



COVID-19 (CORONAVIRUS) FAQ FOR TRAVEL ADVISORS AS OF APRIL 2, 2020

Q: Where can I find current information regarding impacted cruises, health advisories and countries with travel restrictions?

A: Updated information will be available on our website under the Travel Health Advisory link.
https://www.hollandamerica.com/en_US/news/coronavirus-travel-advisory.html

Please do not save or refer to information other than what is posted on our website. The situation is rapidly evolving, and information becomes outdated quickly. However, on our page you will also find the link to the U.S. Centers for Disease Control and Prevention (CDC) site for their most current information.

Official restrictions or warnings on areas to travel will come from the U.S. CDC, the World Health Organization (WHO) and/or the U.S. State Department or its equivalent in your country.

Q: Do I need to call in to take advantage of any of the cancellation policy exceptions?

A: No, all cancellation policy exceptions can be done online. Per the various exceptions below, cancel the bookings in POLAR Online or your remote booking system and then follow the respective steps for requesting compensation under Book with Confidence, Short Term Cancel Policy or the 30-Day Pause of Global Operations as outlined below.

Q: Is Holland America Line cancelling any voyages?

A: Yes, due to unpredictable circumstances evolving from the global spread of COVID-19, and in an abundance of caution, Holland America Line has made the difficult decision to voluntarily pause global operations of its 14 cruise ships for an additional 30 days. This pause in global operations is effective starting March 14, 2020, impacting sailings scheduled to depart through May 14, 2020. For more information on Holland America Line's voluntary pause in global operations, please visit our [News & Advisories](#) page. This page also includes a list of all the impacted sailings. For your clients who have bookings through May 14, 2020, we are pleased to offer two options:

Option #1 – We hope your clients will give us the chance to welcome them on board a future cruise. If they defer their refund they will receive a future cruise credit for 125% of the base cruise fare paid plus onboard spending money of USD\$250 per person (including 3rd/4th guests), which can be applied toward any future cruise through December 31, 2021. Guests must use the FCC to book a cruise(s) by December 31, 2020 on any cruise(s) scheduled to sail by December 31, 2021. Non-cruise fare purchases through Holland America Line will be refunded via the method of payment used to purchase the services.

Option #2 - If they do not choose the 125% future cruise credit plus USD\$250 per person onboard spending money, a 100% refund of all monies paid will be reimbursed to the original form of payment. This includes Holland America Line's Flight Ease air, Cancellation Protection Plan, Holland America Line pre- or post-cruise hotel packages or transfers, prepaid shore excursions and amenities purchased through Holland America Line, and taxes, fees, and port expenses back to the original form of payment.



If any portion of your clients travel was not booked through Holland America Line, other booking and cancellation conditions and policies may apply. Most airlines and other travel-related services such as hotels, transportation, and tours are allowing refunds or waiving change fees due to the COVID-19 pandemic; please work directly with those operators regarding their charges.

To verify which option each guest wishes to choose, and to automate the process as much as possible to avoid long hold times, we have developed an easy-to-use online form. We will be sending this out to each guest booked on any of the impacted sailings but we encourage you to connect with your clients if you'd like to offer your support in completing this on their behalf. To advise us of their compensation choice, visit <https://book2.hollandamerica.com/cp/> between March 15 and June 1, 2020. Guests who do not select an option prior to June 1, 2020 will be automatically default to Future Cruise Credits and onboard spending money.

Q: If my clients cancelled their booking before Holland America Line cancelled their voyage, can they take advantage of the new cancelled voyage offer?

A: Holland America Line will honor the compensation offered at the time the bookings were cancelled. Guests who chose to remain committed to their Holland America Line sailing until it was determined that the voyages would be cancelled will be able to take advantage of the offers associated with the cancelled voyages. Guests who chose to take advantage of a different cancellation waiver policy prior to the voyages being cancelled will remain with that policy's offer.

Q: Will Holland America Line protect travel advisor commission on voyages cancelled as part of the Temporary Pause on Global Ship Operations?

A: Yes. 100% commission (base + override) will be protected for paid in full bookings cancelled within final payment on these cancelled voyages. Bookings not paid in full that are cancelled within final payment will default to standard commission policy. Bookings cancelled outside of final payment, even if paid in full, will default to standard commission policy.

Q: Will Holland America Line be protecting tour conductor credits for the cancelled voyages?

A: No, we will not.

Q: What is your new Short-Term Cancel Policy?

A: Holland America Line is introducing the Short-Term Cancel Policy for bookings made and departing through July 31, 2020 which have not been affected by the 30-day pause. We are allowing guests the option of cancelling their booking (new or existing), with a minimum of 48 hours cancellation notice prior to departure date.

