

# Panama Canal

Cruises

September 2008–December 2009



 **Holland America Line**  
*A Signature of Excellence*





from Atlantic to Pacific, islands to rain forests, prepare to be enchanted by the Panama Canal.

▶ embark





> savor

market-fresh tastes. lunch on your verandah. a bold Chilean red. the freedom to [dine as you wish.](#)  
page 30



> celebrate

spontaneous smiles. [an award-winning crew.](#) 24/7 stateroom service. being a VIP. perfection in details.  
page 39





> discover

the ship's stunning art collection. your inner sous chef. Canal history. a heavenly hot stone massage.  
page 28



> luxuriate

in comfort and space. under soft sheets. by the pool. in an elegant suite. on spacious, mid-sized ships.  
page 52





## > dining

a myriad of venues. ever-changing menus. fresh regional flavors and classic favorites.



## > service

gracious, award-winning crew. intuitive service. nearly one crew member for every two guests.



From a formal five-course affair to a quick, casual dinner for two, our AsYou Wish™ dining lets you choose the venues and style that suit you.

### The elegant main Dining Room

- Luxurious Dining Room, graced with fine art and antiques
- Sophisticated Rosenthal china and crisp white table linens
- Five-course menus with offerings from classic preparations and regionally inspired cuisine to vegetarian options
- Your choice of traditional pre-set seating and dining times or a flexible open schedule

### 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 Lido Restaurant for breakfast and lunch

- Made-to-order dinner entrées and tableside waiter service in the Lido Restaurant for dinner
- Complimentary 24-hour in-room dining
- The Terrace Grill on deck
- 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

- Enhanced 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

### Signature touches

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

\* Available on the *ms Oosterdam* in April 2009.

We invite you to relax. To arrive in a room where every detail shines. To ask for the moon — or a perfectly made martini — and have it delivered on a silver tray.

### Signature style

- Academy-trained professional crew
- Warm, intuitive style of service — never in the way, never out of reach
- Nearly one crew member for every two guests
- More than 135 years of polished attention
- 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

### In your stateroom

- Twice-daily housekeeping
- Nightly turndown service
- Complimentary 24-hour in-room dining
- Ice service, shoeshine service
- Use of the exclusive Neptune Lounge and personal concierge service for Penthouse 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

### Awards & accolades

- CONSISTENTLY AMONG THE HIGHEST-RATED CRUISE LINES *Condé Nast Traveler Readers’ Choice Awards*, *Travel + Leisure World’s Best Awards*
- BEST OVERALL CRUISE VALUE (16 consecutive years) World Ocean & Cruise Liner Society
- HIGH DELUXE FIVE-STAR-PLUS RATING World Ocean & Cruise Liner Society
- INTERNATIONAL FIVE STAR DIAMOND AWARD The American Academy of Hospitality Sciences
- CRUISE LINE WITH THE HIGHEST CLIENT SATISFACTION (Large Ship Category) *Travel Age West*

### THE HOLLAND AMERICA MISSION

Our corporate mission is as simple as it is bold:

**Through excellence we create once-in-a-lifetime experiences, every time.**

## > enrichment

extensive activities and entertainment. culinary demonstrations. special headliners and guest speakers.



## > ambiance

uncrowded, mid-sized ships. elegantly appointed staterooms. spacious, art-filled public rooms.



Pique your imagination. Try something new every day that surprises you. Dabble, discover, daydream, do everything — or nothing at all.

### Relax and recharge

- Tranquil Greenhouse Spa & Salon:\*
  - 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 to unwind, 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 practice tennis or volleyball courts
- Luxury duty-free shopping

### Alive at night

- Lavish Las Vegas-style production shows
- Talented vocalists, illusionists, comedians and variety acts
- Casino gaming, movies, Piano Bar
- Crow's Nest Nightclub

### 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 over 2,000 books, music listening stations, Internet, puzzles and more\*
- Explorations Speaker Series featuring experts on history, culture and cuisine of ports of call
- 24-hour e-mail and Internet access
- BEST SHORE EXCURSIONS  
*Porthole Cruise Magazine* Readers' Choice Awards

\* Spa facilities and Explorations Café vary slightly by ship.

Prepare to be wowed. To discover how modern a room furnished with antiques can be. To sink your toes into soft carpeting and be delighted by spacious proportions.

### Classic design

- Spacious, mid-sized ships accommodating far fewer guests
- 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 a museum-style self-guided iPod® tour
- Marine-blue hulls
- Polished brass brightwork — a nautical tradition

### 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
- Early embarkation program allows guests to board as early as 11:00AM
- Welcome connectivity for your cell phone and other wireless devices, thanks to satellite broadband services. See page 48 for complete details.

