**HOLLAND AMERICA LINE FAQ FOR TRAVEL ADVISORS**

**2.24.2021 Pause 11 Canadian Ports in 2021**

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

**A:** As Holland America Line continues to review and assess its plans around the Canadian Transport Ministry’s Interim Order that closed Canadian ports and waters to passenger vessels, the company has made the difficult decision to extend its pause of cruise operations to include all sailings that depart from or conclude in a Canadian port in 2021. This will include several Alaska, three Canada/New England and two Pacific Coastal cruises in summer and fall of this year. It also includes all Land+Sea Journeys.

**Q:  Exactly what cruises are affected?**

* **Alaska:** Cruises through Sept. 2021 to Alaska from all departure ports aboard Koningsdam, Nieuw Amsterdam, Noordam and Zuiderdam. This also includes all Land+Sea Journeys.
* **Pacific Coastal:**Two sailings in early October aboard Koningsdam and Oosterdam.
* **Canada/New England:**Three cruises aboard Zaandam departing in Sept. 2021.

For a list of impacted 2021 voyages please visit <https://gohal.com/policies/>.

**Q:  What about 2022 sailings?**

A: All 2022 sailings are planned to operate as scheduled.

**Q:  What happens to my client’s booking?**

A: Holland America Line is notifying guests and their travel advisors of their options.

* **Paid in full guests** on canceled Alaska and Canada/NE departures will automatically be rebooked on the same cruise or Land+Sea Journey in 2022 at the fare paid for 2021 – with all cash and FCC funds moved to the new booking. Replacement 2022 booking confirmations will be automatically sent within 30 days of this announcement.
* **Not paid in full** Guests who are not paid in full will have three options from which to choose. This choice will need to be indicated by completing the webform at <https://book2.hollandamerica.com/cp/>
* **Option 1** (BEST VALUE) – Rebook the equivalent 2022 cruise or Land+Sea Journey at the fare paid for 2021 – with all cash and FCC funds moved to the new booking. A list of the equivalent voyages can be [found here](https://www.hollandamerica.com/content/dam/hal/inventory-assets/News/cruise-pause/022221_Cruise_Pause.pdf). Replacement 2022 booking confirmations will be automatically sent within 30 days from when the webform is completed and submitted.
* **Option 2** - Select bonus Future Cruise Credits (FCC), which provide tremendous value for them to plan another trip of their choice. They will receive 110% of any cash amount deposited as a Future Cruise Credit. The minimum bonus FCC is $25 and the maximum will be an amount up to the base cruise fare paid. Guests will retain any other FCC used for the canceled 2021 booking with all FCC amounts moved to their loyalty account for use on a future cruise booking.
* **Option 3** – Request a full refund of monies paid to Holland America Line. Guests will retain any other FCC used for the canceled 2021 booking with all FCC amounts moved to their loyalty account for use on a future cruise booking.

**Note on Pacific Coastal Cruises:** Guests will have two options – Option 2 and Option 3 as noted above. They will need to indicate their choice by completing the webform at <https://book2.hollandamerica.com/cp/>. Details are below.

**Note on Paid in Full:** Funds must be paid to and received by Holland America Line for any booking to qualify for paid in full status.

**Q: I’m booked on a Pacific Coastal cruise; what are my options?**

**A:** Pacific Coastal guests do not have an equivalent cruise option in 2022 and will automatically receive a 110% Future Cruise Credit (FCC) or refund options. FCCs will be issued automatically if a refund of all monies paid to Holland America Line is not requested by completing the webform at <https://book2.hollandamerica.com/cp/> by March 31, 2021.

Total FCC is 100% of any cash amount deposited plus bonus FCC of 10% of that amount. The minimum bonus FCC is $25 and the maximum will be an amount up to the base cruise fare paid. Guests will retain any other FCC used for the canceled 2021 booking with all FCC amounts moved to their loyalty account for use on a future cruise booking, and those FCCs will be extended to have a book-by date of Dec. 31, 2021 and a sail-by date of Dec 31, 2022.

