



From Holland America President, Orlando Ashford:

Our success is driven by your continued support, and we recognize that you've been working harder than ever during an incredibly challenging time. Your commitment to Holland America Line and your clients has been unwavering, and we greatly appreciate and value you.

This is an unprecedented time. And we know that every sale will be just a little more difficult. That's why we would like to offer you something special as a thank you. On new bookings made between March 1 and April 30, 2020, **you can earn an additional 4% bonus commission.** This offer is applicable to all of our 2020 sailings.

We also want to ensure your clients book their 2020 cruise with confidence. On new bookings made from March 1 through April 30, 2020, for sailings up to October 15, 2020, your clients may cancel for any reason and receive their full deposit and any fees back as a Future Cruise Credit (up to 30 days before departure; additional restrictions apply).

In addition, this offer combines with all of our promotions, including the "Pack These Values" promotion, giving them even more reasons to book their cruise vacation with you today!

Pack These Values! Book select 2020 cruises or Land+Sea Journeys and receive valuable offers*:

- Free gratuities
- Free or reduced kids' fares (taxes, fees and port expenses are additional)
- Deposits from \$99
- Suites get up to US\$300 onboard spending money

For questions about these offers, you can contact your Business Development Manager, [Judy Hall -jhall@hollandamerica.com](mailto:Judy.Hall@hollandamerica.com)

This has been an extraordinary time, and we sincerely appreciate your ongoing partnership. We are keeping the News & Travel Advisories section of our website updated with our health protocols, itinerary changes and the latest information on COVID-19 (Coronavirus).

Thank you again for your business and your loyalty to Holland America Line. As always, we are committed to your success.

Orlando Ashford
President Holland America Line

Here is more information from Judy Hall that you may find helpful:

- Please don't cancel groups until you have talked with Judy Hall
- Offer HAL's CPP where you clients can cancel up to 24 hrs for any reason.
- Currently for new bookings use HAL's Book with Confidence promo
- Did you know right now HAL's offering an additional 4% bonus commission- read on

CPP at a glance:

I want to point out that if you have clients who are currently not under final payment they can add our CPP – cancellation protection.

They can CANCEL UP TO 24 HOURS FOR ANY REASON.

YOU can book CPP- Up to the day prior to when xl fees begin. HOWEVER, exception to this - TA's need to know if booking a non-refundable deposit or non-refundable promo, it's due at time of booking as that is when xl fees become applicable.

[Click Here](#) for full details on HAL's CPP program.

Also on HAL's website, they have full and up to date information and advisories – so if your clients have any questions, [find out more here](#).