### 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-therapy 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

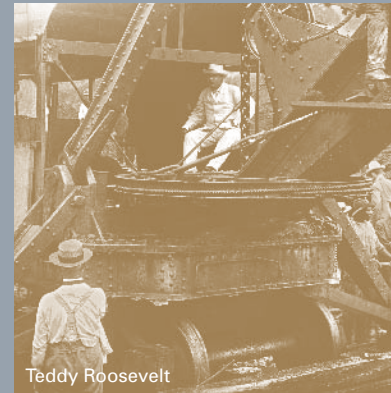
For guests choosing suite accommodations, Holland America Line offers a host of complimentary services that will forever spoil you for any other stateroom class. See page 52 for complete details.



# Bridge Between Worlds

CONSTRUCTION EVENT OF THE CENTURY

Even before its opening, reporters, photojournalists, adventurers and the curious came from around the world to witness this colossal undertaking. What they found was almost beyond description: Locks with walls 1,000-feet long, gates seven-feet thick, the world's largest manmade lake — “too big for photo” wired one photographer.



Teddy Roosevelt



Admirers poured into the locks for a close-up look.



Panama Canal



## Early efforts

As early as the days of Columbus, man was set on finding a sea-level shortcut through the American landmass. But not until Frenchman Ferdinand de Lesseps, fresh from his triumph of building the Suez Canal in 1879, did anyone make a serious attempt. Long story short: The project was poorly managed, underfinanced, and in 1889 the French company went bankrupt. Clearly, an engineering project of this magnitude was too much for a private company. This was a job for a nation.

## Enter the United States

In 1902 President Theodore Roosevelt revived the dream. The United States purchased the French holdings in Panama for a record \$40 million. Col. George Washington Goethals of the U.S. Army Corps of Engineers was put in charge. And the construction of the Canal proceeded with unprecedented speed.

## Against all odds

Despite malaria, yellow fever and 130°F days, the work went on. One foot at a time across fifty miles of jungle, laborers dug an enormous trench, dammed rivers and constructed six immense locks. On August 15, 1914, the steamer *ss Ancon* made the 50-mile inaugural transit in nine hours and 40 minutes — shaving some 9,000 miles from the usual trip around Cape Horn.

## A flood of water

To provide the perpetual water supply necessary to operate the locks, an earthen dam was built across the Chagres River, causing flooding and creating Gatún Lake (at the time, the world's largest artificial lake). In the process, hilltops became islands, as in the case of Barro Colorado Island, a lush living laboratory for the Smithsonian Tropical Research Institute.

## On time, under budget

In 1913, a full year ahead of schedule and under budget by almost \$23 million, the Panama Canal was completed. Still, at a final cost of \$375 million in other materials, the price of the Canal was five times higher than the total cost of the Louisiana Territories, Florida, California, New Mexico, Alaska and the Philippines, combined.

## Good to go

The first vessel, the tugboat *Gatún*, tested the locks on September 16, 1913, and the Canal was officially opened on August 15, 1914.

## OPPOSITE

Gatún Locks in the course of construction.



# Panama Canal Expansion

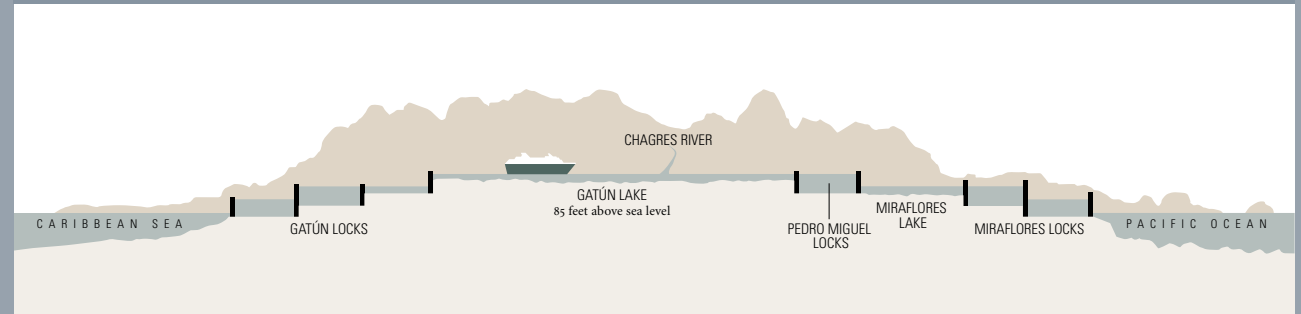
THE BIG DITCH TO GET BIGGER

While the Panama Canal was under construction, one early reporter wired, "This canal is both a first and a last . . . man will never again build with such scope, such imagination." Who knew that one day the Canal would be too small to handle today's maritime traffic and supersize ships? Solution: Dig another Big Ditch. Come witness history in the remaking as Panama expands and modernizes the Canal, all in time for its 100th anniversary in 2014.