Any cancellation will receive an FCC for the amount of their cancellation fees, less the cost of Cancellation Protection Plans (Standard or Platinum) used to receive a cash refund that can be used for another cruise in 2020 or 2021. Bookings can be cancelled in POLAR Online or remote booking systems and will have the FCC processed automatically. The FCC must be booked by December 31, 2020. FCCs are nonrefundable, non-transferrable and do not have to be used on the same destination that was cancelled.



Q: Are you making any adjustments to final payment deadlines for the new Short-Term Cancel Policy?

A: Yes! We have made the decision to give your clients longer to make final payment on June and July 2020 sailings. For all June and July departures, final payment will now be due 60 days prior to the sailing date. Cancellation Protection Plan (Standard and Platinum) still needs to be purchased prior to cancellation fees beginning, which is before the 60-day enhancement for select voyages. Cancellation fee schedules have not changed.

Q: What is Holland America Line's new Short-Term Cancel Commission Policy?

A: Effective March 6, 2020, Holland America Line is protecting 100% commission (base + override) for all bookings that are paid in full and cancelled within final payment. Bookings not paid in full that are cancelled within final payment will default to standard commission policy. Bookings cancelled outside of final payment, even if paid in full, will default to standard commission policy. The cancellation must be made at least 48 hours prior to departure. This applies to new and existing bookings for sailings departing prior to July 31, 2020. FCCs issued to your clients under the Short-Term Cancel Policy will also be commissionable (base + override). The FCC must be applied to a future booking by December 31, 2020 towards any sailing departing by December 31, 2021.

Q: How will Holland America Line handle bookings that cancelled before the Short-Term Cancel Policy was implemented that would have been eligible?

A: Holland America Line will be proactively pulling all eligible bookings and processing them based on the terms of the Short-Term Cancel Policy. Your clients' FCC will be applied to their Mariner ID. Please allow 4-6 weeks for these to be applied due to the higher than usual number of requests we are currently processing.

Q: Do I need to do anything special to ensure my guests get the Short-Term Cancel Policy FCC?

A: No. All bookings that meet the date criteria will automatically be issued an FCC, it is not necessary to contact Holland America Line to request this. They will receive an email confirmation with the FCC details. You can cancel the booking in POLAR Online and our process will automatically pick up all bookings that meet eligibility criteria. If using POLAR Online, we prefer cancellation code O3 be used. If a different code is used, it will not prevent the booking from being included in the automated process.

Q: Does the Short-Term Cancel Policy apply to chartered sailings?

A: No, it does not.

Q: What is the "Book with Confidence" Program?

A: This is a limited-time program we are offering on new bookings made from March 1, 2020, until April 30, 2020 departing August 1, 2020 through October 15, 2020. Under this program, guests can feel comfortable booking a future cruise, as it allows them cancel for any reason and receive a Future Cruise Credit (FCC) which is valid until December 31, 2020 in the amount of their cancellation fees, less the cost of Cancellation Protection Plans (Standard or Platinum). FCC is only valid on cruises sailing in 2020 or 2021. Guests must cancel at least 30 days before the cruise departure, and additional restrictions apply.



“Book with Confidence” is applicable on sailings departing August 1, 2020, through October 15, 2020, booked in March or April 2020. After the booking is cancelled you or your client will need to fill out and submit a form found at www.hollandamerica.com/bookwithconfidence no less than 30 days prior to sailing in order to request the FCC. Bookings do not need to be cancelled through the contact centers to take advantage of this offer. We encourage our partners to use POLAR online or other GDS systems for 24/7 access without hold times.

Q: Do I earn commission if my clients cancel their booking that was made under the Book with Confidence Program?

A: Yes! Eligible bookings that take advantage of the Book with Confidence Program will be paid 100% commission (base + override) for paid in full bookings cancelled within final payment. Bookings not paid in full that are cancelled within final payment will default to standard commission policy. Bookings cancelled outside of final payment, even if paid in full, will default to standard commission policy

Q: Should my clients book Holland America Line’s Cancellation Protection Plan?

A: Definitely! We have always recommended that guests protect their vacation investment, and this is important now more than ever. It is also very important for you as their travel advisor to direct them to a plan that you know allows them not only to cancel for any reason but also is known to be applicable in today’s situation. Holland America Line has confirmed with our insurance provider that there are no exclusions that would leave guests disappointed. And there is no pre-existing condition clause. This is not the case with other travel insurance policies, so the best thing you can do is encourage your clients to purchase our Cancellation Protection Plan.

Holland America Line’s Cancellation Protection Plan can be purchased for new cruise or Alaska Land+Sea Journey bookings or existing bookings as long as it is purchased before the date cancellation fees begin to accrue. Offered as a Standard or Platinum plan, guests can cancel up to 24 hours before departure with Standard and right up to departure under Platinum and receive refunds of 80 percent (Standard) or 90 percent (Platinum) of eligible amounts paid. The cost varies by cruise fare and is nonrefundable. Platinum coverage also provides important trip interruption insurance.

