



Dear Travel Partner,

We have a **newly created webpage that includes links to various information and resources available** to our travel partners. This includes the FAQ document, cruise cancellation and commission protection grid, links to federal government stimulus package information and more. Here is the link to the page: <https://gohal.com/policies/>

Here are the links:

HOLLAND AMERICA LINE POLICY UPDATES AND COMMISSION PROTECTION

[Download](#) COVID-19 Frequently Asked Questions for Travel Advisors

[Download](#) the Cruise Cancellation and Commission Protection Reference Grid

[View](#) the Options for Cancelled Sailings

[Download](#) the Extension of Temporary Pause to Global Ship Operations for 30 Additional Days Press Release

[Watch](#) the Video of a Special Message from President, Orlando Ashford

[Read](#) the Updated Information for Cruises Scheduled to Depart through April 14, 2020

[Access](#) the Future Cruise Credit Form

NEW! Cancellation Protection Plan (CPP/P) Full Commission Offer

For a limited time, travel advisors will receive **FULL COMMISSION** when clients purchase our Cancellation Protection Plan, which will give your clients peace of mind during their cruise vacation planning process, allowing them to cancel up to 24 hours before departure – for any reason. This special offer ends on June 30, 2020.

Holland America Line's Cancellation Protection Plans (CPP) are designed to help protect your clients' vacation payment from loss. CPP is available for purchase on Holland America Line cruises and Land+Sea Journeys and is offered as a Standard Plan or a Platinum Plan.

Four reasons why your clients should choose a Holland America Line Cancellation Protection Plan are:

1. Your clients can cancel for any reason up to 24 hours before departure under our Standard Plan or right up to departure with our Platinum Plan.
2. Holland America Line refunds 80%–90% of eligible amounts paid, regardless of your client’s reason for canceling.
3. Our Standard and Platinum plans do not contain pre-existing condition exclusions.
4. We offer the same excellent protection for all ages, at the same cost.

[Click here](#) to learn more about our Cancellation Protection Plan.

4% Bonus Commission Offer Extended (now expiring 5/31/20)

On new bookings made between March 1 and May 31, 2020, travel advisors can earn an **additional 4% bonus commission**. This offer is applicable to all of our 2020 sailings*

NOW, BOOK YOUR CLIENTS’ CRUISE WITH CONFIDENCE

If your clients need to cancel for any reason, they’ll receive a Future Cruise Credit (valid through December 31, 2020 to be used on sailings through December 31, 2021) in the amount of their deposit and any cancellation fees**

*Restrictions apply. **Book with Confidence is applicable on sailings departing on or before October 15, 2020, booked in March or April 2020 and cruise must be cancelled up to 30 days prior to sailing. See full terms and conditions at hollandamerica.com. Ships’ Registry: The Netherlands.

Additional Date Added for Webinar “Opening Doors: Going from Surviving to Thriving”

Join Holland America Line Senior Director of National Accounts, Michelle Sutter, for an encore presentation of, **“Opening Doors: Going from Surviving to Thriving”** on April 16 at 11:30 A.M. PT/2:30 P.M. ET.

She will share how opening doors to new perspectives can help improve your everyday and grow your business. During challenging times, refocusing our energy is key. Our hope during this webinar is for you to gain insight into what actions you can do today to get prepared for a new tomorrow.

Whether you are a travel advisor, office manager, agency owner or sales manager, the practical strategies and actionable tips shared will help you navigate these uncharted waters.

Please feel free to share this invitation with your members.

[REGISTER HERE](#)

Thank you for your continued partnership and friendship during these unprecedented times. Please do not hesitate to reach out should you need anything.

Best,

Elycia