Panama Canal locks

## Panama Canal Elevation



Panama Canal Facts



CARIBBEAN SEA

Colón  
Cristóbal

LIMÓN BAY  
On selected cruises,  
scene of a festive  
sunset deck party

GATÚN LOCKS  
Three sets of locks  
raise your Holland America  
ship 85 feet to Gatún Lake

GATÚN LAKE  
Formed by an earthen  
dam, one of the largest  
artificial lakes in the  
world at 23.5 miles long

FUTURE LOCKS  
New locks and channels  
will double the Panama  
Canal's capacity.

Gamboa

GAILLARD CUT  
A winding, 8-mile channel,  
"The Ditch" that breaches  
the Continental Divide

PEDRO MIGUEL LOCKS  
Lowers ships 31 feet in  
one step to Miraflores Lake

MIRAFLORES LOCKS  
Lock gates are the tallest  
in the system because of the  
extreme tidal variation  
in the Pacific Ocean

FUTURE LOCKS  
New lock chambers  
will measure more than  
1.5 miles in length,  
longest in the world.

BRIDGE OF THE AMERICAS  
This impressive mile-long  
steel arch straddles the Canal  
at the entrance to the Pacific

Balboa  
Fuerte Amador  
(Panama City)

PACIFIC OCEAN



### Panama Canal maxed out

For years, major shipping and cruise companies built vessels designed to fit the Canal's lock chambers. (The largest ships the locks can handle are Panamax size, maximum width 106 feet, maximum length 965 feet.) Increasingly, however, global shippers are supersizing their vessels in order to carry more cargo, and they cannot fit in the locks.

### Two new sets of triple locks

To accommodate today's post-Panamax ships, Panama officials will construct two enormous sets of single-lane, three-step locks — one set on the Atlantic side, the other on the Pacific side. Another colossal undertaking with lock chambers 1,400 feet long and 180 feet wide — the longest lock complex in the world.

### Technological breakthrough

Even in the tropics, where more than 100 inches of rain falls annually, the biggest challenge facing Canal engineers is how to save water. (It currently requires more than two billion gallons of fresh water a day to operate the locks, all of which is flushed out to sea.) Canal officials found their solution on a visit to the Hohenwarthe Locks on the Elbe River in Germany: Capture the water in recycling basins as it is emptied from the locks and use it again for the next lockage. The result: a water savings of six million gallons per transit.

### The dirt on the canal

In all, crews will dredge 130 million cubic meters of rock and soil to accommodate the expanded Canal — more than half the amount removed during 34 years of French and U.S. digging — enough to fill the Empire State Building nearly 13 times.

### Sideways

The Isthmus of Panama stretches sideways from northwest to southeast, so if you exit the Canal on the Pacific side, you have actually sailed 50 miles southeast of where you entered on the Atlantic side.

### Weighing in

Go ahead, have another hand-dipped chocolate. Your Holland America Line ship was weighed and measured at christening and the Purser has already cut the check for your passage. About \$2.90 per ton. You do the math.

### Bridging the divide

Among the many original obstacles on the isthmus: the Continental Divide, once looming 534 feet above sea level. You'll cross it at an elevation of 85 feet (reduced from 312 feet) via the winding, eight-mile channel, the Gaillard Cut — The Ditch!



# Panama Canal Sunfarer®

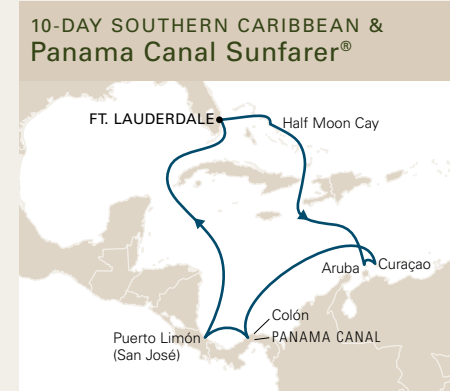
10- TO 14-DAY CRUISES

Perfect for those with less time, our 10- to 14-day Sunfarer® cruises feature a fascinating day exploring Gatún Locks and the serene expanses of Gatún Lake. What will you see? Intriguing sights . . . wildlife-rich islands, sun-dappled jungles, Emberá Indian villages. Travel roundtrip from Ft. Lauderdale aboard the *ms Zuiderdam* or *ms Rotterdam*.