Q: Why should my clients buy Cancellation Protection Plan Standard (CPP) or Cancellation Protection Plan Platinum (CPPP) while you are offering the “Book with Confidence” Program?

A: Guests who book under the “Book with Confidence” Program should also purchase Holland America Line’s Cancellation Protection Plan (Standard or Platinum), as this allows them to submit a request for an FCC of the 10 percent or 20 percent cancellation fees withheld under the program terms and conditions. And with the Cancellation Protection Plans, the guest can receive a cash refund. The “Book with Confidence” Program is FCC. The cost of Cancellation Protection Plan is non-refundable.

NOTE: Should guests choose to forfeit their cash refund of 80%/90% from their Cancellation Protection Plan policy in favor of including the cost of the Cancellation Protection Plan in their FCC amount please call your local Reservations Team for special handling.

NOTE: Agents receive 10 percent commission paid against the amount of cancellation fees assessed.



Q: How do I respond to existing booked clients who wish to cancel?

A: Please see below.

- A. Please review their concerns and reference tools available on the Holland America Line website Travel Health Advisory page to ensure facts are understood and guests are clear about the precautions taken to keep them and our crew safe.
- B. If guests are outside of cancellation fees, review Cancellation Protection Plans and encourage them to purchase coverage.
- C. If within cancellation fees, determine whether guests have been instructed by their healthcare provider not to travel. If yes, follow Compassion Policy guidelines referred to below.
- D. We are happy to allow guests to change to an alternate ship or sailing date as long as it falls into the same cancellation fees and is of a similar value. Guests may buy up in voyage length or category; and if they choose a lesser-valued itinerary, we will hold the difference in the form of cancellation fees under their original booking.

Q: Are you offering a goodwill gesture if my clients choose to continue with their cruise departing prior to June 1?

A: For those that choose to keep their cruise plans on departures through May 31, 2020, an Onboard Spending Credit of \$200 per stateroom/\$100 per person for voyages 7 days or longer and US\$100 per stateroom/US\$50 per person for voyages 6 days or shorter will be automatically applied to their shipboard account as a thank you.

Q: How do I respond to clients with an existing booking who indicate they cannot travel due to medical issues or age and aren't covered by a Cancellation Protection Plan, the "Book with Confidence" Program or the Short-Term Cancel Policy?

A: We do offer a Compassion Policy for any guests who should not travel at this time for health reasons and are able to provide a note or other documentation from their healthcare provider to this effect. We will work with these guests one-on-one to provide the best support for their needs.

Under the Compassion Policy, Holland America Line will issue guests an FCC for the value of any cancellation fees assessed by Holland America Line upon receipt of a note from their healthcare provider indicating they are not fit to travel on the date originally booked.

1. NOTE: Please advise your client to inform their healthcare provider that the note must not include any information which violates HIPPA law.
2. Third-party expenses will not be covered.
3. Proof should be sent to Reservations at reservations_submit@hollandamerica.com.

Reservations Contact Numbers:

Seattle Office (USD/CAD currency):

Contact us at 1-800-577-1729 or 206-626-7385. We are available Monday–Friday, 7:00am–5:00pm PT.

Rotterdam Office (EUR currency):

Contact us at 00800 1873 1873. We are available Monday–Friday, 9:00am–6:00pm.

For the Netherlands, contact us at 0800 724 5425. We are available Monday–Friday, 9:00am–6:00pm.

Southampton Office (GBP currency):

Contact us at 0344 338 8605. We are available Monday–Friday, 9:00am–6:00pm.



Sydney Office (AUD currency):

Contact us at 1300 987 322. We are available Monday–Friday, 8:30am–7:00pm, Thursday 8:30am–8:00pm.

Q: What do I do if a guest wants to cancel under the “Book with Confidence” Program and receive an FCC?

A: Cancel the cruise booking per standard procedures, and the guest or their travel advisor MUST submit a request for an FCC via the link available under the “Book with Confidence” page of the Holland America Line website. Failure to request this credit prior to 30 days before sailing will result in the request being denied.

Q: How do I respond to existing booked clients who wish to cancel and rebook in order to fall under the new “Book with Confidence” Program?

A: Many guests with existing bookings will now be covered under the enhanced Short-Term Cancel Policy. If they are not, please contact our Reservations Team directly with this request. For eligible guests, we will review the impact to the existing booking terms and conditions with you prior to adding approval to the booking, so the terms of the “Book with Confidence” Program apply should they decide to cancel later.

Q: How do I respond to clients who are prevented from sailing because of regulations or requirements as outlined in Holland America Line’s travel advisory section?

