from classic preparations and regionally inspired cuisine to vegetarian dishes
- Choice of four dinner sittings\*
- Romantic formal nights, a traditional cruise favorite

#### THE PINNACLE GRILL EXPERIENCE

- Intimate, reservations-only dining featuring Sterling Silver Beef® and fresh seafood
- Luxurious appointments including Bvlgari® china, Riedel® stemware and Frette® linens
- Extensive wine list featuring many selections rated “Excellent” by *Wine Spectator*

#### OTHER DELIGHTFUL WAYS TO DINE

- Fresh, cooked-to-order specialties in the relaxed Lido Restaurant for breakfast and lunch
- Made-to-order dinner entrées and tableside waiter service in the Lido for dinner

- Complimentary 24-hour in-room dining
- The Terrace Grill on deck, where swimsuits are suitable attire
- Late-night snack, chocolate dessert extravaganza
- Explorations Café featuring pastries and espresso drinks♦
- Daily Afternoon Tea service, elevated to Royal Dutch High Tea once per cruise

#### A MASTER STAFF AND CREW

- Menu design under the direction of Master Chef Rudi Sodamin
- Executive chefs inducted into the prestigious Confrérie de la Chaîne des Rôtisseurs, an international food and wine society
- Two expert servers per table in the main Dining Room

#### SIGNATURE TOUCHES

- Hand-dipped chocolates in the Explorer’s Lounge
- Ice cream bar featuring complimentary treats
- Complimentary hot hors d’oeuvres during cocktail hour

\* ms Prinsendam has two dinner sittings.

♦ Explorations Café facilities vary by ship.

EXPLORE  
SOPHISTICATED DINING



EXPLORE  
DINING OPTIONS

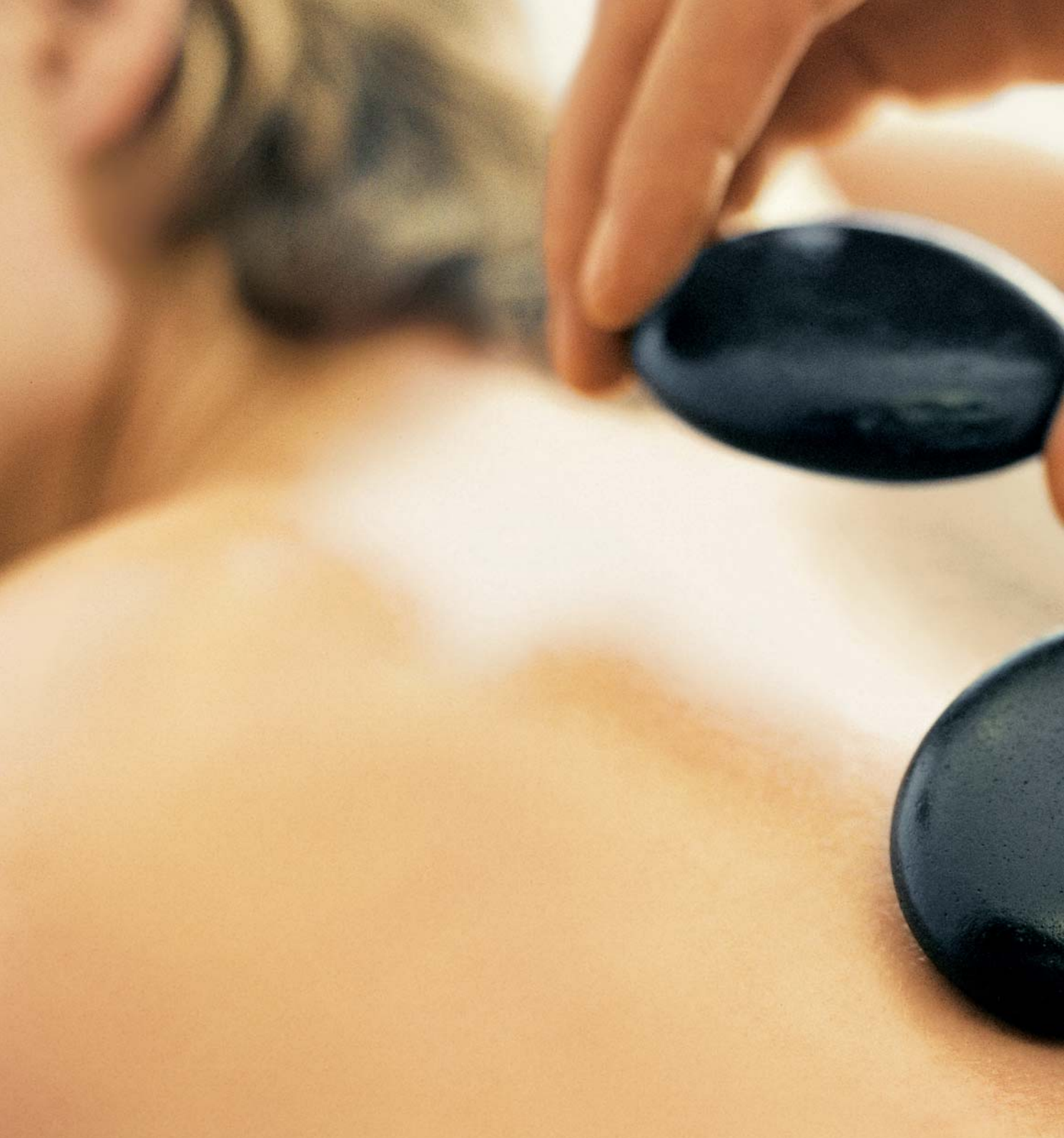


EXPLORE  
FOOD OPTIONS



*Each evening is a celebration of fine food and wine, a feast for the eyes, the palate and the soul.*





*The perfect morning: a cup of espresso and The New York Times crossword puzzle in the Explorations Café.*



*Take a yoga or Pilates class. Go for a swim in the pool up on deck. Melt under the spell of a massage in the Greenhouse Spa & Salon.*



*The world is at your fingertips, with e-mail and Internet access available twenty-four hours a day.*



indulge

*in abundant activities and choices.*

*Fall into the rhythm* of relaxing and inspiring days aboard Holland America Line. On one you might opt for a hot-stone massage in our luxurious Greenhouse Spa & Salon. Another day elect to attend a cooking demonstration in the Culinary Arts Center, improve your golf swing, or spend time with the whole family by the pool.





experience

*new tastes, new ideas, new skills.*





*Broaden your horizons* and try something every day that surprises you. Find time to do nothing at all. Activities abound, along with oceans of freedom to do as you please.

**RELAX AND RECHARGE**

- Award-winning Greenhouse Spa & Salon♦:
  - Tranquil Asian-inspired treatment rooms, including couple's massage rooms, offering an impressive menu of luxurious treatments
  - Dry-float suite with massage option
  - Thermal suites, steam and aromatic room, heated ceramic lounges and in-suite showers
  - Relaxation area facing the sea
  - The latest exotic skin, body and hair treatments
- Jacuzzi®, hot tub, sauna, steam room
- Two outdoor pools, one with sliding glass roof▲
- Fitness Center with yoga, Pilates, spinning and new exercise and weight-training equipment
- Basketball and volleyball courts
- Golf simulator and golf swing analysis\*
- Dutch High Tea, accompanied by string ensemble
- Luxury duty-free shopping

**ALIVE AT NIGHT**

- BEST ONBOARD ENTERTAINMENT — *Onboard Services Magazine*
- Lavish Las Vegas-style production shows
- Talented vocalists, illusionists, comedians and variety acts
- Casino gaming, movies, Piano Bar▲
- Crow's Nest Nightclub & Late-night Disco

**PERSONAL GROWTH**

- Culinary Arts Center — presented by *Food & Wine* magazine — with state-of-the-art demonstration kitchen for gourmet presentations, tasting events and intimate cooking classes
- Explorations Café, powered by *The New York Times*, offering more than 2,000 books, music listening stations, Internet, puzzles and more♦
- Explorations Speaker Series on cruises 10 days or longer
- BEST SHORE EXCURSIONS — *Porthole Cruise Magazine* Readers' Choice Awards
- 24-hour e-mail and Internet access
- ♦ *Greenhouse Spa & Salon and Explorations Café facilities vary by ship.*
- ▲ *Available on all ships except the ms Prinsendam.*
- \* *Available only on the ms Prinsendam.*

ACTIVITIES OVERVIEW 

EXPLORE THE EXPLORATIONS CAFÉ 

EXPLORE THE CULINARY ARTS CENTER 

EXPLORE THE GREENHOUSE SPA & SALON 



*The sun goes down and night comes alive with lavish Las Vegas-style production shows and fast action around the tables in the Casino.*



# family vacations

*have never been so much fun.*



*Prepare* for a truly memorable family vacation with Holland America Line, named one of the Top 10 Getaways for Family Travelers by *Family Travel Forum* magazine.