## Flagship holiday

Give yourself the gift of an extra two to four days as our elegant flagship *ms Rotterdam* presents peaceful, less-visited ports of call in the Caribbean including Bonaire, Grand Cayman, Roatán and Costa Maya.



Roundtrip Ft. Lauderdale FROM US\$1,199



Panama Canal Sunfarer®



2008 SAILING DATES	COMPLETE FARES
<i>ms Zuiderdam</i> Nov 9, 19, 29; Dec 9, 19♦★, 29★	P. 54 Columns 2 or 3

2009 SAILING DATES	COMPLETE FARES
<i>ms Zuiderdam</i> Jan 8, 18, 28; Feb 7, 17, 27; Mar 9, 19, 29; Apr 8; Oct 14, 24; Nov 3, 13, 23; Dec 3, 13, 23★	P. 55 Column 7

DAY	PORT	ARRIVE	DEPART
0	FT. LAUDERDALE, FLORIDA		5:00pm
1	Half Moon Cay, Bahamas*	8:00am	3:00pm
2	At sea		
3	Oranjestad, Aruba	Noon	10:00pm
4	Willemstad, Curaçao	8:00am	5:00pm
5	At sea		
6	Enter Panama Canal at Cristóbal Scenic cruising Panama Canal and Gatún Lake ■	5:00am 7:00am	9:00am
	Gatún Lake, Panama * Scenic cruising Panama Canal and Gatún Lake ■	9:00am 10:00am	10:00am 1:00pm
	Leave Panama Canal at Cristóbal, Panama ■ Scenic cruising Limón Bay and Manzanillo Bay Colón, Panama		1:00pm 3:00pm 7:00pm
7	Puerto Limón (San José), Costa Rica	6:30am	4:00pm
8	At sea		
9	At sea		
10	FT. LAUDERDALE, FLORIDA		7:00am

- ★ Celebrate the holidays on these sailings.
- ♦ Dec 19 calls on Cristóbal instead of Colón on Day 6.
- ❖ Conditions permitting.
- Panama Canal transit times are approximate.
- \* Service call for shore excursions.

## A day in Gatún

What does it take to lift your ship 85 feet from sea level to the serene expanses of Gatún Lake? A set of triple locks with walls 1,000-foot long, gates seven-foot thick, millions of gallons of water and several mules (electric locomotives) to pull your ship from lock to lock. Amazingly, this all happens using no power other than the force of gravity. All explained in detail by a Panama Canal historian as your ship navigates each amazing step.

## Onshore adventures

Reserve your favorite shore excursions in advance at [www.hollandamerica.com](http://www.hollandamerica.com) for priority processing. See page 48 for complete details.

## OPPOSITE

Monarch butterfly at home in the Americas.

Rain forest orchids, Costa Rican splendor.

## LEFT

Throw a beach party for up to 25 family and friends at the Private Oasis Cabana on Half Moon Cay.

## ABOVE

Once mountaintops, the islands of Gatún Lake teem with wildlife.





# Vacation & Hotel Packages

PRE- & POST-CRUISE PACKAGES

Have the ancient Incan civilizations at Cuzco and Machu Picchu always been high on your list of world highlights to visit? Here is your chance to take them in as you extend your Panama Canal explorations, either pre- or post-cruise. Or perhaps you wish to see more of the world-class cities in which you will embark or disembark the ship. We can help arrange hotel stays of one, two or three nights.

## 5-NIGHT Lima/Machu Picchu



Vacation & Hotel Packages



For cruises sailing to or from Callao (Lima).

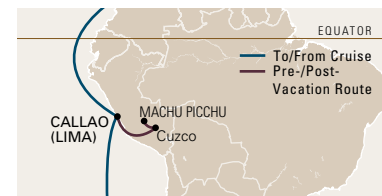
### PRE-CRUISE TOUR: 2008: Nov 18

- Lima** Overnight Lima (late check-in provided).
- Lima** Enjoy an afternoon tour of colonial Lima including its renowned Archaeological Museum. Dinner with wine. Overnight Lima.
- Cuzco** Fly to Cuzco, where an afternoon tour of this former Inca capital explores the fortress Sacsayhuamán and Tambo Machay, a sacred bathing place for Inca royals. Evening folkloric show. Overnight Cuzco.
- Machu Picchu** Arrive by train from Cuzco to discover the awe-inspiring Incan city where the great emperor Pachacuti reigned. Explore the Temple of Three Windows, the astronomical observatory and Temple of the Moon. Overnight Cuzco.
- Lima** Fly Cuzco to Lima for a tour of the world-famous Gold Museum. Overnight Lima.
- Lima/Bon Voyage** Transfer to the pier.

