



Dear Travel Partner,

I hope this finds you all safe and healthy during these unprecedented times. All of us at Holland America Line are looking forward to the future when we will once again be able to deliver exceptional service and experiences to our loyal guests around the world.

During this pause in our business, we have continued to assess the environment to determine when we can resume operations. While we are beginning to see some positive signs, the point at which we can begin sailing remains uncertain. As such, **we have decided to extend our pause of cruise operations and cancel all Alaska, Europe and Canada/New England cruises for 2020.** In addition, **we will not operate the 79-day Grand Africa Voyage aboard Amsterdam that would have departed on October 3, 2020.** Regretfully, this means we must cancel your clients' upcoming voyage.

Although we know this is the right path to take, we all share in the disappointment that this announcement may bring. As the safety and security of our guests and crew are of the utmost importance, our team is taking a measured approach and ensuring we are well-prepared to support all public health and regulatory requirements prior to resuming service. As we look toward resuming operations, we are focusing on implementing new operational protocols that will roll out across the fleet as travel and commerce continue to recover.

As compensation for this change to their travel plans, we are offering your clients bonus Future Cruise Credit, which provides tremendous value for them to plan another trip of their choice.

If their booking is not yet paid in full, your clients will receive double the amount deposited (up to the base cruise fare amount) as a Future Cruise Credit. The minimum bonus FCC amount is \$100. For example, if they paid \$200 per person, each person will receive a Future Cruise Credit equal to the amount paid plus a bonus FCC of \$200. If they booked under one of our special low deposit deals and paid less than \$100 per person, they will receive a Future Cruise Credit of the amount paid plus \$100 per person bonus FCC. These credits may be used toward the deposit of a new booking, and the full Terms & Conditions can be found below.

If their booking has been paid in full, your clients will receive a future cruise credit for 125% of the base cruise fare paid. These credits may be applied to the cruise fare of a new booking, and the full Terms & Conditions can be found below.

In either case, non-cruise fare purchases from Holland America Line can be transferred to a new booking or will be refunded to the method of payment used for the original purchase. **The future cruise credits are valid for 12 months from the date of issue and may be used to book sailings departing through December 31, 2022.**

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 COVID-19; please work directly with those operators regarding their charges. The above terms are not applicable to guests booked on a charter sailing.

Should you have clients that prefer to decline the bonus future cruise credit and receive a lower-value refund, they may request a refund of all monies paid to Holland America Line by completing the [Cancellation Preferences form](#) before June 15, 2020. Refunds will be reimbursed to the original form of payment and will include non-cruise fare purchases.

We encourage you to follow up with your clients whose cruises have been affected. All guests with a cancelled sailing will receive a separate communication from Holland America Line today so they will also be aware of their options.

Holland America Line Commission Protection

We understand and value the role our travel partners play in our success. We will protect your commission on bookings for cancelled cruises that were paid in full. For bookings not paid in full, standard commission policies apply.

In addition, all Future Cruise Credits will be commissionable when your clients rebook.

Please note that due to the unprecedented volume of bookings impacted by cancellations, we ask for continued patience in affording us the time to work through processing the refunds and FCCs. We are working hard to make sure every booking is handled accurately and efficiently. Additionally, once FCCs are applied to your clients account you will be able to view them in POLAR Online at GoHAL.com.

Should you have any questions, please contact us at the appropriate office:

Seattle Office (USD/CAD currency):

Contact us at 1-800-577-1728 or 206-626-7395. We are available Monday – Friday, 5:00am – 7:00pm PT. Saturday – Sunday, 6:00am – 5:00pm PT.

Again, we extend our most sincere apologies for this cancellation. Please know that we truly appreciate your continued understanding of these exceptional circumstances. We sincerely hope we have the opportunity to exceed your client's expectations on board one of our ships in the near future.

Warm Regards,
Orlando Ashford
President, Holland America Line

Future Cruise Credit (FCC) Terms & Conditions

If a guest has paid in full for the Cruise, the value of the guest's FCC shall not exceed 125% of the base cruise fare amount (as listed on Holland America Line's guest booking confirmation), regardless of how much the guest paid to Holland America Line for or in connection with the Cruise. If a guest that did not pay in full for the Cruise, the value of the guest's deposit FCC and bonus FCC each shall not exceed the base fare of the cancelled cruise; the value of the FCC shall be determined by the amount paid by guest to Holland America Line (subject to the maximum set forth herein). In the event a guest paid for any portion of their cancelled cruise's fare using a previously issued FCC, that FCC will be returned to their Mariner number account and the amount will be deducted from the FCC calculations laid out above.

FCCs may only be applied to the cruise fare of a new cruise or Land+Sea Journey reservation with Holland America Line. All FCCs expire 12 months from the date of issue, but can be used towards Holland America Line cruises sailing through December 31, 2022, and are subject to published terms, conditions, and restrictions. For guests not paid in full, the FCC when applied to cruise fare, will waive any deposit requirement for the new cruise. For guests paid in full, funds guest paid in excess of the amount retained for purposes of calculating the FCC value may be applied toward the deposit amount required on a new booking. Offer cannot be transferred. FCCs may not be used for onboard expenses, pre- and post-cruise packages, shore excursions, taxes, fees and port expenses, Cancellation Protection Plans, FlightEase air, Hotel Service Charges, or other optional programs or services. FCCs may be subject to additional terms and conditions. Guests or their travel advisors should verify this offer with our Reservation Agent at the time the new reservation is booked. For guests' convenience, FCCs are built in direct association with Mariner Numbers so they will automatically be credited toward the cruise fare of the next Holland America Line sailing booked by the guest. Offer available to single, double, triple, and quad occupancy guests.

If a guest has not used any portion of their FCC within 12 months of its issuance, they may choose to receive a refund of the original amount retained by Holland America Line at the time FCC was issued between June 1, 2020 and December 31, 2022, less any bonus amount. To make your request send an email to guestrelations@hollandamerica.com. **In no situation shall a guest be entitled to a refund greater than the amount retained by Holland America Line.** If a guest selects an FCC and then requests a refund as set forth herein, the guest will not be entitled to any other compensation/credit.

Guests selecting electing a refund shall not be entitled to any additional refund (other than the initial refund as set forth) at any time.

Offer and its terms are subject to change at any time.

[Click Here](#) for the new FAQ Sheet

[Click Here](#) for the Cancelled Sailings Spreadsheet

[Click Here](#) for the Commission Protection Grid