**Q: What happens to travel advisor commission?**

**A:** A few scenarios exist:

* If your clients are paid in full to Holland America Line and remain paid in full for their new 2022 booking, commission will be transferred to the new booking so you keep your commission (no commission recall necessary). Holland America Line pays commissions upon full payment\*.
* If your clients are not paid in full but they choose to move to 2022, commission amount will mirror the 2021 booking and will be paid when the booking is paid in full.
* If your clients are not paid in full and choose a Future Cruise Credit, FCCs will be commissionable upon application on a future booking.
* If your clients are not paid in full and choose a full refund of monies paid to Holland America Line, standard commission policies apply and commission will not be protected.

**\*Please note:** Commission paid on 2021 bookings for guests who accept and remain booked on the replacement 2022 booking, and who remain paid in full, or who cancel their 2022 price protected booking within 30 days of receiving their new booking will not be recalled. Guests who cancel will not be eligible to rebook at their 2021 rate.

**\*Reminder:** for bookings paid in full with an FCC applied, the credit card or cash portion of the payment must be equal to or exceed the amount of commission payable, to be paid when final payment is received. If the cash or credit card payment is less than the commission payment - commission will be - paid between the time of scheduled final payment and voyage departure date.

**Q: Why is choosing to move to an equivalent 2022 cruise or Land + Sea Journey considered the greatest value?**

**A:** Due to the strong booking demand we are seeing in 2022, being able to lock in your client’s 2021 pricing and other amenities represents the greatest value. We expect pricing in 2022 to continue to climb, and inventory is expected to become limited with high demand.

**Q: Why is the FCC policy different from past canceled cruises? (i.e., not 125% FCC)**

**A:** We made the decision to approach this situation slightly differently by honoring 2021 pricing for 2022 on equivalent sailings, a value that is far greater than an FCC. However, we do understand that for some of our guests, accepting an FCC or a full refund is the best option for them so FCCs remain as an option.

**Q: What is considered the equivalent cruise or Land + Sea Journey for 2022?**

**A:** Our 2022 cruises and Land+Sea Journey itineraries are virtually identical to our 2021 program.

For Alaska, this would be the same ship and same departure day of the week as in 2021 with a virtually identical itinerary. The actual date of departure will be one calendar day prior (example: June 4, 2022, instead of June 5, 2021).

For Pacific Coastal, there are no equivalent cruises in 2022. Guests receive FCC or refund.

For Canada New England, the itinerary will be in reverse port order in 2022 vs. 2021 but still on the same ship and same departure day of the week. The actual date of departure will be just one calendar day prior.

A list of the equivalent voyages can be [found here](https://www.hollandamerica.com/content/dam/hal/inventory-assets/News/cruise-pause/022221_Cruise_Pause.pdf).

**Q: What if I/my client do/does not want to rebook?**

**A:** As noted above you may accept a 110% Future Cruise Credit or full refund. Details are noted above.

**Q: Is there a deadline for when you/your client must complete the webform?**

**A:** Yes, for guests that are not paid in full the deadline to request a refund is March 31, 2021. Guests that are paid in full are asked to wait until they receive their new booking confirmation to process changes, special requests or cancellation and will have 30 days from the date of rebooking. Further instruction will be sent with their updated booking confirmation. Guests that do not request a refund by the date provided will automatically be issued option 2, Future Cruise Credit.

**Q: What happens if I want to change or cancel my 2022 booking? Maybe to a different date? Or a different stateroom type?**

**A:** That’s fine. You or your travel advisor will be able to modify your rebooked 2022 booking as soon as you receive your updated booking confirmation. Please note that 2021 fares may not be matched if the booking date changes, and any changes to stateroom type or category will be subject to the prevailing fares at the time of the change.

**Q: What happens to my shore excursions, land excursions, gift orders, spa or dining packages?**

**A:** Non-cruise fare purchases such as gifts, dining and spa will be automatically refunded via the method of payment used to purchase the services. For guests that move to the identical 2022 cruise or Land+Sea Journey, we will move all pre-paid Shore Excursions and Land Excursions. We will provide additional clarification when we send your new 2022 booking information.

**Q: What happens to my air?**

**A:** Air purchased through Holland America Line will be automatically cancelled and refunded to the form of payment used to book flights. Air may be repurchased approximately one year prior to sailing when flights are released by airlines.

**Q: Will Alaska cruises from Seattle still sail?**

**A:** We are still reviewing options for Alaska cruises sailing roundtrip from Seattle, Washington, and these voyages are not being cancelled at this time, though they are currently closed to new bookings. Discussions are underway with government authorities in the United States and Canada to try to find a path to preserve these sailings.