### POST-CRUISE TOUR: 2008: Nov 23

This post-cruise tour includes all the features of the pre-cruise tour, in reverse.

ADD TO YOUR CRUISE FARE	2008
Shared Double	us\$1,649
Single Occupancy	2,049



### Ft. Lauderdale

HILTON FT. LAUDERDALE BEACH RESORT 2008	1ST NIGHT	EACH ADDITIONAL NIGHT
Shared Double	us\$349	us\$299
Single Occupancy	659	599

2009		
Shared Double	us\$339	us\$289
Single Occupancy	629	579

HOLLYWOOD BEACH MARRIOTT 2008	1ST NIGHT	EACH ADDITIONAL NIGHT
Shared Double	us\$159	us\$119
Single Occupancy	279	249

2009		
Shared Double	us\$169	us\$119
Single Occupancy	289	249

### Lima

SHERATON LIMA 2008	1ST NIGHT	EACH ADDITIONAL NIGHT
Shared Double pre-cruise*	us\$119	us\$59
Single Occupancy pre-cruise*	159	99
Shared Double post-cruise▲*	139	59
Single Occupancy post-cruise▲*	219	99

### Los Angeles

LONG BEACH MARRIOTT JAN 2009	1ST NIGHT	EACH ADDITIONAL NIGHT
Shared Double	us\$199	us\$139
Single Occupancy	329	259

APR - DEC 2009		
Shared Double	us\$179	us\$119
Single Occupancy	289	219

### San Diego

SHERATON SAN DIEGO 2008	1ST NIGHT	EACH ADDITIONAL NIGHT
Shared Double	us\$149	us\$119
Single Occupancy	269	249

2009		
Shared Double	us\$149	us\$119
Single Occupancy	279	269

SHERATON SAN DIEGO-SUITE 2008	1ST NIGHT	EACH ADDITIONAL NIGHT
Shared Double	us\$219	us\$189
Single Occupancy	399	379

2009		
Shared Double	us\$239	us\$199
Single Occupancy	429	399

### Seattle

SEATTLE SHERATON 2008/2009	1ST NIGHT	EACH ADDITIONAL NIGHT
Shared Double	us\$149	us\$119
Single Occupancy	259	219

### Tampa

HYATT REGENCY 2008	1ST NIGHT	EACH ADDITIONAL NIGHT
Shared Double	us\$119	us\$89
Single Occupancy	199	179

2009		
Shared Double	us\$129	us\$79
Single Occupancy	199	149

### Vancouver

PAN PACIFIC HOTEL 2008	1ST NIGHT	EACH ADDITIONAL NIGHT
Shared Double	us\$249	us\$159
Single Occupancy	399	319

2009		
Shared Double	us\$249	us\$169
Single Occupancy	419	329

▲ For post-cruise guests, rooms will be reserved until 6:00pm the day of your departure.

\* Triple not available — third person must book as a single occupancy.

Fares are per person double occupancy and include applicable room taxes, bellman gratuities, and airport/hotel/ship transfers where applicable. Holland America Line may substitute hotels of equal standard where necessary. Components of a tour itinerary may be operated in a different order than shown. A minimum number of guests may be required for a tour to operate. All fares are in U.S. dollars and are subject to change. Triple Occupancy fares available upon request.

Guests must have a valid passport, necessary visas and any required immunizations prior to participation in a pre- or post-cruise tour. Guests are responsible for incidentals and meals unless noted otherwise.

### OPPOSITE

Intricately painted ceramics feature motifs taken from Incan tradition.

### ABOVE LEFT TO RIGHT

Machu Picchu, mountaintop citadel of the Incas.

In Cuzco markets ancient Quechua is still spoken.



# Shore Excursions Online

BOOKING IN ADVANCE

If you have already booked your cruise and received a six-digit alpha-numeric booking number, you can book your favorite shore activities 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 preferences will receive priority handling. Simply log on to [www.hollandamerica.com](http://www.hollandamerica.com), click on “book shore excursions,” and follow the user-friendly prompts.

