

Europe 2021* - Cruise Cancellations Travel Agent & Guest Compensation Reference Guide

	Option 1 (Best Value)	Option 2	Option 3
Offer	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 1, 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
Commission	For guests who paid their 2021 bookings in full and choose to move their booking to 2022, your commission will not be recalled at this time.	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:

- *Westerdam* departures through August 31, 2021
- *Volendam* departures through July 25, 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