#### SPACIOUS STATEROOMS

- Staterooms are larger than those of other cruise lines in our class
- Connecting staterooms for the older children\*
- Triple and quad staterooms make it easy to bring the family along

#### SOMETHING FOR EVERYONE

- Grown-up fun: art auctions, wine tastings, casino action
- Just for Kids: dedicated youth facilities and activities, from pizza parties and scavenger hunts, dances to deck parties
- For everyone: the joy of being together as a family

#### JUST FOR KIDS♦

- Club HAL® supervised by fun, full-time directors and staff
- Colorful playroom for children ages 3–7, featuring art tables, big-screen televisions and games
- Separate areas for ages 8–12 with arcade games, Sony PlayStation® games and “Dance Dance Revolution”
- The Loft and The Oasis — special teens-only areas with lounge, Internet access, exclusive sun deck with waterfall
- Kid-friendly menus that include favorites such as pizza, chicken dippers and fish & chips

#### FAMILY REUNION

Spend quality time together in an utterly enchanting setting with Holland America Line. Book five or more double-occupancy staterooms and receive the following:

- Reduced group fares
- A keepsake family photo taken by the ship’s professional photographer, one per stateroom
- Refreshment package that includes 20 fountain sodas and a commemorative cup
- Your choice of  
The Pinnacle Grill experience: An elegant meal in our intimate, reservations-only restaurant featuring Sterling Silver Beef® and fresh seafood  
Or  
Half Moon Cay equipment: Everything you need for a day of play on our private island — unlimited use of snorkel gear and swim mats for all

\* At least one occupant must be 18 or older.

♦ Youth and child facilities vary by ship.

FAMILY ACTIVITIES  
OVERVIEW



FAMILY  
CRUISING



CLUB HAL  
ACTIVITIES



KIDS & TEENS  
ACTIVITIES



*How long has it been since you built a sand castle on the beach? Perhaps the kids will give you some tips before they retreat to their private sundeck with waterfall.*





*Leave your cares behind,* set your watch to island time and prepare to experience the uncommon Caribbean of Holland America Line. On the horizon: classic ports of call such as St. Thomas, Barbados and Grand Cayman. Seldom-visited islands preferred by yachtsmen (Grand Turk, Tortola, Bequia). And award-winning onshore adventures designed to showcase each destination at its best.



*Come immerse yourself  
in the color and cultures of the*  
**cool blue Caribbean.**



*Close your eyes,  
breathe in the  
wonders of the  
Caribbean, from  
lush rain forests  
and steaming  
volcanoes to  
gardens of every  
tropical hue.*



*Gabled Dutch  
colonials, French  
bistros, British forts,  
Spanish gold. . . .  
The Caribbean is  
a kaleidoscope of  
colorful cultures  
waiting to be  
discovered.*



*Rated "the best"  
by our guests, a  
day of play on Half  
Moon Cay: swim  
with stingrays,  
ride horseback into  
the sea, sift silky  
white sand through  
your fingers.*



# Half Moon Cay

Your own private isle, a day like no other.




Half Moon Cay




DETAIL MAP AT RIGHT

## HALF MOON CAY

- 1** **Snorkel Area**  
Float in warm waters over brilliantly colored fish and coral. Snorkel gear for rent at the Water Sports Center.
- 2** **Half Moon Lagoon Aqua Park**  
Fun for kids: multi-level play set, water slides and colorful, climbable sea creatures.
- 3** **Stingray Adventure**  
At Stingray Cove learn all about these gentle giants, then wade in to touch their silky wings.
- 4** **Aqua-Trax® Adventure**  
Follow the leader along the island's picturesque shoreline; test your skill on a buoyed course.
- 5** **Horseback Riding**  
The experience of a lifetime as you ride a horse while it's swimming!
- 6** **Kayak Adventure**  
A guided adventure on 1,400-acre Bone Fish Lagoon. Watch for roseate terns and Bahamian pintails.

 **Water Sports Centers**  
Find three of them on the cay, offering all sorts of water toys for rent.

 **Cabanas**

 **Misting Stations**



**FOOD PAVILION**  
Lunch is a fantastic Beach Barbecue — grilled snapper, hamburgers, hot dogs, tropical salads, fresh fruit, cool drinks — enjoyed in open-air dining pavilions or on the beach.

**WELCOME CENTER**  
A Bahamian Village where you may browse an authentic straw market and air-conditioned gift shops, have your hair braided Bahamian-style, pause for a coolly refreshing treat at the ice cream parlor.

Half Moon Lagoon Aqua Park

*The quintessential Caribbean. That's the way guests describe Half Moon Cay, Holland America's private island in the Bahamas. This 1,700-acre island — only two percent of which is developed — features a huge interior lagoon and a two-mile crescent of perfect beach rimmed by blue.*

#### ON THE WATERFRONT

- Beautiful air-conditioned beachfront cabanas for rent with ceiling fan, freshwater shower and private changing area, refrigerator, dining table and chairs, sundeck with chaise lounges, misting station and optional butler service
- Water Sports Centers with kayaks, Hobie® Cats, aqua-cycles, floating foam mats and sailboats for rent
- Beachside massage

#### FASCINATING EXCURSIONS

- Horseback Riding by Land and Sea
- Stingray Adventure: snorkeling and swimming with stingrays in a secluded cove
- Aqua-Trax® Watercraft Adventure: a guided personal watercraft tour along a secluded section of sea and shore
- Deep-sea fishing for wahoo, snapper and grouper
- Island Biking Tour
- Eco Lagoon Tour
- Parasailing over the Caribbean
- Bonefishing in the interior lagoon
- Glass-bottom boat ride
- Scuba adventure
- Snorkel excursion

EXPLORE  
HALF MOON CAY



EXPLORE  
STINGRAYS UNDERWATER



HORSEBACK RIDING  
IN THE SURF



EXPLORE  
PERSONAL WATERCRAFT



#### LARGELY UNTOUCHED

Earth and oceans are our #1 commitment. On Half Moon Cay the island's fragile ecosystem is scrupulously guarded. In fact, the island is so pristine and unspoiled that it has been designated a Wild Bird Reserve by the Bahamian National Trust. Roseate terns swoop through red mangroves, shearwaters and Bahamian pintails dip into the bay. Nature and peace have been preserved.

#### SADDLE UP

Enjoy a one-of-a-kind experience as you ride a specially trained quarter horse along the winding, equestrian-only trail to the island's highest point for breathtaking views — then through the surf as your horse swims in the ocean. Who has more fun? It's a toss-up as the horses immerse themselves as deep as their shoulders, then swim, splash and whinny!

#### SWIM WITH STINGRAYS

Graceful, gentle winged angels of the deep. Stingrays are curious creatures that will follow you anywhere for a simple piece of squid. Holland America Line visits several places where you can see or touch stingrays in the Caribbean, including Stingray Cove on Half Moon Cay.



# Caribbean Ports of Call, Scenic Cruising

## And a sampling of shore excursions.

### BOOKING SHORE EXCURSIONS ONLINE

Why wait until you're on board to book your favorite activities when you can reserve them in advance 24/7 from the convenience of your home or office? And because online reservations are processed prior to requests made on board, your requests will receive priority handling! To download shore excursion information, tour prices and departure times, visit [www.hollandamerica.com](http://www.hollandamerica.com).

#### **BASSETERRE, ST. KITTS**

Unmistakably British, with a formidable fortress atop Brimstone Hill (the "Gibraltar of the West Indies"), a town center known as the Circus and an ornate gingerbread version of Big Ben to sound the hour. *Sample shore excursions: St. Kitts' Scenic Railroad, Fortress National Park & Gardens; Nevis Highlights & Botanical Gardens.*

#### **BASSE-TERRE, GUADELOUPE**

This butterfly-shaped paradise is made up of two islands, its wings connected by a drawbridge. Here, on the western wing, explore tropical rain forests, smoldering volcanoes and the reefs surrounding pristine Pigeon Island. *Sample shore excursions: Soufrière Volcano Tour; Pigeon Island Glass-bottom Boat.*

#### **BELIZE CITY, BELIZE**

An eco-tourist's paradise. Offshore, friendly stingrays glide over the second-longest barrier reef in the world; inland, brilliant butterflies loop through steamy jungles. *Sample shore excursions: Mayan Ruins of Xunantunich & Marimba Lunch; Shark Ray Alley & San Pedro; Cave Tubing & Rain Forest Walk; Lost World Canopy Tour.*

#### **BRIDGETOWN, BARBADOS**

Lovely beaches, hills carpeted in sugar cane and a friendly island spirit (part Bajan, part British) await on Barbados. *Sample shore excursions: Natural Wonders of Barbados; Atlantis Odyssey Submarine; Green Monkey Eco Tour; Barbados Yacht Racing Challenge.*

#### **CASTRIES/SOUFRIÈRE, ST. LUCIA**

Edenic green jungles, dazzling beaches, a drive-in volcano: This lush isle has it all, plus the spellbinding twin peaks — the Pitons. *Sample shore excursions: St. Lucian Heritage; Catamaran to Fond Doux Estate; Horseback Riding Adventure.*

#### **COLÓN, PANAMA**

Sultry and scrappy, Colón began as the starting point of a railroad that carried prospectors across the Isthmus of Panama to the California gold fields. Today, as the second-largest duty-free port in the world, it is mahogany, bananas and coconuts that pass through its portals. *Sample shore excursions: Emberá Indian Village; Panama Railway; Aerial Tram Ecological Encounters; Panama City and the Casco Antiguo.*