# Signature Service

ENHANCING YOUR ONBOARD EXPERIENCE



Winetasting



Spa



Pinnacle Grill

Shore Excursions Online & Signature Service

## 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 easy and convenient.

## 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 or view natural wonders up close? The Collections of Holland America Line represent a small subset of the shore excursions you will find in this brochure. Each collection offers its own particular focus and is available only in select ports

### THE MEDALLION COLLECTION

A series of exclusive experiences designed to accommodate our most discerning guests, our Medallion Collection tours are each carefully chosen to provide an in-depth perspective. They offer unparalleled access to events and sights not normally readily available. First-class style, smaller groups, multi-day Overland Adventures—elite activities for a privileged few.

### SIGNATURE COLLECTION TOURING

This exclusive touring option for independent-minded travelers lets you completely customize and maximize your time ashore by reserving private transportation (along with an English-speaking driver/guide) in advance. Whether you travel by car or minivan, customized boat, classic floatplane or stretch SUV limousine, you choose the companions, sights and pace that perfectly suit you.

### THE 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. Visit a tribe of Emberá Indians living on an island in Panama's Gatún Lake, marvel at Aruba's undersea life on an Atlantis submarine, explore the wondrous Mayan ruins of Copán. These tours showcase hidden gems, unusual angles and inside stories that will bring you back time and again.

### WORLD WONDERS COLLECTION

Natural wonders, architectural wonders, technical wonders: what they have in common is the ability to inspire awe. To the “Seven Wonders of the World,” we add our own nominations—such as Mexico's Copper Canyon or the Panama Canal itself—based on our decades of leadership in global travel and our own passion for travel's inherent marvels.

Add to your onboard enjoyment—or delight someone special—by purchasing one of our Signature Service packages. For details and to place an order, visit [www.hollandamerica.com](http://www.hollandamerica.com) or call Ship Services at 1-800-541-1576.

### Sommelier Package

Our Sommelier Package is designed to enhance your five-star dining experience, offering you the opportunity to discover a wide variety of wines that are new, interesting, different and fun. The package includes the following for cruises up to 10 days (cruises of 11–14 days are enhanced, as indicated):

- **Invitation to an onboard Winetasting** Explore a wide world of delicious, affordable wines that complement a variety of cuisine styles in this fun and educational winetasting
- **Invitation to an onboard Premium Winetasting** Savor fine wines under the tutelage of your ship's expert sommelier. Bold and robust or subtle and buttery, these wines represent the best and the brightest.
- **Dinner at the Pinnacle Grill** Celebrate fine dining at the Pinnacle Grill, where a table has been reserved for you (Two evenings in the Pinnacle Grill for cruises of 11–14 days)
- **Five Complimentary Bottles** Choose old favorites or try something new as you select five bottles of wine to enjoy during your cruise from the Wine Navigator listings included in your cruise documents
- **Commemorative Gifts** Enjoy a special wine-related gift as well as our own Holland America Line Commemorative wine delivered to your stateroom—an elegant memento of your cruise

### Well-Being Package

Prepare for wonderful pampering: our Well-Being package offers you a select combination of rejuvenating spa treatments from The Greenhouse Spa & Salon, along with other healthful amenities.

- **Fitness class** Sample the benefits of yoga, Pilates or many others in the complimentary class session that is included in your package
- **Alpha Capsule Treatment** Learn about this advanced treatment combining dry-heat sauna, vibratory massage and soothing aromatherapy, then enjoy its soothing power for yourself in the session that is included with your package
- **Complimentary Spa Treatment** Treat yourself to a 50-minute *La Therapie Facial*, *Elemis Aromapure Facial*, *Swedish Massage* or an *Elemis Deep Tissue Massage*—one spa treatment is included in your package
- **Daily Fresh Fruit** A platter of sliced, fresh fruit delivered to your stateroom daily
- **Monogrammed Bathrobe** Your own luxurious bathrobe, specially monogrammed with your name or initials
- **Hydro Pool & Thermal Suite** Unlimited complimentary access to our Hydro Pool & Thermal Suite. (*Availability varies by ship*)

### Suite Elite Package

For Suite guests, we offer the ultimate amenity package, entitling you to even more privileges onboard.

