

Cruise Cancellation & Policy Grid

Cancellation Policy	Ships leaving the fleet announced 7/15/20 Maasdam, Amsterdam, Rotterdam, Veendam Zaandam redeploy to accommodate Gr. Africa and GWV move from AM/RT to ZA	Pause on Global Operations Cancelled Voyages Only. Redeployments Not Included. Announcement Date: Round 9: 11/20/20	10/27/2020 ZU 14-Day Passage to Spain and VO 7-Day Wine Country and Pacific Northwest	9/23/2020 Grand South America voyages: (V110, V110A, V110B)	9/23/2020 Volendam 32-Day Tahiti voyage (V216)	2022 Winter Spring Volendam Mexico and Panama Canal voyages: (V210, V212, V214, V218, V224, V226, V226A)	Pause on Global Operations Cancelled Voyages Announcement Date: Round 4: 5/6/20 Round 5: 6/11/20 Round 6: 8/11/20 Round 8: 11/2/20	Paused Cruises Announced Prior to May 6 Option #1 (125% Future Cruise Credit)	Paused Cruises Announced Prior to May 6 Option #2 (100% Refund)	Paused Cruises Announced May 6 Automatic Future Cruise Credit	Paused Cruises Announced May 6 100% Refund
Policy Description	PAID IN FULL 125% FCC of cruise fare NOT PAID IN FULL Double the deposit amount, up to base cruise fare. FCC #1 = amount paid (max base fare) FCC #2 = FCC #1 (but minimum \$100 in booking currency, no converting) *GWV & Gr. Africa guests that take FCC will not be able to use FCCs on any other Grand product (excludes W** products)	PAID IN FULL: 125% FCC of cruise fare NOT PAID IN FULL : Double the deposit amount, up to base cruise fare. Bookings with deposits \$99pp or less will get deposit amount as FCC + \$100pp bonus FCC (all currencies get \$100 in booking currency, no converting) FCC for not paid in full waives deposit on new booking (up to 29 day voyage)	PAID IN FULL: 125% FCC of cruise fare NOT PAID IN FULL : Double the deposit amount, up to base cruise fare. Bookings with deposits \$99pp or less will get deposit amount as FCC + \$100pp bonus FCC (all currencies get \$100 in booking currency, no converting) Automatic default for Round 7, no form required	Auto Rebook with goodwill OBC \$250 per person (up to USD \$500 per stateroom) VO Grand South America (V110, V110A, V110B) guests will be MANUALLY rebooked to the Volendam Grand South America 1 yr later within 20 days of 9/22 Rebooked at rate paid	Auto Rebook with 3 free days (32 day to 35 day) no OBC since three free days. VO 32 day Tahiti – V216 guests will be MANUALLY rebooked to the ZU 35 day Tahiti Feb 2022 replacement (same yr) within 30 days No OBC since cruise is 3 days longer	PAID IN FULL: 125% FCC of cruise fare NOT PAID IN FULL : Double the deposit amount, up to base cruise fare. Bookings with deposits \$99pp or less will get deposit amount as FCC + \$100pp bonus FCC (all currencies get \$100 in booking currency, no converting) FCC for not paid in full waives deposit on new booking (up to 29 day voyage)	Double the deposit amount, up to base cruise fare. FCC #1 = amount paid (max base fare) FCC #2 = FCC #1 (but minimum \$100 in booking currency, no converting)	125% Future Cruise Credit of base cruise fare plus \$250 onboard spending money per person (including 3rd/4th guests) applied toward any future cruise through December 31, 2022. (HIGHER VALUE)	100% refund of all monies paid back to the original form of payment which includes Flight Ease, Cancellation Protection Plan, pre/post hotels, transfers, shore excursions and amenities purchased through Holland America Line. (LOWER VALUE)	Paid in Full receive 125% Future Cruise Credit of base cruise fare paid to Holland America Line. Not Paid in Full receive a Future Cruise Credit of double the amount of cruise deposit applied toward any future cruise through December 31, 2022. (HIGHER VALUE)	100% refund of all monies paid back to the original form of payment which includes Flight Ease, Cancellation Protection Plan, pre/post hotels, transfers, shore excursions and amenities purchased through Holland America Line. (LOWER VALUE)