#### **COSTA MAYA, MEXICO**

The quiet side of Mexico. Here, along an unspoiled coastal paradise, archaeology buffs discover Mayan ruins shrouded in magic and mystery; divers find treasure in fantastic coral reefs. *Sample shore excursions: Kohunlich Mayan Ruins; Coral Reef Snorkel; 4x4 All-terrain Expedition; Fly Fishing Tour.*

#### **CRISTÓBAL, PANAMA**

Here, at the Atlantic entrance to the Canal, ships of every size and flag begin their miraculous journey between two oceans. Only a few blocks away, duty-free Colón. *Sample shore excursions: Gatun Locks & Kayak in the Canal; Discover the Emberá Indian Culture; Portobelo Market Town & the Panama Canal.*

#### **EL GUAMACHE,**

#### **ISLA DE MARGARITA, VENEZUELA**

Quaint colonial villages, restorative mud baths and glorious unspoiled beaches await on this isle where lustrous pearls for European society were once harvested. *Sample shore excursions: Catamaran Sail to Coche Island; Sounds & Flavors of Venezuela; Swim with the Dolphins.*

#### **FORT-DE-FRANCE, MARTINIQUE**

Stunning volcanic history (in 1902 Mt. Pelée blew open with catastrophic force), rum distilleries and blooms in every tropical hue await on this verdant "Island of Flowers." *Sample shore excursions: 4x4 Jeep®; Fort-de-France Historic Walking Tour; Martinique by Land & Sea; Snorkel Martinique.*



Gatun Lake, Panama

#### GATUN LAKE, PANAMA CANAL

Sparkling centerpiece of our 10-day Sunfarer® cruises, Gatun Lake is key to supplying the water necessary to operate the locks system. Formed by an earthen dam across the Chagres River to keep the water 85 feet above sea level, the water runs downhill to fill the locks. No pumps, no power other than the force of gravity! *Sample shore excursions: Gatun Locks & Kayak in the Canal; Panama Railway; Emberá Indian Village.*

#### GEORGE TOWN, GRAND CAYMAN

Crystalline waters, snorkeling with tame stingrays, civilian submarines: This duty-free port has it all, plus Seven Mile Beach and a charming turtle farm. *Sample shore excursions: Stingray City Cruise & Island Drive; Reef & Wreck Snorkel by Boat; Scuba Adventure; Nautilus One Semi-submarine.*

#### GRAND TURK, TURKS & CAICOS ISLANDS

Named for the fez-like scarlet blossoms of the cactus that grows here, Grand Turk is an island of simple pleasures. Float dreamily over vibrant coral reefs, dine on conch fritters, set your watch to “island time.” *Sample shore excursions: Scuba Diving; 4-wheel-drive Safari; Horseback Beach Ride & Swim; Dune Buggy Safari; Hop-on Hop-off Island Tour.*

#### GUSTAVIA, ST. BARTS

Rockefellers and rock stars have long been seduced by this tiny isle for the same reasons you will be: virgin beaches, charming Gustavia with its yacht-lined port, haute couture and exquisite French cuisine. *Sample shore excursions: Sail & Snorkel Adventure; Independent Explorer.*

#### HALF MOON CAY, BAHAMAS

Holland America Line’s pristine private island offers everything you need for a day of play in paradise: a two-mile crescent of perfect beach; an interior lagoon; private beachside cabanas with butler service, showers and misters; and all manner of watersports and activities, including a children’s aqua park and a buoyed personal watercraft course. *Sample shore excursions: Horseback Riding by Land and Sea; Deep-sea or Flats Fishing; Stingray Adventure; AquaTrax® Watercraft Adventure.*

#### KEY WEST, FLORIDA

An American town that moves to the sensuous rhythms of the Caribbean. Conch culture, coral reefs and sleek racing catamarans await. *Sample shore excursions: Old Town Trolley & Conch Train; Pirate Soul & Shipwreck Museum.*

#### KRALENDIJK, BONAIRE

Preservation rules on Bonaire, long known to divers and snorkelers for its pristine, unspoiled reefs. Feast your eyes on gorgeous coral gardens; take in the blush of thousands of pink flamingos reflected in the still salt lake, the hush of the mangroves. *Sample shore excursions: Samur Sail & Snorkel Adventure; Sportfishing; Nature Bike Tour; Mangrove Boating Eco Adventure.*

#### MAYAGÜEZ, PUERTO RICO

A statue of Christopher Columbus dominates bustling Colón Plaza, while Bengal tigers prowl at Puerto Rico’s only zoo. Farther afield: the jagged karst landscape of Rio Camuy Cave Park.

#### MONTEGO BAY, JAMAICA

This resort city, affectionately known as Mo’Bay, offers world-class golf, sandy beaches, and tales of the “White Witch of Rose Hall.” *Sample shore excursions: Montego Bay Highlights & Rose Hall Great House; Canopy Adventure.*

#### MT. PELEÉ, MARTINIQUE (SCENIC CRUISING)

Be at the rail as we cruise by scenic Mt. Pelée, the volcano that erupted in 1902 with such cataclysmic heat, it instantly transformed the village of St. Pierre into the Pompeii of Martinique. There was only one survivor, a prisoner who was spared by the thick walls of his underground cell.



*In the jungles of Belize watch for the rare and beautiful blue morpho butterfly, more essence than insect; glide over the crystalline waters of Half Moon Cay.*





San Juan

**THE MEDALLION COLLECTION**

Holland America Line is proud to present the Medallion Collection, a series of exclusive tours designed to accommodate our most discerning guests. Each has been carefully chosen to offer a truly different experience, providing an in-depth perspective and unparalleled access to events and sights not otherwise available. For more details, visit us online at [www.hollandamerica.com](http://www.hollandamerica.com).

**NASSAU, BAHAMAS**

Colorful, captivating Queen of the Bahamas. Choose from literally thousands of great dives, ranging from wrecks to reefs, blue holes to sea gardens; catch the pink flamingo show at the famed Ardastra Gardens, the action at the Straw Market. *Sample shore excursions: Dolphin Encounter; Bahamas Personal Sub Experience; Nassau See & Sea; Private Limo Tour.*

**ORANJESTAD, ARUBA**

Colorful floating markets, wondrous coral reefs and landscapes dotted with curiously bent divi-divi trees await on this, the “A” of the Netherlands Antilles’ famous ABC islands. (Bonaire and Curaçao round out the trio.) *Sample shore excursions: Natural Wonders of Aruba; Spanish Lagoon Kayak Adventure; Jolly Pirates Sail, Snorkel, Swim & Swing.*

**PHILIPSBURG, ST. MAARTEN**

An island under two flags. On the Dutch side: chocolates, cheeses and casinos. On the French side: bistros, boulangeries and boutiques. *Sample shore excursions: Golden Eagle Catamaran Sail to Tintamar Island; Hidden Forest Adventure Hike & French Marigot; America’s Cup Regatta; Around the Island Art Tour; Harley in Paradise.*

**POINTE-À-PITRE, GUADELOUPE**

Bustling, noisy, colorful and your portal to the earthly delights of Guadeloupe: tropical rain forests, fields of sugarcane, magnificent floral parks. *Sample shore excursions: Guadeloupe Island Tour; Consteau Reserve.*

**PONCE, PUERTO RICO**

The quintessential Spanish colonial town, with cobbled plazas, fountains and lacy wrought-iron balconies. Nearby: the remains of ancient native ball courts and an imposing castle built with the sweet profits of the Serrallés sugar magnates. *Sample shore excursions: Ponce Museum of Art & Serrallés Castle; Tibes Taino Indian Ceremonial Park & Museum.*

**PORT ELIZABETH, ST. VINCENT AND THE GRENADINES**

A lovely and quiet island, the largest of the Caribbean’s Grenadines, Bequia has been renowned for its boat builders and seafarers for centuries, and people such as Bob Dylan have come to the island to have a fine schooner built. Place your order — or take home a model, perfect in detail.

**PORT-OF-SPAIN, TRINIDAD**

Birthplace of calypso and the steel band. Where the national bird, the ibis, is vibrant red — and so is the stately House of Parliament. *Sample shore excursions: Port-of-Spain City & Mount St. Benedict Monastery; Asa Wright Nature Center.*

**PUERTO LIMÓN (SAN JOSÉ), COSTA RICA**

Jumping off points for Costa Rica’s wonders. Turtle nesting grounds, rain forests and the dazzling museums of San José are all within easy reach. So is the mysterious land of the Shaman. *Sample shore excursions: Sloth Sanctuary & Canoe Adventure; San José Town & Country; Rain Forest Aerial Tram.*

**ROAD TOWN, TORTOLA, BRITISH VIRGIN ISLANDS**

An enticing mix of pink and blue buildings, yachts, rum cocktails and pirate lore. Play on a soft-sand beach or sail away to islands of buccaneer legend. *Sample shore excursions: The North Shore & Pusser’s Landing; Wreck of the Rhone Two-tank Certified Dive; Virgin Gorda & The Baths; Swim with the Dolphins.*

**ROATÁN, HONDURAS**

An isle of wonders: lizards that run upright on their hind legs, brilliant macaws and parrots found only in Honduras, a reef second in size only to Australia’s Great Barrier Reef. *Sample shore excursions: Catamaran Sail & Snorkel; Dive with Sharks; Roatán West Side Island Tour.*