- **Stateroom Niceties** In your suite upon arrival: 2 bottles of wine and 2 of liquor. You will also receive a deluxe flower arrangement, and nightly truffles at turndown.
- **Dining Niceties** Dinner for two at the Pinnacle Grill (Two dinners for cruises of 11–14 days)
- **Cards, Classes & Access** Complimentary Culinary Arts Center class, Premium Winetasting, unlimited access to the spa's Hydro Pool & Thermal Suite, Explorations Café coffee card; 100-minute Internet card (150 minutes for cruises of 11–14 days)

### Suite Amenities Package

Why not treat yourself to suite-like amenities like these?

- **Stateroom Niceties** Initial beverage set-up: 2 bottles of wine and 2 liquor; à la carte pillow selection; fresh flowers; monogrammed bathrobes for two
- **Service Niceties** Complimentary laundry and pressing, special disembarkation privileges, access to Disembarkation Lounge with continental breakfast
- **Dining and more** Dinner for two in the Pinnacle Grill (two dinners for cruises of 11–14 days); your choice of High Tea or Cold Canapés daily; Explorations Café coffee card; DVD selection with free popcorn throughout cruise



## > an elite fleet

taking the air on the Promenade Deck. spacious, mid-sized ships. elegant two-tiered Dining Room.

ms Zuiderdam  
ms Westerdam  
ms Oosterdam  
ms Statendam  
ms Veendam  
ms Ryndam  
ms Rotterdam



espresso and enrichment at Explorations Café. refined ambiance featuring fine artwork and antiques.



An Elite Fleet



From the flagship of our fleet to our most intimate vessel, our spacious five-star ships are designed to offer worlds of comfort and amenities on board.

### Sophisticated ship features

- Multi-million-dollar-plus collection of artwork and antiques (self-guided iPod® tour available)
- Two outdoor swimming pools, one with retractable roof
- Greenhouse Spa & Salon featuring thermal suites, a hydrotherapy and thalassotherapy pool, heated ceramic lounges and more
- Two-tiered show lounge
- Soaring central atrium
- Piano Bar
- Casino
- Internet Center
- Wireless “hotspots” for laptop connectivity

### Diverse dining choices

- Elegant two-tiered main Dining Room for breakfast, lunch and dinner
- Intimate, reservations-only Pinnacle Grill featuring premium, hand-selected cuts of aged Sterling Silver Beef® and inspired fresh seafood dishes as well as distinctive Bvlgari® china, Riedel® stemware and Frette® linens

- The Lido Restaurant—a casual dining alternative for all three meals—featuring a variety of fresh, cooked-to-order specialties
- Complimentary 24-hour in-room dining
- Extensive wine cellar featuring highly rated wines

### Activities for all interests

- Escorted shore excursions, including unique Medallion Collection tours
- Culinary Arts Center, presented by *Food & Wine* magazine, for gourmet cooking demonstrations and interactive classes
- Explorations Café, powered by *The New York Times*, offering the largest library at sea, music listening stations and Internet access
- Club HAL®, dedicated youth facilities for ages 8–12 and activities for kids ages 3–7\*
- The Loft and the Oasis, designed exclusively for teens\*
- Crow's Nest Nightclub
- Beauty salon
- Luxury duty-free shopping
- Recent-release movies
- Lavish production shows
- Talented vocalists and virtuoso performers
- Port lectures and cultural Explorations Speaker Series

\* Youth facilities vary by ship.



## > upgrading to a suite

fresh flowers, signature bedding, spread out in a Deluxe Verandah Suite.



award-winning service. exclusive Neptune Lounge. 24-hour in-suite dining. room for entertaining.



Upgrading to a Suite

Refined amenities grace each spacious stateroom. And for guests choosing suite accommodations, a truly extraordinary level of luxurious living awaits.

### In every gracious stateroom

- Our signature Mariner's Dream™ bed featuring plush Sealy® Posturepedic Euro-Top mattress and finely woven cotton linens
- Deluxe waffle weave and terry cloth bathrobes for use during your voyage
- 100% Egyptian cotton towels
- Premium massage showerhead
- 5x magnifying make-up mirror and salon-quality hair dryer
- 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 and DVD player
- Ice service, shoeshine service and nightly turndown service

### Verandah Suites (categories A-BC and SS-SZ)

- Include all the stateroom amenities, plus:
- 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
- Complimentary DVD library

### Penthouse Verandah Suites (category PS) and Deluxe Verandah Suites (categories S and SA-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 boutonnières for the first formal night
- Cold 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 tendered ports of call
- Special disembarkation service
- Priority dining and seating requests
- Exclusive daily breakfast service
- High tea service in suite on request





# ▶ your best coverage worldwide

HOLLAND AMERICA LINE CANCELLATION PROTECTION PLAN

## Four Reasons Ours Is the Best Protection in the Industry

### 1 YOU CAN CANCEL FOR ANY REASON.

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

### 2 YOU GET MONEY BACK.

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 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 Line’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 is 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 will 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 will 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.



