**HOLLAND AMERICA LINE FAQ FOR TRAVEL ADVISORS**

**11.30.20 update: Book with confidence extension & changes starting December 1st, 2020.**

**Q: What is the “Book with Confidence” Program?**

**A:** This is a limited-time program we are offering on existing and new bookings made through January 31, 2021 on Holland America Line cruises sailing on or before October 31, 2021. 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) equal to the non-refundable amount paid to Holland America Line, valid for 12 months from date of issue for cruises sailed by October 31, 2021 to be used on a cruise that departs by December 31, 2022. The Future Cruise Credit is calculated based on the cancellation fees retained by Holland America Line from our [Cancellation Policy](https://preview.hollandamerica.com/en_US/legal-privacy/cancellation-policy-US-default.html). The remainder will be refunded to back to you via your method of payment.Guests must cancel at least 30 days before the cruise departure, and additional restrictions apply. Guests that cancel and meet all eligibility criteria will automatically be issued their Book with Confidence FCC to their Mariner Number. 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: What do I do if a guest wants to cancel under the “Book with Confidence” program and receive a Future Cruise Credit?**

**A:** Cancel the cruise booking per standard procedures through POLAR online on GoHAL.com or by contacting reservations.

• Seattle Office (USD/CAD currency)

Contact us at 1-800-577-1728 or 206-626-7395

Monday – Friday, 7:00 a.m. – 6:00 p.m. PT

Saturday – Sunday, 7:00 a.m. – 4:00 p.m. PT

**Q: How will a guest receive their FCC?**

**A:** Once verified and processed, the FCC 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.

**Q:** Where can I find additional details on Book with Confidence?

**A:** <https://www.hollandamerica.com/en_US/book-with-confidence.html?ICID=HECIV1125201115>

**11.20.20 update pause 9**

**Q: Why is Holland America Line cancelling additional cruises?**

**A:** Following additional review of the recent decision by the U.S. Centers for Disease Control (CDC) to establish a Framework for Conditional Sailing for resumption of cruising, Holland America Line is extending its pause of cruise operations for all departures through March 31, 2021. The line also will cancel select Exotic Cruise itineraries and cruises of eight days or longer that call in the U.S. in 2021.

**Cruises impacted by this pause in operations are:**

* All cruise departures from Jan. 1 through March 21, 2021.
* Cruises of eight days or more that call at a U.S. port through Nov. 1, 2021 are cancelled.
* Select longer voyages in Asia, Australia/New Zealand and South America through mid-April 2021.

**Q: Is there a list of impacted sailings?**

**A: Yes. Please visit** <https://gohal.com/policies/>

**Q: Does the eight days or more pause impact 2021 Alaska Land + Sea Journeys?**

**A:**  No it does not. The cruise portion of all Alaska Land + Sea Journeys is 7-days.

**Q:** **What are guest’s options for cancelled voyages of pause 9 on the above sailings?**

**A:** As compensation for these changes to their travel plans, several scenarios exist depending on which cruise option has been impacted.

**Guests with cruises canceled from pause 9 will receive bonus Future Cruise Credits (FCC), which provide tremendous value for them to plan another trip of their choice.**

* **IF THEIR BOOKING HAS BEEN PAID IN FULL,** Those who have paid in full will receive 125% FCC of the base cruise fare paid to Holland America Line.
* **IF THEIR BOOKING HAS NOT BEEN PAID IN FULL,** Those with bookings not paid in full will receive double the amount deposited (up to the base cruise fare amount) as a Future Cruise Credit. This credit will waive the required deposit on their next booking on a voyage up to 29 days in length.

The amount received by Holland America Line in excess of the base cruise fare 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. Non-cruise-fare purchases, such as shore excursions, gifts, dining and spa, will be refunded to the original form of payment.

If any portion of their 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 charter sailings.

Should your clients 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 [Cancellation Preferences form](https://book2.hollandamerica.com/cp/) before December 31, 2020. The full Future Cruise Credit Terms & Conditions can also be found there. Refunds will be reimbursed to the original form of payment and will include all non-cruise fare purchases through Holland America Line.