**ROSEAU, DOMINICA**

Wonderfully untouched. Take in the thunder of Trafalgar Falls, breathtaking in triplicate; watch for the rare and beautiful Sisserou parrot, found only here. *Sample shore excursions: Rain Forest Drive & Emerald Pool; Carib Indian Culture & History; Kayak & Snorkel Safari; Layout Gorge River Tubing.*



Dominican Republic



Costa Rica

**SAN JUAN, PUERTO RICO**

By day, see historic forts and Old San Juan. By night, there are roulette wheels to spin, fiery flamenco shows to catch. *Sample shore excursions: Old San Juan Historic Walking Tour; El Yunque Rain Forest Drive; World Heritage Fortress & Art Museum.*

**SANTA BÁRBARA DE SAMANÁ, DOMINICAN REPUBLIC**

Rich in amber, Taino Indian culture and breathtaking natural history, including Bahía de Samaná, mating and birthing grounds for humpback whales. *Sample shore excursions: Los Haitises National Park; Samaná Scenic 4x4 Safari.*

**SANTO DOMINGO, DOMINICAN REPUBLIC**

In the oldest city in the New World get ready for history, hand-rolled *puro* cigars and island rum. *Sample shore excursions: Santo Domingo Historical Walking Tour; The Tomb of Columbus & Three Eyes Lakes.*

**SANTO TOMÁS DE CASTILLA, GUATEMALA**

Your portal to the fascinating Mayan ruins of Guatemala and Honduras: the mighty Acropolis of Quirigua National Park and Copán, Paris of the ancient Mayan world. Each an enigma waiting to be solved. *Sample shore excursions: Archaeological Copán & Honduras Countryside; Amatique Bay Resort; Quirigua Archaeological Ruins; Hacienda Tijax; Eco-adventure Hike; Tikal Mayan Ruins by Air.*

**SOUFRIÈRE BAY, ST. LUCIA (SCENIC CRUISING)**

Thrill to up-close viewing of the monolithic Pitons — possibly the most-photographed peaks in the Caribbean. Emerald green and gorgeous, they will fill you with wonder.

**ST. GEORGE’S, GRENADA**

The heady scents of nutmeg, cinnamon and cloves turn breathing into an exotic experience. Here, too, find mountain waterfalls, white-sand beaches and lagoons of mottled blues. *Sample shore excursions: Star Wind Catamaran & Snorkel Adventure; Nature Trail & Beach Swim; Island Tour; Grand Etang Lake & Fort Frederick; Rhum Runner Pleasure Cruise.*

**ST. JOHN’S, ANTIGUA**

Here, find 365 beautiful beaches, one for every day of the year. And a perfectly restored Nelson’s Dockyard, home of the invincible British Royal Navy during the Great Age of Sail. *Sample shore excursions: Dolphins & Stingray Adventure; Historical Antigua.*

**ST. THOMAS, U.S. VIRGIN ISLANDS**

The lovely, European-influenced port of Charlotte Amalie wins the prize for Caribbean shopping thrills. Cameras, jewelry, watches, perfumes are all here. So are beautiful beaches, undersea gardens and tales of Blackbeard. *Sample shore excursions: Sea Trekking Helmet Dive & Coral World; Champagne Catamaran Sail & Snorkel to St. John; St. Thomas Ocean Racing; Ultimate Island Experience.*

**WILLEMSTAD, CURAÇAO**

Amsterdam-like canals, gabled Dutch colonial buildings, an exotic floating market. This bustling duty-free port has it all. Plus the world-famous Curaçao Liqueur Distillery and an intriguing coral reef teeming with parrotfish and queen angelfish. *Sample shore excursions: Curaçao Dolphin Encounter; Curaçao See & Sea Tour; Highlights of Curaçao with Folkloric Show; Canoe Safari; Willemstad Trolley Train.*



# An Elite Fleet

MS NOORDAM  
 MS WESTERDAM  
 MS ZUIDERDAM  
 MS OOSTERDAM  
 MS EURODAM  
 MS VOLENDAM  
 MS ZAANDAM

MS MAASDAM  
 MS RYNDAM  
 MS STATENDAM  
 MS VEENDAM  
 MS AMSTERDAM  
 MS PRINSENDAM

## ELEGANT SHIPS OVERVIEW



Designed to carry fewer guests than other ships in their class, the ships of Holland America Line are among the most spacious at sea and are graced with all manner of sophisticated amenities, from the heavenly Greenhouse Spa & Salon to elegantly appointed dining rooms with ocean views.

### SHIP FEATURES

- \$2-million-plus collection of artwork and antiques
- Two outdoor swimming pools, one with retractable roof\*
- Opulent Greenhouse Spa & Salon
- Two-tiered Show Lounge
- Piano Bar\*
- Casino and Sports Café
- Internet Center
- Wireless “hotspots” for laptop Internet connectivity

### DINING

- The elegant two-tiered main Dining Room for breakfast, lunch and dinner\*
- The Pinnacle Grill, an intimate reservations-only setting featuring the flavors of Sterling Silver Beef® and fresh seafood
- The relaxed atmosphere of the Lido Restaurant for breakfast, lunch and dinner, featuring casual dining with a diverse choice of fresh pastas, soups, salads, breakfast items and cooked-to-order specialties

- Complimentary 24-hour in-room dining
- Extensive wine cellar featuring wines highly rated by *Wine Spectator*

### ACTIVITIES

- Escorted shore excursions, including unique Medallion Collection tours
- Explorations Café, powered by *The New York Times*, with more than 2,000 books, music listening stations, Internet, puzzles and more\*
- Culinary Arts Center, presented by *Food & Wine* magazine\*
- Club HAL® for children ages 3–7; separate area for ages 8–12\*
- The Loft and The Oasis, dedicated teens-only facilities\*
- Crow’s Nest Nightclub and Late-night Disco
- Beauty salon, duty-free shopping, recent-release movies each evening

\* Available on all ships except the ms Prinsendam.

♦ ms Prinsendam has a one-level Dining Room.

♣ Explorations Café, Culinary Arts Center and youth facilities vary by ship.



ms Statendam Explorations Café

ms Zuiderdam Dining Room







ms Veendam



Onboard Service

SHIP INFORMATION







*ms Zuiderdam Explorer's Lounge*



*Dining on your verandah*

*ms Oosterdam Superior Verandah Suite*





ms Rotterdam *Lido Pool*

#### IN EVERY GRACIOUS STATEROOM

- Our signature Mariner's Dream™ bed featuring plush Sealy® Posturepedic Euro-Top mattress and finely woven cotton linens
- Deluxe waffle and terry cloth bathrobes for use during your voyage
- 100% Egyptian cotton towels
- Premium massage showerheads
- 5x magnifying make-up mirrors and salon-quality hair dryers
- Fragrant soaps, lotions, shampoo and other bath amenities from Elemis *Aromapure*
- Polished stainless steel basket filled with complimentary fresh fruit
- Elegant ice bucket and serving tray for in-stateroom beverages
- Flat-panel TV, DVD player and complimentary DVD library
- Ice service, shoeshine service and nightly turndown service

#### VERANDAH SUITES (CATEGORIES A-C & SS-SZ)

- A variety of firm, medium and soft pillows
- No-host mini-bar for easy entertaining
- Personalized cruise stationery
- Oversized bath towels
- One-touch telephone concierge service 24 hours a day
- Fresh flowers

#### PENTHOUSE VERANDAH SUITES (CATEGORY PS) AND DELUXE VERANDAH SUITES (CATEGORIES S-SC)

Include all the stateroom and verandah suite amenities, plus:

- Use of the exclusive Neptune Lounge and personal concierge service
- Complimentary laundry, pressing and dry cleaning throughout your cruise
- Premium duvet, oversize bath towels and soft, cotton bathrobes and slippers
- Gorgeous corsages and boutonnieres for the first formal night
- Hors d'oeuvres served before dinner each evening on request
- Binoculars and umbrellas for your use on the cruise
- Cocktail party with ship's officers
- Priority boarding for tender ports of call
- Special disembarkation service
- Priority dining and seating requests
- Exclusive daily breakfast service
- High tea service in suite on request
- Complimentary delivery of *USA Today* or *International Herald Tribune*\*

\* Where available.

THE MARINER'S DREAM  
STATEROOM EXPERIENCE





# Before You Go

## Helping you plan your cruise.



To help you enjoy an extraordinary vacation, here are the answers to the questions we are most frequently asked. Many more are addressed in a *Traveler's Handbook* which will arrive with your travel documents. Or click "Booked Guests" on our website.

### **How do I make Dining Room reservations?**

Whatever your dining preferences — early or main sitting, *au deux* or with a group — Holland America Line will make every effort to honor your request. All dining requests should be made in advance of sailing through your travel professional and confirmed or waitlisted at the time of booking.

Upon embarkation you will find a card in your stateroom confirming your seating assignment and table number.

### **Normal meal hours in the main Dining Room are:**

Breakfast	Open seating	8:00AM
Lunch	Open seating	12:30PM
Dinner	Early sitting Upper level	5:45PM
	Early sitting Lower level	6:15PM
	Main sitting Upper level	8:00PM
	Main sitting Lower level	8:30PM

*ms Prinsendam* has two dinner sittings:

First sitting	6:00PM
Second sitting	8:15PM

### **Can you accommodate special diets?**

Advise us at the time of booking and we'll make every effort to accommodate special diets, including vegetarian, fat-, sugar- or salt-free. Kosher\*, gluten-free or special medical diets must be pre-ordered a minimum of 90 days prior to sailing.