## 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 71 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.

FARE PAID (USD)	STANDARD PLAN	PLATINUM PLAN
\$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
4,501 – 5,000	379	514
5,001 – 5,500	409	559
5,501 – 6,000	439	604
6,001 – 6,500	469	649
6,501 – 7,000	499	694
7,001 – 7,500	529	739
7,501 – 8,000	559	784
8,001 – 8,500	589	829
8,501 – 9,000	619	874
9,001 – 9,500	649	919
9,501 – 10,000*	679	964

\*Above US\$10,000, 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.

- 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.

Cancellation Protection Plan



Holland America Line'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 LINE'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 arrangements for a representative to meet you at the airport 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\$3.40, 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

Send your written requests to AirPlus Service

Fax:

206-298-3008

E-mail:

[airsea\\_web\\_airplus@hollandamerica.com](mailto:airsea_web_airplus@hollandamerica.com)

Or call:

1-800-628-4771

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. Unused transfers are not refundable.

## 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.

Guests purchasing transfers with independent flight arrangements must advise Holland America Line of this information at least 14 days prior to departure.

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

Getting to your Holland America ship from the East Coast has never been easier. Simply meet us at the motor coach departure point nearest your home city and we'll whisk you — in air-conditioned comfort — to the cruise terminal, where you'll enjoy prompt embarkation and a warm welcome aboard. At vacation's end, your exit is just as carefree.

Ask your Travel Professional about our Home City Motor Coach Program when you book your roundtrip Ft. Lauderdale cruise (not available on one-way cruises).

## CRUISES DEPARTING ROUNDTrip FT. LAUDERDALE:

Bradenton, FL	Orlando, FL
Clearwater, FL	Port Charlotte, FL
Daytona Beach, FL	Sarasota North, FL
Estero, FL	Sarasota South, FL
Ft. Myers, FL	St. Petersburg, FL
Ft. Pierce, FL	Stuart, FL
Lady Lake, FL	Sun City Center, FL
Leesburg, FL	Tampa/Brandon, FL
Melbourne, FL	Venice, FL
Naples, FL	Vero Beach, FL
Ocala, FL	West Palm Beach, FL



## Amtrak® Train Travel

Travel by Amtrak and receive special discounts up to 25%\* on travel between cities in the U.S. and 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.



Travel Information

## MARINER SOCIETY®

“Once aboard, never forgotten.”

Our past guests are members of a distinguished travel group known as the Mariner Society. Membership entitles you to special rewards and extra privileges. Whether you have cruised with us fifty times or just once, we are honored to welcome you aboard again as a special and honored guest, a Mariner.

- Members-only onboard events
- Advance notice of special cruise offers
- Select rewards and recognition
- Complimentary subscription to our travel magazine, featuring news and Mariner Society updates

## THE HOLLAND AMERICA MISSION

Our corporate mission is as simple as it is bold:

**Through excellence we create once-in-a-lifetime experiences, every time.**



**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 67.

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 67.

Final payment is due 75 days (Cancellation Policy A), 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 in accordance with the below Cancellation Policies. Please refer to the cruise fare pages of the appropriate Holland America Line brochure for the Cancellation Policy applicable to your cruise prior to the date on which you are to commence travel by air, rail, sea or otherwise. 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. 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. This policy applies to the cruise

fare (including non-discountable amounts), air add-ons, pre-cruise and post-cruise package charges, and transfers.

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 passenger 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 e-mail 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 24 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. We strongly recommend carrying a passport that is valid for at least six months beyond the completion date of your travel, as this is required by some countries. **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 may be obtained by contacting Zierer Visa Service at 1-866-788-1100 or sending an e-mail to [info@zvs.com](mailto:info@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. 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.

Furthermore, visiting certain 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.

**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 Westerdam*, *ms Oosterdam*, *ms Zuiderdam*, are owned by HAL Antillen N.V. and chartered to Holland America Line N.V. The *ms Rotterdam*, *ms Veendam*, *ms Ryndam* 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 Westerdam*, *ms Oosterdam*, *ms Zuiderdam*, *ms Rotterdam*, *ms Veendam*, *ms Ryndam*, 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,” “Signature of Excellence,” “AirPlus Service,” “Oceans Apart,” “Club HAL,” “Sunfarer” 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.