**Q: Is Holland America Line redeploying any sailings?**

**A:** Yes. Select longer voyages in Asia, Australia/New Zealand, South America in 2021 and a few select Rotterdam voyages. Some departures will be rescheduled to comparable dates in 2022. Full sailing list is available at <https://gohal.com/policies/>

**Q: What are guest’s options for redeployed select longer voyages in Asia, Australia/New Zealand, South America and select Rotterdam voyages in 2021?**

**A:** Guests booked on several longer voyages to South America aboard Westerdam, Asia aboard Noordam and Australia/New Zealand aboard Oosterdam will be rebooked to similar dates and itineraries in 2022. Those booked on the Voyage of the Vikings cruise, scheduled to depart July 9, 2021, aboard Zaandam, will move to a similar date in 2022.

All guests who maintain their new bookings will receive an onboard credit, protected pricing and equivalent stateroom category. Details will be communicated in individualized communications. We will notify travel advisors and guests of their new booking details once the rebooking has been completed. Any available offers would also be outlined at that time.

**Q: What about the 2021 Fall Grand Africa Voyage, is it being redeployed?**

**A:** Yes.Transfer all funds on file from the 2021 Grand Africa to pre-reserve your 2022 Grand Africa voyage. Your booking will be at the same rate, in the same stateroom, with any early-booking bonuses, promotions or credits on your current booking maintained. You will also receive a bonus Future Cruise Credit for 25% of the base cruise fare if paid in full, or bonus FCC in the amount of deposit (up to the base cruise fare) if not paid in full.

**Future Cruise Credit or full refund options available**

Should your clients prefer not to move their 2021 Grand Africa booking to pre-reserve their 2022 Grand Africa voyage and retain all amenities and promotions, we are offering bonus Future Cruise Credits (FCC), which provide tremendous value for them to plan another trip of their choice.

IF THEIR BOOKING HAS BEEN PAID IN FULL, Those who have paid in full will receive 125% FCC of the base cruise fare paid to Holland America Line.

IF THEIR BOOKING HAS NOT BEEN PAID IN FULL, Those with bookings not paid in full will receive double the amount deposited (up to the base cruise fare amount) as a Future Cruise Credit. This credit will waive the required deposit on their next booking on a voyage up to 29 days in length.

Should your clients prefer to decline the bonus Future Cruise Credit and receive a lower-value refund, they may request a 100% refund of all monies paid to Holland America Line by completing the [Cancellation Preferences form](https://book2.hollandamerica.com/cp/) to indicate this preference no later than **Dec. 31, 2020.** The full Future Cruise Credit Terms & Conditions can also be found there. Refunds will be reimbursed to the original form of payment and will include all non-cruise fare purchases through Holland America Line.

The above options are not applicable to guests booked on a charter sailing. Other booking and cancellation conditions and policies may apply if the cruise was not booked through Holland America Line. See the terms and conditions in the Cancellation Preferences form for all details.

If any portion of their 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 charter sailings.

**Q: My client’s booking was cancelled, will I still receive my commission?**

**A:** 100% commission (base + override) will be protected for paid in full bookings cancelled bookings from this pause. 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. In regards to FCCs, the total amounts of the Future Cruise Credits are commissionable when their clients rebook on a future sailing within the parameters defined above. For redeployment guests who decline a move offer, commission is not protected.

**11.2.20 update pause 8 through 12.31.2020**

**Q: Why is Holland America Line cancelling additional cruises?**

**A:** As you may be aware, the United States Centers for Disease Control and Prevention (CDC) recently released a new order setting out the conditions by which cruising can resume. We are continuing to work with the CDC on our return to guest cruise operations and are carefully evaluating this new order. In light of this new guidance, as well as our own monitoring of the progression of COVID-19 on global travel and port restrictions, we have made the decision to extend our pause in cruise operations to voyages departing through December 31, 2020.

**Q: Is there a list of impacted sailings?**

**A: Yes. Please visit** <https://gohal.com/policies/>

**Q:** **What are guest’s options for cruises cancelled?**

**A:** As compensation for this change to their travel plans, we are offering guests bonus Future Cruise Credits (FCC), which provide tremendous value for them to plan another trip of their choice.

* **IF THEIR BOOKING HAS BEEN PAID IN FULL,** they 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.
* **IF THEIR BOOKING HAS NOT BEEN PAID IN FULL,** they will receive double the amount deposited (up to the base cruise fare amount) as a Future Cruise Credit. This credit will waive the required deposit on their next booking on a voyage up to 29 days in length.