### **What type of clothes should I pack?**

Pack as you would for any resort destination: Lightweight, breathable fabrics are ideal for the tropics. Bring a swimsuit, of course, as well as a cover-up to wear when walking through the interior of the ship. Footwear should include comfortable walking shoes for visits ashore and sandals or rubber-soled shoes for strolling on deck.

Evening wear falls into three categories: **casual** (comfortable, relaxed attire), **informal** (dresses or pantsuits for women, jackets and tie-optional for men) and **festive formal** (cocktail dresses or gowns for the ladies, business suits or tuxedos for the men). A daily program delivered to your stateroom will announce the attire for the evening.

### **How can family and friends reach me?**

Thanks to direct ship-to-shore telephones in each guest stateroom, you may easily place a call to friends, family or business associates during your cruise, reception permitting. Similarly, you may send and receive electronic mail in real-time, via a high-speed satellite link 24 hours a day, satellite conditions permitting. (Visit our website for details.)

### **How can I host a bon voyage party, celebrate a birthday or anniversary?**

If you would like to host a private bon voyage toasting, we invite you to order champagne, canapés and cocktail setups for guests cruising with you. (For security reasons, we have implemented a "no visitor" policy. However, family and friends wishing you bon voyage may send a gift directly to your stateroom.)

Holland America Line also offers a variety of gift packages for guests celebrating a birthday, anniversary, honeymoon or other special event. The Gifts and Special Occasions section of our website has all the details. Or call Ship Services at 1-800-541-1576.

\* 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.

# Shore Excursions Online

Book exciting shore excursions online, in advance.



BEFORE YOU GO

## RESERVE YOUR FAVORITE ACTIVITIES IN ADVANCE ONLINE AND RECEIVE PRIORITY PROCESSING.

Why wait until you're on board to book your favorite activities when you can reserve them in advance 24/7 from the convenience of your home or office? And because online reservations are processed prior to requests made on board, your requests will receive priority handling!

If you have already booked your cruise and have received a six-digit booking number, you're ready to begin. Simply follow the user-friendly online prompts to select your preferred tours and times, make your booking and receive confirmation — all before leaving home.

## CHOOSE YOUR ROUTE TO ONSHORE ADVENTURE.

What fascinates you most? The tranquility of resort life, the eloquent silence of museum treasures, the wildly beautiful natural history of the land? Holland America's wide variety of optional shore excursions can satisfy your curiosity on every count.

Some, such as The Baths of Virgin Gorda and Mexico's wondrous Copper Canyon, may have intrigued you for years. Others serve you vivid slices of island life: a day among the indigenous Carib Indians in Dominica, a garden tour in St. Lucia or Martinique, a lively Tumba folkloric show in Curaçao, a snorkeling safari along the underwater trail at St. John.

We'll take you into the mysterious world of the Maya, to museums that gleam with Spanish gold and cathedrals burnished by centuries of devotion. And when it comes to communion with nature, nothing rivals drifting along a tranquil Jamaican river on a bamboo raft or swimming with tame stingrays on Half Moon Cay, our private island in the Bahamas.

## THE MEDALLION COLLECTION

Holland America Line is proud to present the Medallion Collection, a series of exclusive tours designed to accommodate our most discerning guests. Each has been carefully chosen to offer a truly different experience, providing an in-depth perspective and unparalleled access to events and sights not otherwise available.

## SIGNATURE COLLECTION TOURING

Independent-minded travelers, take note: Holland America Line is pleased to present the Signature Collection, an exclusive new touring option that lets you completely customize (and maximize!) your time ashore by reserving a private car, driver and English-speaking guide in advance. Signature Collection touring is available in select ports of call.

## WIRELESS AT SEA

### SEAMOBILE™ MOBILE PHONE SERVICE

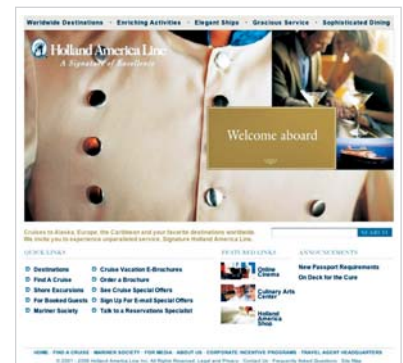
Through an agreement with SeaMobile, a leading provider of satellite-based broadband services, Holland America Line lets you take advantage of your wireless devices while at sea.

Using your own mobile phone and telephone number, you can make and receive calls to and from fellow travelers who are on the ship, and friends and family who are far away on land. If you currently have the service through your home provider, you can also send and receive text messages.

Other available wireless services include use of PDAs, such as your Blackberry®.

Using this advanced technology on board is simple.

You'll find the "book shore excursions" link conveniently placed on our home page at [www.hollandamerica.com](http://www.hollandamerica.com).





# Your Best Coverage Worldwide

## Holland America Line Cancellation Protection Programs.

FOUR REASONS OURS IS THE

### Best Protection in the Industry

#### 1 YOU CAN CANCEL FOR ANY REASON.

Even if it's up to 24 hours before sailing. For any reason whatsoever, your reservation may be cancelled with ease.

#### 2 YOU GET A REFUND.

Regardless of your reason for cancelling. Only Holland America Line refunds 80–90% of refundable fees FOR ANY REASON, as long as you cancel more than 24 hours prior to departure.

#### 3 SAME PRICE FOR ALL AGES.

We offer the same excellent protection for everyone, at the same cost.

#### 4 100% COVERAGE FOR PRE-EXISTING CONDITIONS.

Our Platinum Plan covers pre-existing conditions without exclusions or “time limits.”

#### A SMALL PRICE FOR PEACE OF MIND

Holland America's Cancellation Protection Plan (CPP) is designed to protect your vacation investment from loss — no matter what. And like other plans that protect things of great value, it's a small price to pay for peace of mind. Be it illness, family matters, unforeseen work events — anything, CPP is your assurance that your vacation can be cancelled for any reason for a refund.

#### OUR STANDARD AND PLATINUM PLANS AT A GLANCE

Unforeseen events do happen, which is why Holland America Line is pleased to offer the best trip cancellation protection in the industry.

##### CPP STANDARD

CPP Standard allows you to cancel for any reason up to 24 hours prior to the cruise departure and receive a refund equal to 80% of the applicable cancellation fee. Plus, Holland America Line assumes \$500 of liability for lost, damaged or delayed baggage. Please note: The CPP Standard Plan is not insurance; for that, guests rely on the Platinum Plan.

##### CPP PLATINUM

Our Platinum Cancellation Protection Plan enables you to supplement the CPP Standard Plan with insurance coverage and travel assistance services. You may cancel for any reason up to 24 hours prior to departure and receive a 90% refund of the applicable cancellation fee. In addition, you'll receive:

- **PRE-DEPARTURE TRIP CANCELLATION WITHIN 24 HOURS OF DEPARTURE** *Cancel for any covered reason within the 24 hours prior to the scheduled departure and receive reimbursement for the unused arrangements of the cruise or cruisetour portion of travel*
- **TRIP INTERRUPTION PROTECTION** *Covers the unused arrangements of your travel and additional traveling expenses to return home, up to 150% of the cruise/cruisetour cost*
- **TRIP DELAY COVERAGE** *Reimbursement for accommodation and traveling expenses if your trip is delayed more than 12 hours*
- **EMERGENCY MEDICAL EXPENSE** *You will be reimbursed up to US\$10,000 in covered medical expenses for any illness or injury first occurring during your trip. In addition, necessary expenses of up to US\$50,000 for emergency medical evacuation are covered. These are benefits that Medicare and many private insurance plans may not offer, and they are highly recommended for foreign travel.*
- **24-HOUR EMERGENCY HOTLINE ASSISTANCE** *Provides round-the-clock help worldwide for legal or medical referrals, lost travel documents, cash transfer or passport assistance*

**REST ASSURED: ANSWERS TO FREQUENT QUESTIONS**

**If something comes up and I have to cancel, am I covered?**

Absolutely. You can cancel for any reason whatsoever up to 24 hours prior to departure. What's more, you'll get a refund. Other programs won't give you any cancellation fees back for this type of situation because it is not a "covered" claim.

**Are my airfare and pre- and post-packages covered as well?**

Yes. If you purchased Holland America Line's Fly Cruise Plan and/or our pre-/post-packages, you'll get 80% (90% with Platinum Plan of your air and package cancellation fees refunded when cancelling up to 24 hours prior to departure.

**If an emergency occurs during our trip, will I be able to see a doctor who speaks English?**

If you have chosen the Platinum Plan, you'll

have access to a 24-hour hotline whose staff will refer you to qualified local doctors who speak your language.

**I have a history of back trouble. What if my back goes out on the trip and we have to cut it short?**

Under the Platinum Plan there is no exclusion for pre-existing conditions. Compare that to other plans with long "wait" periods applying to pre-existing conditions.

**Does the Platinum Plan cover me if I am injured on shore?**

Absolutely! You'll be reimbursed up to us\$10,000 for covered emergency medical, surgical and dental care should you become sick or are accidentally injured while traveling.