GUEST

Booking Create Dates	Existing bookings	Existing bookings	Existing bookings	New bookings to be created within 30 days	New bookings to be created within 30 days	New bookings to be created within 30 days	Existing bookings	Existing bookings	Existing bookings	Existing bookings	Existing bookings
Applicable Sailings	Impacted sailings list on GoHAL.com -> Travel Advisor updates Note: below voyages will be automatically rebooked and will not get the below offer. Grand Africa- rebook to identical voyage now sailing on ZADM 2021 Grand World Voyage-rebook to 2022 GWC Maasdam Circumnavigation M054/A M058/A/B- rebook to 2021 same voyage on OSDM	ALL SAILINGS through 3/31/21. Departures of 8 days or longer that call at a US port through November 1, 2021. Select Longer cruise itineraries departing this Spring.	Impacted sailings list on GoHAL.com -> Travel Advisor updates 4/18/2021 Zuiderdam Passage to Spain (U130) 4/21/2021 Volendam 7-Day Wine Country and Pacific Northwest (V119)	Impacted sailings list on GoHAL.com -> Travel Advisor updates Note: 2021 Grand South America voyage guests will be automatically rebooked to the new 2022 voyage within 30-days.	Impacted sailings list on GoHAL.com -> Travel Advisor updates Note: Volendam 2022 32-Day Tahiti guests will be automatically rebooked to the new 2022 35-Day sailing within 30-days.	Impacted sailings list on GoHAL.com -> Travel Advisor updates Note: Volendam 2022 Mexico and Panama Canal guests will receive FCC per the terms noted above.	"Alaska: All Remaining 2020 Europe: All 2020 Canada/New England: All 2020 Fall Grand Africa: All 2020 Canadian port calls/turns (Mex/Coast/Pan. Canal/Hawaii/S. Amer + Collectors): 2020 Hawaii: KODM Jan/Feb 2021 Round 6: All voyages until 12/15/2020 Round 7: Volendam V210, V212, V214, V218, V224, V226, V226A Round 8: ALL SAILINGS through 12/31/20	Holland America Line-cancelled sailings from March 14- June 30, 2020 and applicable cancelled 2020 Alaska sailings and Land+Sea Journeys	Holland America Line-cancelled sailings from March 14- June 30, 2020 and applicable cancelled 2020 Alaska sailings and Land+Sea Journeys	Applicable Holland America Line-cancelled sailings. Refer to the list of cancelled cruises.	Applicable Holland America Line-cancelled sailings. Refer to the list of cancelled cruises.
Book By/Sail By	Existing bookings	Book in 12 months from issue, sail by 12/31/2022	Existing bookings	Existing bookings	Existing bookings	FCC valid for 12 months from date of issue Sail by December 31, 2022	Existing bookings	Existing bookings	Existing bookings	Existing bookings	Existing bookings
Future Cruise Credit Automatically Applied or Request Required	Automatic FCC, request required via form at link below: https://book2.hollandamerica.com/cp/ (If refund not requested by 8/24/20 they will get FCC.)	Automatic FCC https://book2.hollandamerica.com/cp/ (If refund not requested by default date they will get FCC. Pause 9: 12/31)	Automatic FCC.	Automatic rebook at rate paid with above listed OBC. If that offer is not wanted, guests can request FCC or refund via required form at link below: https://book2.hollandamerica.com/cp/ (requested by 10/22/20.)	Automatic rebook at rate paid. If that offer is not wanted, guests can request FCC or refund via required form at link below: https://book2.hollandamerica.com/cp/ (requested by 10/22/20.)	Automatic FCC, request required via form at link below: https://book2.hollandamerica.com/cp/ (If refund not requested by 10/22/20 they will get FCC.)	"Automatic FCC https://book2.hollandamerica.com/cp/ (If refund not requested by default date they will get FCC. Pause 4: 6/15; Pause 5: 7/15, Pause 6: 9/15, Pause 7: 10/22 Pause 8: 12/15)"	Request required via form sent to client by June 1, 2020. If option not selected, a Future Cruise Credit will be applied.	Request required via form sent to client by June 1, 2020. If option not selected, a Future Cruise Credit will be applied.	Future Cruise Credit will be automatically applied.	Request required via form sent to client by June 15, 2020. If option not selected, a Future Cruise Credit will be applied.
Future Cruise Credit Offer	Automatic FCC, request required via form at link below: https://book2.hollandamerica.com/cp/ (If refund not requested by 8/24/20 they will get FCC.)	"PAID IN FULL 125% FCC of cruise fare NOT PAID IN FULL Double the deposit amount, up to base cruise fare. FCC #1 = amount paid (max base fare) FCC #2 = FCC #1 (but minimum \$100 in booking currency, no converting) "	Automatic FCC, request required via form at link below: https://book2.hollandamerica.com/cp/ (If refund not requested by 11/30/20 they will get FCC.)	Automatic rebook at rate paid with above listed OBC. If that offer is not wanted, guests can request FCC or refund via required form at link below: https://book2.hollandamerica.com/cp/ (requested by 10/22/20.)	Automatic rebook at rate paid. If that offer is not wanted, guests can request FCC or refund via required form at link below: https://book2.hollandamerica.com/cp/ (requested by 10/22/20.)	Automatic FCC, request required via form at link below: https://book2.hollandamerica.com/cp/ (If refund not requested by 10/22/20 they will get FCC.)	"Automatic FCC https://book2.hollandamerica.com/cp/ (If refund not requested by default date they will get FCC. Pause 4: 6/15; Pause 5: 7/15, Pause 6: 9/15, Pause 7: 10/22 Pause 8: 12/15)"	125% base cruise fare for bookings paid in full. Bookings not paid in full will receive an Future Cruise Credit for 125% of the amount paid as a deposit to Holland America Line. Future Cruise Credit valid for 12 months from the date of issue and may be used to book sailings departing through December 31, 2022.	N/A	Paid in Full receive 125% Future Cruise Credit of base cruise fare paid to Holland America Line. Not Paid in Full receive a Future Cruise Credit of double the amount of cruise deposit. Future Cruise Credit valid for 12 months from the date of issue and may be used to book sailings departing through December 31, 2022.	N/A
*Included in Future Cruise Credit	N/A	N/A	N/A	N/A	N/A	N/A	N/A	*US\$250 onboard spending money per person	N/A	N/A	N/A
*Not Included in Future Cruise Credit	*Non-cruise fare purchases are 100% refunded via method of payment used	*Non-cruise fare purchases are 100% refunded via method of payment used	*Non-cruise fare purchases are 100% refunded via method of payment used	*Non-cruise fare purchases are 100% refunded via method of payment used	*Non-cruise fare purchases are 100% refunded via method of payment used	*Non-cruise fare purchases are 100% refunded via method of payment used	*Non-cruise fare purchases are 100% refunded via method of payment used	*Non-cruise fare purchases are 100% refunded via method of payment used	N/A	*The sum of non-cruise purchases may be transferred to a new booking to be used in any manner selected by the guest	N/A
Link to Applicable Form	https://book2.hollandamerica.com/cp/	https://book2.hollandamerica.com/cp/	https://book2.hollandamerica.com/cp/	https://book2.hollandamerica.com/cp/	https://book2.hollandamerica.com/cp/	https://book2.hollandamerica.com/cp/	https://book2.hollandamerica.com/cp/	https://book2.hollandamerica.com/cp/	https://book2.hollandamerica.com/cp/	N/A	https://book2.hollandamerica.com/cp/