A: Guests who cannot sail because they are personally impacted by the current travel restrictions, as posted on hollandamerica.com, should cancel their booking as soon as possible and contact Guest Relations with proof of requirement to cancel so a refund may be processed.

Q: Do my clients need to use the full FCC amount on a single booking?

A: No. If a booking’s base cruise fare is less than the amount of the FCC, the residual amount will remain attached to a guest’s Mariner Number for use on subsequent bookings made that fall within the applicable book by or sail by date, as outlined in the FCC’s Terms & Conditions.

Q: How are my clients being notified of changes to cruise itineraries?

A: When itinerary changes occur, booked guests and their travel advisors are notified via emailed letter or emergency notification. It is important to note that agency communication defaults to the email address on file for the agency. We regret we are unable to route directly to the individual agent email address. Please make sure guests provide their email address in their Online Check-In as soon as possible so important notifications reach them in a timely manner.

Q: How are my clients being notified of changes to travel requirements?

A: At time of booking and again 10 days prior to sailing, we send an emergency notification to remind guests and travel advisors to visit our website for the most up-to-date information regarding travel restrictions. Guests should visit our site frequently to ensure they are not affected by a change based on



nationality or residency. **NOTE:** Flight routing is very important to review, as rapidly evolving guidelines include denied boarding or enhanced screening of guests who transit certain countries or airports. As this is changing constantly, flight routing information may not always be up-to-date on the website. We highly encourage guests to monitor the latest information from their airline.

Q: Why should my clients purchase Holland America Line's Flight Ease®?

A: In addition to taking advantage of competitive rates and next port protection, guests with air purchased through Holland America Line's Flight Ease program will be automatically rebooked when unexpected itinerary changes or delays occur. Guests and travel advisors do not have to deal with airline carriers directly or submit requests for reimbursement.

Q: What do I share with my clients concerned about missing scheduled ports of call?

A: Holland America Line strives to deliver every cruise itinerary as scheduled. When unexpected events occur, such as weather, technical or world events, every effort is made to maintain or replace missed ports of call. We have a large team of people monitoring global ports and any restrictions that may arise or change suddenly and without notice. When changes occur and we are not able to find a suitable substitute port that works in the itinerary, onboard activities are scheduled to ensure any added sea days deliver the cruise experience our guests have come to love and expect. In extreme cases, Holland America Line has a great history of doing what's right to support our guests.

Q: How is Holland America Line cleaning the ships because of COVID-19?

A: Our routine infection prevention protocols are very effective against COVID-19 (coronavirus). For many years all ships have routinely used the disinfectant Virox, which has a proven track record of killing COVID-19 and is used in many hospitals. Out of an abundance of caution, we have enhanced our deep-cleaning efforts.

Our ships have always had hand sanitizer and hand washing stations in public areas throughout the ship. We also routinely communicate the importance of frequent hand washing in preventing the spread of illness on board.

Q: What is the 4 percent bonus commission offer?

A: We know this is a challenging time and that selling cruises can take more work. As a thank you, for a limited time an additional 4 percent bonus commission will be paid on all new bookings for 2020 cruises made between March 1 and April 20, 2020.

Q: Is the 4 percent bonus commission on top of the standard commission amount?

A: Yes, and it will automatically apply to new bookings on 2020 cruises made between March 1 and April 30, 2020.

Q: Will this offer combine if I set up a Connections Program small affinity group?

A: Yes.



Q: Does the 4 percent bonus commission combine with all promotions?

A: Yes.

Q: If I have a special concession group, will the 4 percent bonus commission apply?

A: Yes.

Q: Will the 4 percent bonus commission show on the agency booking confirmation?

A: Yes, under “other commission.” Example below:

FINANCIAL BREAKDOWN Currency: U.S. Dollars

	Inclusive Amounts	Gross Total	Commission	Net Total
Cruise/Journey Fare:		\$5,077.00	\$697.12	\$4,379.88
Est'd Taxes, Fees & Port Expenses:		\$735.00		\$735.00
Non-Commissionable Fare:	\$720.00			
Other Commission:			\$174.28	
Booking Total:		\$5,812.00	\$871.40	\$4,940.60

Q: Will revenue from cancelled voyage bookings count toward my target?

A: Targets will be adjusted accordingly in response to our cancelled Asia voyages.

Q: Do I earn commission if my clients cancel their booking under the “Book with Confidence” and Short-Term Cancel Policy?

A: Yes! Eligible bookings that take advantage of the “Book with Confidence” Program will be paid 100% commission (base + override) protected for bookings cancelled within final payment (excludes bookings on option).

Q: Will I earn commission on the new booking if my clients use an FCC issued under “Book with Confidence” or Short-Term Cancel Policy?

A: Yes! FCCs issued under “Book with Confidence” or Short-Term Cancel Policy is fully commissionable (base + override). This replaces the previous \$50 rebooking bonus commission.