

Summer Europe + Eurodam CB 2021* - Cruise Cancellations Travel Agent & Guest Compensation Reference Guide

	Option 1 (Best Value)	Option 2	Option 3	Option 4
Offer	Guests choose to transfer booking to Summer 2021 Eurodam Greece sailings and receive FCC of 110%, plus Onboard Credit of us\$100 per person to each booking.	Guests must choose, via webform, to rebook the mapped cruise in 2022. They will receive the same 2021 per-day fare paid, with all funds and amenities moved to the matched cruise, whether paid in cash or FCC.	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. Note: Guests that make no selection will be issued FCCs.	Guests request a full refund of monies paid to Holland America Line.
Action <i>Deadline: June 15, 2021</i>	Cancellation Preferences Webform 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 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 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 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	For guests who paid their 2021 bookings in full and choose to move their booking to Eurodam 2021 Greece sailings, your commission will not be recalled if they remain paid in full.**	For guests who paid their 2021 bookings in full and choose to move their booking to 2022, your commission will not be recalled if they remain paid in full.**	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:**

- *Nieuw Statendam* N. Europe departures through August 22, 2021
- *Volendam* Mediterranean departures through August 30, 2021
- *Eurodam* Caribbean departures on October 31 and November 3, 2021

† 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

** Bookings which are not, or do not remain, paid-in-full will be subject to standard commission policy.