TRADE

Commission Protection	100% commission (base + override) will be protected for paid in full bookings. Commission protection is based solely on payment status, not on final payment dates or cancellation fee schedules. Bookings not paid in full will default to standard commission policy.	100% commission (base + override) will be protected for paid in full bookings. Commission protection is based solely on payment status, not on final payment dates or cancellation fee schedules. Bookings not paid in full will default to standard commission policy. Redeployed voyages commission is not protected. The total amounts of the Future Cruise Credits are commissionable when clients rebook.	*100% commission (base + override) will be honored for re-application of FCCs if the auto rebook offer is not accepted by guests. The total amounts of the Future Cruise Credits are commissionable when clients rebook.	*100% commission (base + override) will be honored for re-application of FCCs if the auto rebook offer is not accepted by guests. The total amounts of the Future Cruise Credits are commissionable when clients rebook.	*100% commission (base + override) will be honored for re-application of FCCs if the auto rebook offer is not accepted by guests. The total amounts of the Future Cruise Credits are commissionable when clients rebook.	*100% commission (base + override) will be protected for paid in full bookings. *Bookings not paid in full will default to standard commission policy. The total amounts of the Future Cruise Credits are commissionable when clients rebook.	100% commission (base + override) will be protected for paid in full bookings. Commission protection is based solely on payment status, not on final payment dates or cancellation fee schedules. Bookings not paid in full will default to standard commission policy.	*100% commission (base + override) will be protected for paid in full bookings. *Bookings not paid in full will default to standard commission policy.	*100% commission (base + override) will be protected for paid in full booking. *Bookings not paid in full will default to standard commission policy.	*100% commission (base + override) will be protected for paid in full bookings. *Bookings not paid in full will default to standard commission policy.	*100% commission (base + override) will be protected for paid in full booking. *Bookings not paid in full will default to standard commission policy.
Commission on Future Booking	FCC is fully commissionable: base + override.	FCC is fully commissionable: base + override.	FCC is fully commissionable: base + override.	FCC is fully commissionable: base + override.	FCC is fully commissionable: base + override.	FCC is fully commissionable: base + override.	FCC is fully commissionable: base + override.	Future Cruise Credit is fully commissionable (base + override) to replace previous \$50 rebooking bonus commission.	N/A	Future Cruise Credit is fully commissionable (base + override) to replace previous \$50 rebooking bonus commission.	N/A