- Trip Interruption coverage provides protection if your trip is interrupted after departure due to a covered reason. The plan reimburses your unused (determined in the case of your cruise or cruisetour on a pro rata basis), non-refundable land or sea expenses prepaid to HAL, airfare paid to return home and certain additional expenses up to us\$100/day. Maximum benefit is 150% of your cruise/cruisetour cost.
- Trip Delay coverage provides reimbursement for reasonable additional accommodation and traveling expenses incurred to rejoin the trip in progress when you are delayed for more than 12 hours, due to covered reasons. Maximum benefit is us\$1,000; not to exceed us\$100/day.
- Emergency Evacuation coverage will pay the necessary costs of transportation, medical services and medical supplies if, due to a covered medical reason, you must be transported to medical facilities during your cruise or cruisetour. Maximum benefit is us\$50,000.
- Medical Expense coverage reimburses up to us\$10,000 for medical and emergency dental expenses incurred as a result of an injury or sickness that first manifests itself during your cruise or cruisetour.
- You will also receive the following 24-Hour Emergency Hotline Assistance Services, arranged by the CPP Platinum Plan administrator's designated provider: Emergency Cash Transfer Assistance, Medical Consultation and Monitoring, Emergency Legal Assistance, Emergency Medical and Dental Assistance, Lost Travel Document Assistance and Emergency Medical Payment Assistance.

There are no pre-existing condition limitations in the CPP Platinum Plan!

**Important note: This is a summary of coverage. Please refer to the Description of 24-Hour Emergency Hotline Services and Certificate of Insurance available from Holland America Line which contains the details of assistance services and insurance coverage, terms, conditions, exclusions and other applicable limitations. The CPP Platinum Plan is only available for U.S. and Canadian residents. The CPP Standard and CPP Platinum Plans are optional, must be paid at time of deposit and are non-refundable. The per-person, per-cruise costs for both plans are listed at left.**

The insurance coverage provided under the CPP Platinum Plan is underwritten by Virginia Surety Company, Inc., under policy #HTP04915 and the CPP Platinum Plan is administered by BerkelyCare, a division of Affinity Insurance Services, Inc., and, in CA: AIS Affinity Insurance Agency, Inc. also d/b/a Aon Direct Insurance Administrators, License #0795465. The program provides limited health insurance benefits and does not provide basic hospital, basic medical or major medical insurance as defined by the NY State Insurance Department. The CPP Standard Plan is not insurance and is administered by Holland America Line Inc.

FARE PAID (USD)	HOLLAND AMERICA LINE STANDARD PLAN	HOLLAND AMERICA LINE PLATINUM PLAN
\$ 0 – \$1,000	\$ 79	\$ 99
1,001 – 1,250	99	129
1,251 – 1,500	119	159
1,501 – 1,750	139	189
1,751 – 2,000	159	219
2,001 – 2,500	189	259
2,501 – 3,000	229	309
3,001 – 3,500	269	359
3,501 – 4,000	309	419
4,001 – 4,500	349	469

\* Above us\$4,500, the Standard Plan cost is an additional us\$30 and the Platinum Plan is an additional us\$45, for each us\$500 of fare or fraction of us\$500. Rates are per person based upon each guest's share of the total cruise fare plus NDA paid. Rates are subject to change.

Fares and plan costs above are in U.S. currency. If your cruise fare is paid in Canadian currency, the plan cost will be payable in Canadian currency based upon the exchange rate used for your booking. Actual plan cost will be confirmed in Canadian currency at time of booking.

The Standard and Platinum Cancellation Protection plans are optional, must be purchased at the time of deposit and the costs are non-refundable. Trip cancellation protection is effective for any reason up to 24 hours prior to departure under the Standard and Platinum plans. The Platinum Plan additionally offers cancellation protection for covered reasons within 24 hours prior to departure. All other benefits of the Platinum Plan are effective upon departure of your trip.

Standard Cancellation Protection Plan does not incorporate any insurance coverage. The sole benefit is to provide Trip Cancellation protection up to 24 hours prior to departure for the individual guest purchasing the plan.



**CANCELLATION PROTECTION PLAN AND ADDITIONAL BAGGAGE PROTECTION**

**CPP STANDARD PLAN**

Our Standard Cancellation Protection Plan (CPP Standard Plan) will allow you, for any reason, to provide written cancellation up to 24 hours prior to scheduled cruise or cruisetour departure and receive a refund equal to 80% of the applicable cancellation fee (90% if you purchased our CPP Platinum Plan). In addition, Holland America Line (HAL) automatically assumes an additional us\$500 of liability for lost, damaged or delayed baggage of guests who purchase the CPP Standard Plan, still subject, however, to the limitations in our baggage policies. For example, we do not cover losses while baggage is in the custody of airlines. The baggage policies of HAL are explained in detail on page 101 in this brochure.

The CPP Standard Plan is not insurance; it provides no rights other than those explained above. For example, it does not protect double-triple-quad occupancy rates should one or more members of your party cancel, nor does it cover expenses or unused services due to trip interruption.

**CPP PLATINUM PLAN**

Our Platinum Cancellation Protection Plan (CPP Platinum Plan) enables you to supplement the CPP Standard Plan with insurance coverage and travel assistance services as well as increase your refund amount to 90% for cancellations made more than 24 hours prior to departure. The CPP Platinum Plan provides you with the following insurance benefits and services, in addition to the CPP Standard Plan benefits and larger refund:

- Trip Cancellation coverage provides protection if you or a traveling companion must cancel for a covered reason during the 24 hours prior to scheduled departure. The plan reimburses your non-refundable cancellation charges or increased occupancy charges (if a traveling companion cancels) imposed by HAL.



# Smooth Air Travel

## Connecting to your cruise.



*Holland America's Fly Cruise Plan offers you convenience and peace of mind when traveling to and from your cruise vacation. This comprehensive program puts the resources of our entire air/sea staff behind you.*

### **HOLLAND AMERICA'S FLY CRUISE PLAN**

In these changing times, it's worth every dollar — and then some.

When your air travel is arranged through Holland America Line, you are automatically enrolled in our Fly Cruise Plan, a program which entitles you to a whole host of advantages:

- **CUSTOM TRAVEL** *Our AirPlus Service® allows guests to select which airlines they prefer, upgrade flight class and/or travel to and from their (dis)embarkation port on dates other than those usually booked.*
- **FLIGHT DELAY ASSISTANCE** *If your flight is delayed, we'll make sure someone is at the airport to meet you and help you with your luggage.*
- **FLIGHT CANCELLATION ASSISTANCE** *If your flight is cancelled or a revised schedule no longer connects to the ship or tour, we will alter your ticket at no charge; if necessary, we'll even rebook on an alternate airline.*

### **AIR RATES/AIR TAXES/FEES**

Air rates will be quoted at the time of booking and are subject to change until the booking is paid in full. Quoted rates do not include Passenger Facility Charges (US\$3–27), federal flight segment fees for each flight segment (takeoff and landing) of US\$3.30, the September 11 Security Fee of US\$2.50 per guest enplanement (up to a maximum of US\$10) and international arrival and departure taxes (US\$3–100).

Air rates do not include local customs, departure or other taxes that may be collected directly from you by applicable government authorities.



### **AIRPLUS SERVICE®**

AirPlus Service is available for Fly Cruise guests who wish to customize their air travel. Popular options include:

- Scheduling your travel to allow for an extended stay either before or after your cruise
- Upgrading to First or Business class, subject to availability
- Choosing preferred airlines to gain credit for mileage programs, or because your plans require a certain flight or particular time
- Designating a different gateway city than the one closest to home

Written requests should be faxed to AirPlus Service at (206) 298-3008 or mailed to:

Holland America Line Inc.  
Attn: AirPlus Service  
300 Elliott Avenue West  
Seattle, WA 98119

# Mariner Society®

*“Once aboard, never forgotten.” Our past guests are members of a distinguished travel group known as the Mariner Society. Membership is automatic and entitles you to special rewards and extra privileges like these. Whether you’ve cruised with us fifty times or just once, we’re honored to welcome you aboard again as a special and honored guest, a Mariner.*

## PREFERRED PRICING

- Special Mariner fares (on select sailings), and even savings for relatives and friends

## SPECIAL EVENTS AND GIFTS

- Mariner lapel pins, luggage tags, special pillow gifts

- Invitation to a Mariners-only champagne reception and awards ceremony, hosted by the Captain

## MARINER® MAGAZINE

- Complimentary subscription to our travel magazine, featuring news and Mariner Society updates

Requests should be submitted prior to final payment in order to assure proper consideration. All requests are subject to availability and are not guaranteed. If confirmation is possible, a US\$50 non-refundable service charge and additional airline costs incurred will be assessed. A service charge will be assessed for each additional request that is confirmed.

## BOOK EARLY

The availability of the air rates that we have arranged may be limited. Therefore, it is advantageous for you to book your vacation as early as possible. We reserve the right to limit or close sales from cities without notice.