The amount received by Holland America Line in excess of the base cruise fare 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 their 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 charter sailings.

Should your clients 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](https://book2.hollandamerica.com/cp/) before December 15, 2020. The full Future Cruise Credit Terms & Conditions can also be found there. Refunds will be reimbursed to the original form of payment and will include all non-cruise fare purchases through Holland America Line.

**Q: My client’s booking was cancelled, will I still receive my commission?**

**A:** 100% commission (base + override) will be protected for paid in full bookings cancelled bookings from this pause. 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. In regards to FCCs, the total amounts of the Future Cruise Credits are commissionable when their clients rebook on a future sailing within the parameters defined above.

**10.30.20 update: Book with confidence extension & changes starting November 1st, 2020.**

**Q: What is the “Book with Confidence” Program?**

**A:** This is a limited-time program we are offering on existing and new so guests can feel comfortable booking a future cruise, as it allows them cancel for any reason and receive a Future Cruise Credit (FCC) equal to the non-refundable amount paid to Holland America Line. The FCC is valid for 12 months from date of issue for cruises sailed by December 31, 2022. Guests must cancel at least 30 days before the cruise departure, and additional restrictions apply. Guests that cancel and meet all eligibility criteria will automatically be issued their Book with Confidence FCC to their Mariner Number. 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: Are we making any adjustments to final payment deadlines?**

**A:** Yes. We have made the decision to give your clients longer to make final payment on sailings departing through April 30, 2021 (previously December 31, 2020). On these departures, final payment will now be due 60 days prior to the sailing date. Cancellation Protection Plan (Standard and Platinum) will still need to be purchased prior to cancellation fees beginning, as outlined on your booking confirmations, regardless of the change in final payment date.

**Q: What is Holland America Line’s Book with Confidence Commission Policy?**

**A:** For bookings made on or after November 1st, 2020, and cancelled under the Book with Confidence Policy, standard commission policies will apply. This applies to existing and new bookings made through November 30, 2020 for sailings departing through April 30, 2022. Prior to November 1st 2020, Holland America Line is protecting 100% commission (base + override) for all bookings that are paid in full inside final payment under the Book with Confidence Policy. If full gross was not paid, we will only protect the commission amount due based on received amount. Bookings not paid in full that are cancelled will default to standard commission policy. Bookings that are paid in full but not inside final payment will default to standard commission policy. The cancellation must be made at least 30 days prior to departure. FCCs issued to your clients under the Book with Confidence Policy will be commissionable (base + override). The FCC must applied to a future booking within 12 months from date of issue towards any sailing departing by December 31, 2022.

**Q: What is the timing of Holland America Line commission payments?**

**A: Three specific scenarios exist:**

* If a booking is overpaid (more than net received) by less than the full commission payable then commission will be paid after the final payment due date passes.
* If a booking overpayment is equal to or greater than the full commission payable then commission will be paid when the payment is received (before final payment due date) – this is only when they pay the booking gross amount due in full.
* Regardless of the paid in full date, if a booking is paid mostly by FCC and the booking does not have enough actual cash or credit card payment to equal the full commission payable then the current policy applies and commission will be paid after sailing (finance true up process).

**10/27/2020 Update: Volendam and Zuiderdam 2021 Ship Swap**

**Q: Why is Holland America Line switching itineraries on the Volendam and Zuiderdam in 2021?**

**A:** As the COVID-19 global situation continues to unfold, we have made many necessary deployment changes. We have decided to switch ships for their planned itineraries to optimize our guest offerings in 2021.

**Q: Is there an overview of the Volendam and Zuiderdam changes for 2021?**

**A:** Yes. Zuiderdam will now be deployed to Alaska for summer 2021 and then to Hawaii and Tahiti, while Volendam will be sailing in Europe. As a result, guests currently booked on Volendam voyages from April 28 to December 23, 2021 will now sail on Zuiderdam, and guests who are booked on Zuiderdam voyages from May 26 to November 27, 2021 will now sail on Volendam. [Full sailing list available here](https://gohal.com/policies/) on the travel advisor updates page of GoHAL.com

**Q:** **What are guest’s options who are sailing on swapped Volendam and Zuiderdam sailings?**

**A:** Guests currently booked on Volendam voyages from April 28 to December 23, 2021 will now sail on Zuiderdam, and guests who are booked on Zuiderdam voyages from May 26 to November 27, 2021 will now sail on Volendam. We will be sending you notifications within the next 24 hours for each affected voyage to provide you with your specific client booking information per voyage. For guests booked on Land+Sea Journeys to Alaska, this change will only affect the sea portion of their Journey.