**Q: Will you offer Alaska Land-Only Tours?**

**A:** All Land+Sea Journeys will be canceled in 2021. However, we are developing a program to provide highlights of our land tour operations that will feature Fairbanks, Denali and Anchorage with different opportunities in each destination. We are currently working on the scope of these packages, pricing, and the method for booking these opportunities. Once ready for the public and travelers, this information will be communicated to guests and travel advisors as well as be visible on the website. We appreciate everyone’s patience as we finalize the offerings.

**Q: What about groups?**

* **A:** 2021 canceled voyages groups/allocations will be auto moved to the equivalent 2022 sailing unless they already have a 2022 group set up.
* Standard groups or concession groups existing bookings paid in full bookings will be moved automatically per the pause announcement (30 days).
* New bookings for these groups will default to the 2022 prevailing rates.
* Not paid in full group bookings still need to fill out the webform located at <https://book2.hollandamerica.com/cp/>
* For large groups (greater than 32 beds), if they have bookings that are not paid in full but want to move to 2022 please send a list of bookings to the groups inbox that want to move.
* If the agency wants to move all group bookings, regardless of payment status, please email [Groups@hollandamerica.com](mailto:Groups@hollandamerica.com) and [GroupServicesSupervisors@HollandAmerica.com](mailto:GroupServicesSupervisors@HollandAmerica.com) to indicate the group to move, the agency and the equivalent voyage.

**1.6.2021 Pause 10**

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

**A:** As we prepare our ships and develop our plans to meet the Framework for Conditional Sailing Order issued by the U.S. Centers for Disease Control and Prevention (CDC), Holland America Line is extending its pause of cruise operations for all departures through April 30, 2021. This includes Alaska, Mexican Riviera, Pacific Coast, Caribbean, Mediterranean and Canada/New England departures.

We will also cancel all Alaska cruises through mid-May, Alaska departures on three ships through early June, any Land+Sea Journeys connected with canceled Alaska sailings, Mediterranean cruises through early June and Zaandam’s Canada/New England itineraries through August.

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

* All cruise departures through April 30, 2021.
* **Alaska:** Eurodam and Oosterdam through the first week of June (roundtrip from Seattle); Koningsdam through mid-May (roundtrip from Vancouver, British Columbia, Canada); Nieuw Amsterdam and Noordam through mid-May (roundtrip Vancouver and between Vancouver and Whittier, Alaska); and Zuiderdam though early June (roundtrip from Vancouver).
* **Mediterranean:** Volendam cruises through early June (between Venice and Civitavecchia [Rome], Italy); Westerdam though early June (roundtrip from Venice or between Venice and Piraeus [Athens], Greece).
* **Canada/New England:** Zaandam cruises through August (between Boston, Massachusetts, and Montreal, Quebec, Canada).

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

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

**Q: Does the pause impact 2021 Alaska Land + Sea Journeys?**

**A:**  Yes, if the Land + Sea Journey is connected to an early season cancelled cruise it will be cancelled as well.

**Q:** **What are guest’s options for cancelled voyages of pause 10 on the above sailings?**

**A:** As compensation for these changes, guests will automatically receive Future Cruise Credit which provide tremendous value for them to plan another trip of their choice. Cruises impacted automatically will be cancelled, and no action is needed when opting for the Future Cruise Credit. All guests will receive an FCC per person as follows:

* **IF THEIR BOOKING HAS BEEN PAID IN FULL,** they will receive 125% FCC of the base cruise fare paid to Holland America Line.
* **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 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. Non-cruise-fare purchases, such as shore excursions, gifts, dining and spa, will be refunded to the original form of payment. Other funds such as air fares paid to Holland America Line may be transferred to a new booking or will automatically be refunded via the method of payment used to purchase the services.

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/) to indicate their preference **no** **later than February 15, 2021**. 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 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.

**Q:** **How will Travel Advisors be notified of changes to cruise itineraries?**

**A:** When itinerary changes occur, travel advisors of impacted booked guests are notified via email letter or electronic 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. Guests booked through Travel Advisors will be notified 24 hours after you are to allow you time to notify your clients.

**Q: How will TA guests be notified?**

**A:** 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 24 hours after you have been notified as a follow up so they are also aware of our options.

**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: What happens to an 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.

**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.