## LIABILITY AND RELATION WITH AIRLINES

We reserve the right to use the carriers, routing and fare structure of our choice, and to utilize commuter and/or charter air service without prior notice. As the air rates we use are based on capacity-controlled, promotional and group fares, we may limit or close sales without prior notice at any time. If, due to any cause beyond our control, we are unable to arrange for air travel or the air travel we arrange is unavailable or otherwise fails to materialize, our liability will be limited to refunding the air add-on amount paid to us. We assume no liability for any acts or omissions of any airline, including, without limitation, those involving cancellation of flights, schedule changes, re-routings, damage to or delay or loss of baggage, flight delays, equipment failures, accidents, pilot or other staff shortages, overbooking or computer errors. The liabilities and obligations of an airline to you, and your rights against an airline, are subject to any and all terms and conditions of the airline's ticket and tariffs.

## SEAT ASSIGNMENTS / SPECIAL REQUESTS

We cannot confirm seat assignment requests or requests for special meals or other special services not mentioned in this brochure. Your travel professional may assist with these arrangements once you receive your tickets. Some airlines or charter operators may not offer advance seat assignments. Guests traveling with other guests who originate from different cities or who request the Fly Cruise Plan at a later time may not receive routing on the same flights.

## AIR SCHEDULE CHANGES

Due to late changes by airlines in their schedules, we recommend a phone call to your airline to reconfirm your flights just prior to travel. If airlines change their schedules after tickets are issued, we will adjust your itinerary or air carrier accordingly.

## AIR CHANGES/REFUNDS

Changes to existing reservations initiated by guests will result in a rescheduling charge of a minimum of US\$100 per guest if the changes are made after the final payment due date. Airline tickets are based on fares which are highly restrictive and often cannot be reissued or exchanged for another carrier or routing.

The maximum refund for unused air tickets will not exceed the air add-on paid to us. There are no partial refunds. Due to changing airline tariffs, your tickets may reflect fares higher or lower than our air add-on amounts. The difference is neither chargeable nor refundable.

## BAGGAGE

Baggage allowance is governed by airline regulations. Excess baggage charges are the responsibility of the passenger. We assume no responsibility for loss, damage or delay while baggage is in the custody of airlines.

## OVERNIGHT HOTEL ACCOMMODATIONS

It may be necessary to overnight guests en route to or from their cruise due to airline schedules and/or availability. If necessary, the cost of hotel accommodations is not included in the air add-on amounts. Hotels will be selected by Holland America Line and may not be at the port of (dis)embarkation. Guests are responsible for hotel accommodations, meals and items of a personal nature.

## TRANSFERS

Transfers may be purchased from the port city airport to the ship and from the ship to the port city airport on day of sailing only. Transfers are available to Fly Cruise guests and to guests who have independent flight plans. Guests with independent flight arrangements must advise Holland America Line of this information at least 14 days prior to departure.

## CRUISE-ONLY GUESTS

We recommend that you schedule a minimum of four hours both at the beginning and end of your cruise to allow for transfers, customs clearance and airport security checks.

Note: If you purchase air transportation independently from Holland America Line, you will be responsible for any and all expenses incurred when joining the vessel in progress.

## HOME CITY MOTOR COACH SERVICE

Roundtrip motor coach service is available from the cities listed below for cruises departing from Ft. Lauderdale and New York. Home City Motor Coach program is available only on cruises which embark and disembark from Ft. Lauderdale and New York (not available on one-way cruises). Fees will vary by route and are per person.

## CRUISES SAILING ROUNDTRIP FROM FT. LAUDERDALE:

Ft. Lauderdale, FL	Melbourne, FL
Clearwater, FL	Vero Beach, FL
St. Petersburg, FL	Fl. Pierce, FL
Bradenton, FL	Ocala, FL
Sarasota, FL	Lady Lake, FL
Venice, FL	Leesburg, FL
Tampa/Brandon, FL	Orlando, FL
Sun City Center, FL	Jacksonville, FL
Pt. Charlotte, FL	St. Augustine, FL
Ft. Myers, FL	Palm Coast, FL
Naples, FL	Stuart, FL
Daytona, FL	West Palm Beach, FL

## CRUISES SAILING ROUNDTRIP FROM NEW YORK:

New Haven, CT	Albany, NY
New London, CT	New Paltz, NY
Boston, MA	Harrisburg, PA
Burlington, NJ	Philadelphia, PA
Jamesburg, NJ	Stroudsburg, PA
Mt. Arlington, NJ	Providence, RI
Wayne, NJ	



## AMTRAK® TRAIN TRAVEL

Travel by Amtrak and receive special discounts up to 25%\* on travel between cities in the U.S. & Canada and select Holland America Line ports of embarkation. Simply book your cruise and call Amtrak at 1-800-USA-RAIL for train travel information and reservations.

\* Restrictions apply.

Amtrak is a registered trademark and service mark of the National Railroad Passenger Corporation.



# Details

## Important policies for your review.

### RESERVATIONS

Travel agencies provide valuable service and counseling to prospective travelers. We encourage you to make your Holland America reservations with a travel professional. Travel agencies are not owned or controlled by Holland America Line. Your deposits and payments for Holland America's services are to be paid to the travel agency with which you made your reservations. Since accommodations are limited by the number of staterooms on each ship, reservations should be made as early as possible. Travel documents will be issued only if and when full payment has been received by Holland America Line from the travel agency. Refunds for cancelled or unused services will normally be made to the same travel agency on the basis of the amount actually received by Holland America Line less any applicable cancellation fees and charges. You are responsible for obtaining from your travel agency monies either retained by the agency or received by the agency from Holland America Line. For further information visit our website at [www.hollandamerica.com](http://www.hollandamerica.com) or call 1-877-SAIL HAL. Guests under 21 years of age must be accompanied by a parent, guardian or chaperone who is at least 25 years old; one adult chaperone is required for every five people under age 21.

### DEPOSIT AND FINAL PAYMENT REQUIREMENTS

The per-person, per-cruise deposit requirements to secure reservations are listed with the cruise prices, and Cancellation Protection Plan costs are on page 97. A deposit is required at time of cruise booking. Cancellation Protection Plan, if desired, must be paid for at time of deposit; see Cancellation Protection Plan and Additional Baggage Protection for details on page 97.

Final payment is due 75 days (Cancellation Policy A), or 90 days (Cancellation Policy B/C) prior to departure. In most cases, we are able to provide you with travel documents, including your cruise contract, approximately 30 days prior to departure. Travel documents, however, are issued only after final payment has been received by Holland America Line.

Travel professionals should make checks payable and send to:

Holland America Line Paymaster Corporation  
P.O. Box C34013  
Seattle, WA 98124-1013  
U.S.A.

Payment by American Express, VISA, MasterCard or Discover Card is also accepted.

For faster processing, please include a confirmation number on your check. Travel professionals please note that MCOs will not be accepted.

### UPGRADE POLICY

Holland America Line reserves the right to upgrade a guest or guests to more expensive category accommodations at no additional cost.

### CHANGE CHARGES

To cover administrative costs, a per-person charge will be made if you request a change in your travel arrangements after the final payment due date. Change charges are not assessed for stateroom upgrades or for the addition of services, unless air reservations are altered and/or travel documents must be reissued.

### CANCELLATION POLICY

A full refund (except for amounts paid for CPP) will be made for written cancellations received by Holland America Line, 300 Elliott Avenue West, Seattle, WA 98119, prior to the date on which you are to commence travel by air, rail, sea or otherwise in accordance with the below Cancellation Policies. Please refer to the cruise fares pages of the appropriate Holland America Line brochure for the Cancellation Policy applicable to your cruise. Cancellation fees apply to the entire cruise booking, including cruise fare, non-discountable amounts, air add-ons, ground transfers, pre-cruise and post-cruise hotel and tour packages. Guests who cancel within the dates shown below for any reason, including medical or family reasons, are subject to the following per person cancellation fees:

#### CANCELLATION POLICY A

75–57 days before commencing travel:  
an amount equal to deposit requirement;  
56–29 days before commencing travel:  
50% of gross fare;  
28–16 days before commencing travel:  
75% of gross fare;  
15 days or less before commencing travel:  
100% of gross fare.

#### CANCELLATION POLICY B

90–64 days before commencing travel:  
an amount equal to deposit requirement;  
63–43 days before commencing travel:  
50% of gross fare;  
42–22 days before commencing travel:  
75% of gross fare;  
21 days or less before commencing travel:  
100% of gross fare.

#### CANCELLATION POLICY C

120–91 days before commencing travel:  
an amount equal to deposit requirement;  
90–76 days before commencing travel:  
60% of gross fare;  
75 days or less before commencing travel:  
100% of gross fare.

Given that the resale of cancelled space will likely result in a lost opportunity to sell other space, these fees are due regardless of resale. Fees incurred as a result of cancellation cannot be applied to future bookings. Refunds will normally be made to your travel professional.

Travel professionals may impose their own cancellation fees. Agency fees of any nature are a matter to be decided on solely by the agency and guests.

Name changes require the prior approval of Holland America Line and may not always be possible. Cruise contracts are nontransferable. Name changes and departure date changes are considered reservation cancellations and are subject to cancellation fees.

### CRUISE FARES

Traveling with Holland America Line is one of the best vacation values around. Your cruise fare includes accommodations aboard an elegant Holland America cruise ship, most meals and entertainment on board ship. Not included are items of a personal nature or optional programs or optional activities, such as alcoholic beverages, soft drinks, laundry and dry cleaning, shore excursions, medical, barber and beauty shop services. All fares are per person in U.S. dollars.