Bookings will be automatically transferred with your clients’ cruise fare and promotions protected, in the same (or upgraded) stateroom category. New booking numbers and confirmations will be sent to you by November 30, 2020.

Once you receive the new booking, should you have any questions or if your clients wish to consider an alternate sailing, please reach out to 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 – 6:00pm PT.

Saturday – Sunday 6:00am – 5:00pm PT.

**Q: Are there any sailings being cancelled because of these deployment changes?**

**A:** Just two. The April 18th, 2021 14-Day Passage to Spain voyage on Zuiderdam, and April 21, 2021 7-Day Wine Country and Pacific Northwest voyage on Volendam.

**Q:** **What are guest’s options for the two cruises cancelled?**

**A:** You will receive electronic notifications within the next 24 hours for each affected voyage to provide you with your specific client booking information per voyage. Guests will also receive this information. As compensation for this change to their travel plans, we are offering guests bonus Future Cruise Credits (FCC), which provide tremendous value for them to plan another trip of their choice.

• **Paid in Full:** Those who had paid in full 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.

• **Not Paid in Full:** Those with bookings not paid in full will receive double the amount deposited (up to the base cruise fare amount) as a Future Cruise Credit This credit will waive the required deposit on your next booking on a voyage up to 29 days in length. The minimum FCC is $100 and the maximum will be an amount up to the base cruise fare paid.

The amount received by Holland America Line in excess of the base cruise fare 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**.

**Q: What if guests don’t want an FCC, is there an alternative?**

**A:** Should your clients 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](https://book2.hollandamerica.com/cp/) before November 30, 2020. The full Future Cruise Credit Terms & Conditions can also be found there. Refunds will be reimbursed to the original form of payment and will include all non-cruise fare purchases through Holland America Line.

Other booking and cancellation conditions and policies may apply if the cruise was not booked through Holland America Line.  See the terms and conditions in the Cancellation Preferences form for all details. Additional details will also be outlined in each individual letter sent to impacted guests and travel advisors.

**Q: My client’s booking was cancelled, will I still receive my commission?**

**A:** Standard commission policies will apply but to honor our valued partnership with the trade, the total amounts of the Future Cruise Credits are commissionable when their clients rebook.

**Q: What happens to FCC when a guest has been impacted multiple times?**

**A:** 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 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.

**Q: Will Holland America Line also be contacting impacted guests?**

**A:** Yes. We encourage you to follow up with your clients whose cruises have been affected. All guests with a cancelled sailing have received a separate communication from Holland America Line so they are also aware of our options.

**Q:  What if my clients now want to change their mind on their originally selected option and have already completed the Impacted Cruise form?**

**A.** Please contact our Reservations Contact Center to advise.

**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. More information is available here on our website: <https://www.hollandamerica.com/en_US/pre-post-travel-cruise/cancellation-protection-plan.html>

**Q:** **Why should my clients buy Cancellation Protection Plan Standard (CPP) or Cancellation Protection Plan Platinum (CPP/P) 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.

**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 ID 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:** **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 addressing the current COVID-19 situation?**

**A:** Along with compliance and environmental protection, the health, well-being and safety of our guests, crew and the communities we visit are our highest priority and responsibility. We will resume cruising when we feel we can continue to serve the interests of public health, and will do so with enhanced health measures developed in conjunction with government health authorities, public health experts, local ports and the Cruise Lines International Association (CLIA). As COVID-19 is still evolving, we are working closely with the best minds in medical science, public health, and infectious disease control to understand the unique challenges posed by the virus and how best to apply the latest science across our operations.

Please refer to <https://www.hollandamerica.com/en_US/news/coronavirus-travel-advisory/traveling-and-staying-healthy.html> for latest updates on safety and health-related issues.