

Alaska Summer 2021 Restart* - Ship Swaps & Cancellations Travel Agent & Guest Compensation Reference Guide

	Option 1 (Automatic)	Option 2	Option 3
Offer	Guests will be automatically transferred with cruise fare and promotions protected, in the same equivalent stateroom category. In addition, an Onboard Credit (OBC) of USD \$50 per person will be applied to each booking.	Guests choose Future Cruise Credits (FCC) to plan another trip of their choice. Guests will receive 110% of the amount deposited (up to the base cruise fare amount) as an FCC.	Guests request a full refund of monies paid to Holland America Line.
Action	New booking confirmations with booking numbers and the updated itinerary will be sent to agents by June 1, 2021 . This will detail any additional action necessary.	Cancellation Preferences Webform (after June 1) Or Call HAL: 1-800-577-1728 or 206-626-7395 M-F 6:00 a.m. - 6:00 p.m. PT Sat-Sun 7:00 a.m. - 4:00 p.m. PT	Cancellation Preferences Webform (after June 1) Or Call HAL: 1-800-577-1728 or 206-626-7395 M-F 6:00 a.m. - 6:00 p.m. PT Sat-Sun 7:00 a.m. - 4:00 p.m. PT
Commission	No change	Commissions will not be recalled for paid-in-full guests that choose an FCC. Your commission is not protected with not-paid-in-full guests that choose an FCC. FCCs will be commissionable upon application on a future booking. Holland America Line pays commissions upon full payment.†	Commissions will not be recalled for paid-in-full guests who choose a refund. Your commission is not protected with not-paid-in-full guests who choose a refund.

*** Impacted Voyages:**

- *Oosterdam* departures July 25 - Sept. 26 moved to *Nieuw Amsterdam* Saturday departures July 24 - Sept 25
- *Oosterdam* departures through July 4, 11, 18 moved to *Nieuw Amsterdam* Aug 14, 7, 21
- *Eurodam* departures July 3, 10 moved to *Nieuw Amsterdam* Aug 7 and July 31
- *Nieuw Amsterdam* July 17 moved to July 24

† For bookings paid in full with an FCC, as per policy, commission will be paid between the time of scheduled final payment and voyage departure unless the credit card or cash portion of the payment exceeds the amount of commission.

^ Visit [GoHAL.com/policies](https://www.gohal.com/policies) for complete FAQ