

# BOOK WITH CONFIDENCE

Extended for bookings made by September 30, 2020



## FOR YOUR GUESTS

**BOOK A NEW CRUISE** by September 30, 2020, that departs by April 30, 2022, and if you need to cancel, you may do so **UP TO 30 DAYS** before your cruise departure and receive a **FUTURE CRUISE CREDIT** to be used on a cruise that departs by December 31, 2022\*.

## FOR YOU

For a canceled booking through December 15, 2020, **YOUR COMMISSION WILL BE PROTECTED** on the original booking when paid in full. **FUTURE CRUISE CREDITS** are also **COMMISSIONABLE** when used to make a future booking.

**FOR QUESTIONS ABOUT BOOK WITH CONFIDENCE,  
PLEASE CONTACT US AT 1-800-544-0443, OPTION 4 OR  
SALES@HOLLANDAMERICA.COM.**

We are currently assessing enhanced health and safety protocols in light of COVID-19 and how they may impact our future offerings. Our actual offerings may vary from what is displayed or described here. Stay updated on current Travel Advisories and health and safety protocols at [hollandamerica.com](http://hollandamerica.com).

Book with Confidence is a limited-time program on new bookings made from now until September 30, 2020, for cruises departing by April 30, 2022. Under this program guests can feel comfortable booking a future cruise, as it allows them to cancel for any reason and receive a Future Cruise Credit (FCC). The FCC is valid for cruises that depart by December 31, 2022, and is in the amount of their non-refundable fees (the remainder will be refunded to them), less the cost of Cancellation Protection Plans (Standard or Platinum). The guest must use the FCC towards a future Holland America Line cruise booking within 12 months of the date of issue.

Guests must cancel at least 30 days before the cruise departure and additional restrictions apply. After the booking is canceled, you or your client will need to fill out and submit the form found at [book2.hollandamerica.com/bwc/](http://book2.hollandamerica.com/bwc/). Bookings do not need to be canceled through the contact centers to take advantage of this offer. We encourage our travel partners to use POLAR ONLINE or other GDS systems for 24/7 access without hold times.



**Holland America Line®**  
SAVOR THE JOURNEY

\*The Book with Confidence offer ("Offer") is available for Holland America Line cruises sailing on or before April 30, 2022 ("Eligible Cruise"). For new and existing bookings only made by September 30, 2020, for Holland America Line cruises sailing on or before April 30, 2022, consumers can cancel up to 30 days before the Eligible Cruise's departure and the consumer will receive a Future Cruise Credit ("FCC") equal to the non-refundable amount paid to Holland America Line. The value of the FCC is subject to verification and will be determined by the actual non-refundable cancellation fees for the Eligible Cruise's booking, less any amount refunded in the form of original payment. Cancellation Protection Plan or Platinum Cancellation Protection Plan ("CPP"/"CPPP") premiums and reimbursed amounts shall not be included in the value of the FCC. Consumers cancelling Eligible Cruises must visit <https://book2.hollandamerica.com/bwc/> and fill out the form with all requested information at least 30 days before the departure date of the Eligible Cruise. Once verified and processed, the tFCC will be applied to the consumer's Mariner number. If consumer does not have a Mariner number, Holland America Line will create a Mariner number for the consumer. Consumer must use the FCC towards a future Holland America Line cruise booking within 12 months from date of issue or it will be forfeited in its entirety. FCC is only valid on cruises sailing in 2020 - 2022. FCC may be subject to additional terms and conditions as provided by Holland America Line and may not be used for deposits, taxes, fees, or port expenses, or CPP/CPPP. The value of the FCC and the Offer are non-transferrable, are not redeemable for cash, and have no cash value. May not be combined with any other offers. Offer may be modified or withdrawn without prior notice. Any promotion or offer available during or with the Eligible Cruise booking shall not apply to the subsequent booking. May be subject to additional terms and conditions. Ships' Registry: The Netherlands.