### HOTEL SERVICE CHARGE

Our crew works very hard to make sure that every aspect of your cruise meets the highest standards. This includes those crewmembers 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 crewmembers are recognized and rewarded, a Hotel Service Charge of us\$10 per guest is automatically added to each guest's shipboard account on a daily basis. If our service exceeds or fails to meet your expectations, you are free to adjust this amount at the end of the cruise. The Hotel Service Charge is paid entirely to Holland America Line crewmembers, and represents an important part of their compensation. A 15% service charge is automatically added to bar charges and dining room wine purchases.

In terminals, airports, ports of call and on shore excursions, we suggest that you extend gratuities consistent with customary local practices.

### FARES, NON-DISCOUNTABLE AMOUNTS, TAXES AND SURCHARGES

Holland America Line reserves the right not to honor any published prices that it determines were erroneous due to printing, electronic or clerical error. Each cruise fare includes a "Non-Discountable Amount." That portion of the fare is neither commissionable to travel professionals nor subject to reduction in the event of a percentage discount promotion, 2-for-1 promotion or otherwise. Fares quoted in this brochure are those in effect at the time of printing. If cost factors dictate the need for fare increases, Holland America Line may do so at any time prior to departure. Guests can cancel (without paying a cancellation fee) rather than accept a fare increase. This right does not apply to increases in Taxes or to surcharges, as described below. The term "Taxes" as used by Holland America Line refers to certain taxes, fees and charges imposed by governmental or quasi-governmental authorities, including port authorities, relating to any aspect of your cruise or tour. If governmental action results in any element of Taxes exceeding the estimates used by Holland America Line for purposes of preparing this brochure, we reserve the right to pass through the extra amount. Similarly, Holland America Line reserves the right to

impose or pass through fuel surcharges, security surcharges or similar incidental surcharges. No right of cancellation exists under either of these circumstances.

#### GUESTS WITH DISABILITIES

We do not discriminate against persons on the basis of disability. We seek, to the extent feasible, to accommodate the needs of persons with disabilities. We have a limited number of staterooms designed for wheelchair access. Service animals are permitted on board ships if prior arrangements have been made. Certain land and shore facilities may not be fully accessible to persons with disabilities. While Holland America Line endeavors to contract with companies which provide accessible services and facilities, we cannot guarantee that all services and facilities will be fully accessible. In limited situations where an individual with a disability would be unable to satisfy certain specified safety and other criteria, even when provided with appropriate auxiliary aids and services, we may find it necessary to ask the individual to make alternative travel arrangements. We must be notified of any special medical, physical or other requirements of guests at the time of booking. Please contact our Access and Compliance Department via email at [halw\\_access@hollandamerica.com](mailto:halw_access@hollandamerica.com), via fax at 1-800-577-1731 or via TTY at 1-800-254-8669.

#### MEDICAL SERVICES/INFANTS/PREGNANCY

Each of our ships is equipped with limited medical facilities that are staffed by a physician and registered nurses. The physician is an independent contractor. There will be a fee charged for all medical services and medications obtained on board. If you become ill during the cruise and the physician is unable to care for your needs on board, you will be transferred to medical facilities on shore. If your condition will require that you have special medical apparatus or assistance on board, we must be made aware of that at time of booking in order to determine whether we can accommodate your needs. If you are using prescription drugs, please bring an adequate supply with you and keep them in your carry-on luggage. We will not accept reservations for infants 12 weeks or younger at time cruise commences, or women who will be 27 or more weeks pregnant at the time their cruise with Holland America Line concludes.

#### PASSPORTS/VISAS/IMMUNIZATIONS

All guests must carry their valid passports. In addition, certain countries may require entry visas. Passports and visas must be valid for the duration of your travel. All passports must be valid for at least six months beyond intended stay. **You are responsible for securing proper documentation for the countries visited on your cruise or land tour.** 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. Information on visas, if applicable, is provided to travel professionals by Holland America Line. Information on visas may also be obtained by contacting Zierer Visa Service at 1-866-788-1100 or sending an e-mail to [hollandvisainfo@zvs.com](mailto:hollandvisainfo@zvs.com). Non-U.S. citizens who have previously been admitted to the United States for permanent residence must carry their Permanent Resident Card (Form 1-551), commonly known as a Green Card.

Furthermore, visiting certain foreign countries may require that you be inoculated prior to leaving the U.S. Please check with a travel medicine specialist or local health department for specific recommendations and/or requirements. You may find some helpful information on the U.S. Centers for Disease Control website at [www.cdc.gov/travel](http://www.cdc.gov/travel) or call toll free 1-877-FYI-TRIP. Please note that some countries have special requirements for minors (under age 18) who are not traveling with both parents. Please discuss this with your travel professional.

#### BAGGAGE POLICY

Holland America Line will carry as baggage only your personal effects for your wearing, comfort or convenience during your travel with Holland America Line. Your baggage needs to be placed in securely constructed and locked suitcases or trunks. If your travel includes a land component, you are limited to two pieces of checked baggage and one overnight or light flight bag which must remain in your custody at all times.

Holland America Line does not assume any liability for loss of or damage to or delay of perishable items, medicine, liquor, cash, credit or debit cards, jewelry, gold, silver or similar valuables, securities, financial instruments, records or other valuable or business documents, computers, cellular telephones, cameras, hearing aids, electric wheelchairs, scooters, or other video or other electronic equipment, binoculars, film, videotape, computer disks, audio disks, tapes or CDs. These items should not be left lying about the ship or your stateroom, nor should they be left unattended on other vessels, railcars or other vehicles or in hotels, nor placed in luggage other than the bag you carry with you. In addition, Holland America Line will not assume any liability for any loss of or damage to carry-on baggage left unattended on the ship or on other modes of transportation or in hotels. Holland America's ships provide, at no extra charge, either safe-deposit boxes in the ship's Front Office or stateroom safes. Certain hotels may also provide similar facilities. Your use of safe-deposit boxes, stateroom safes or similar facilities will not increase Holland America's liability as described below.

Holland America Line cannot be responsible for any loss, delay or damage that occurs before baggage comes into Holland America's actual custody when you begin your travel with us or after baggage leaves Holland America's actual custody at the end of your travel with us. In particular, please note that we assume no responsibility for loss, damage or delay while baggage is in the custody of airlines.

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's liability will not exceed us\$100 (us\$600 for guests who have purchased Cancellation Protection Plan) unless you have specified to Holland America Line in writing the true value of your property and paid to Holland America Line before departure 1% of the value in excess of us\$100 or us\$600, as applicable. In that event, Holland America Line's liability will be limited to the amount so specified.

#### RESPONSIBILITY

The *ms Eurodam*, *ms Noordam*, *ms Westerdam*, *ms Oosterdam*, *ms Zuiderdam*, *ms Prinsendam*, *ms Volendam*, *ms Zaandam* and *ms Amsterdam* are owned by HAL Antillen N.V. and chartered to Holland America Line N.V. The *ms Veendam*, *ms Ryndam*, *ms Maasdam* and *ms Statendam* are owned by HAL Nederland N.V. and chartered to Holland America Line N.V. All of these entities are affiliates of Holland America Line Inc.

**Transportation aboard the ship is provided solely by the Shipowners and Charterers and pursuant to the Cruise Contract that you will receive prior to embarkation. A copy of the form of cruise contract will be provided upon request or can be viewed on our website: [www.hollandamerica.com](http://www.hollandamerica.com). Please note that the contract includes a clause specifying certain courts in the State of Washington as the exclusive forum for resolving disputes.**

Non-Holland America Services (such as airlines and ground carriers, shore excursions, restaurants, air ambulance, hotels and shoreside physicians) are generally performed by independent contractors. These Non-Holland America Services are solely at your risk and subject to the terms or arrangements made by you or on your behalf with the independent contractor. We assume no responsibility with respect to these Non-Holland America Services (including cancellation, delay, injury, death or damage to property) even though we may collect monies or make bookings.

Situations may arise which, in our opinion, make it necessary for us to cancel, advance or postpone a scheduled departure, change itineraries or make substitutions involving hotels, restaurants, ports of call, other travel components, vessels or other modes of transportation. In that event, we do not assume responsibility or liability for any resulting losses, expenses or inconvenience. Your full cruise fare will be refunded, however, if the cruise is cancelled prior to initial embarkation. We are not required to make refunds once travel commences, regardless of the reason for guests being unable to complete their travel.

#### SHIPS' REGISTRY

The *ms Eurodam*, *ms Noordam*, *ms Westerdam*, *ms Oosterdam*, *ms Zuiderdam*, *ms Prinsendam*, *ms Volendam*, *ms Zaandam*, *ms Amsterdam*, *ms Veendam*, *ms Ryndam*, *ms Maasdam* and *ms Statendam* are registered in The Netherlands. Holland America Line has registered trademarks in the United States and various foreign countries for the names and phrases "Holland America," "Holland America Line," "Westours," "Signature of Excellence," "AirPlus Service," "Club HAL," "Wayfarer," "Seafarer," "Seafarer," "Sunfarer," "Eastfarer," and "A Tradition of Excellence" as well as for the modern and antique ship design logo.

Should you need to contact Holland America Line prior to sailing, please use this address:

Holland America Line Inc.  
300 Elliott Avenue West  
Seattle, Washington 98119  
U.S.A.