**HOLLAND AMERICA LINE FAQ FOR TRAVEL ADVISORS**

**5.13.21**

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

**A:** As you are aware, after working closely with the government of Greece, Holland America Line has received approval to restart cruising from Piraeus (Athens), Greece in August aboard Eurodam. We are in active discussions working on approvals to operate in other destinations and hope to have more information to share with you soon.

Due to some uncertainty regarding the timing of those approvals, as well as deployment changes, we have made the difficult decision to cancel additional 2021 Europe and Caribbean departures.

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

**A:**

* ***Nieuw Statendam*** departures through August 22, 2021
* ***Volendam*** departures through August 30, 2021
* ***Eurodam***departures on October 31 and November 3, 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:** Several options exist and will also be communicated in emails to all TAs with impacted bookings. We will also be sending system-generated notifications to provide you with your specific client booking information per voyage. Please note that these notifications are generated by our reservation system and will be emailed to the address associated with your travel agency profile.

1. We are offering your clients several options regarding their bookings, including the opportunity to transfer to one of *Eurodam*'s new 2021 Greek itineraries. With cruises beginning August 15, 2021, we have four new 7-day voyages and three new 14-day Collectors’ voyages sailing from Athens to choose from. If your clients choose this option, we will apply Future Cruise Credits of 110% (100% of the amount received by Holland America Line, up to their base cruise fare, plus a 10% bonus credit) plus an Onboard Credit of USD $100 per person to each booking. Amounts received in excess of the base cruise fare will be transferred as cash payment to the new booking and, for bookings not paid in full, the 110% Future Cruise Credit will satisfy the deposit requirement on their new voyage. For more information about *Eurodam*'s Greek deployment, please [**click here**](https://www.hollandamerica.com/en_US/cruise-destinations/europe-cruises/europe-departure-ports/cruises-from-athens.html?ICID=HECIE0506211247).
2. We are also offering guests the choice to transfer to an equivalent 2022 cruise at their 2021 per-day fare. Please visit <https://gohal.com/policies/>to see a list of the 2021 voyages being cancelled and the equivalent 2022 voyages and please be aware that this offer is only for the matched cruise. Of course, if there is a different voyage that your clients would prefer, our team will be happy to help you transfer the funds on their current booking. Non-cruise-fare purchases, such as shore excursions, specialty dining, spa, or gifts will be refunded to the original form of payment.

Our 2022 sailings are seeing strong demand as our guests look forward to once again traveling. As a result, 2022 fares are higher than similar 2021 cruises were, and are likely to increase as availability becomes even more limited. Protecting their 2021 pricing represents a significant benefit to your clients, and we hope that when you communicate with them you will encourage them to take advantage of this opportunity.

1. Alternatively, guests can choose to receive bonus Future Cruise Credits (FCC), which provide tremendous value for them to plan another trip of their choice. They will receive 110% of the amount deposited (up to the base cruise fare amount) as a Future Cruise Credit. For guests not paid in full, the credit when applied to cruise fare will waive any deposit requirement for their next booking (up to 29 days in length). Please note that if they elect to receive bonus Future Cruise Credits we will not protect their 2021 rate should they later choose to book the equivalent cruise in 2022.

Any previously issued Future Cruise Credits that were used on the booking will be transferred to their new booking or returned to their Mariner account; these credits will now be valid for sailings booked by and departing through December 31, 2022 to give your clients maximum flexibility to use these FCCs.

1. Full refund of all monies paid.

**Q: What action should your clients take?**

**A: To advise us of their choice, all guests should complete the**[**Cancellation Preferences Form**](https://book2.hollandamerica.com/cp/)**before June 15, 2021.** The form will give them the options to transfer to a 2021 *Eurodam*voyage or the equivalent 2022 cruise at 2021 pricing, receive bonus Future Cruise Credits, or request a full refund of all monies paid. 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: What happens to travel advisor commission?**

**A:** Holland America Line understands and values the role our travel partners play in our success. Commission paid on 2021 paid-in-full bookings will not be recalled if your client remains paid-in-full. Your clients do need to make their selection via the [**Cancellation Preferences Form**](https://book2.hollandamerica.com/cp/) . Please be aware that if your clients elect to transfer their booking to 2022, standard commission policies will apply to that booking thereafter. Additionally, please note that the total amount of the Future Cruise Credits are commissionable when your clients rebook.

If any portion of your clients’ 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.

Please note that due to the significant volume of bookings impacted by these changes, we ask for your patience in affording us the time to work through processing these voyages. We are working hard to make sure every booking is handled accurately and efficiently. Should you have any questions, 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, 6:00am – 6:00pm PT.
Saturday – Sunday 7:00am – 4:00pm PT.

\*Reminder: 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.

**Q: Why is choosing to move to the mapped 2022 cruise 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: What happens if my client wants to change or cancel their 2022 booking? Maybe to a different date? Or a different stateroom type?**

**A:** That’s fine. You will be able to modify your client’s 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 client’s 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 client’s 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: What about groups?**

* **A:** Forimpacted group dates, the groups department will move the group shells to the mapped 2022 voyage. Each individual group booking still needs to make their [**Cancellation Preferences Form**](https://book2.hollandamerica.com/cp/) selections on if they want to move to 2022 vs. select other options.
* Affinity groups are moved to mapped voyage regardless of whether they have an existing group on an existing new voyage next year.
* If there’s a concession attached to the group, the groups department will seek approval from revenue management to move. If revenue management does not approve, the groups department will contact the appropriate sales representative to discuss options.
* Group must move to the mapped voyage, if a group wants to be moved to a different voyage, this needs to be communicated to the groups department and will require revenue management approval. In some cases, revenue management may not be in a position to approve based on sailing commercial performance.
* To contact the groups department, please email Groups@hollandamerica.com and GroupServicesSupervisors@HollandAmerica.com.
* New bookings for these groups will default to the 2022 prevailing rates.

**Q: What happens to taxes, fees and port expenses if my clients choose to move to 2022?**

**A:** Paid in full bookings will have taxes, fees and port expenses matched from 2021 to 2022. Not paid in full bookings will match current 2022 taxes, fees and port expenses. If there are future increases, they will apply per normal policy.

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

**A:** This is a limited-time program we are offering on existing and new bookings made through June 30, 2021 on Holland America Line cruises sailing on or before December 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 December 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 via the guest’s 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 is our COVID-19 Protection Program?**

**A:** This new element of the Book with Confidence program provides further peace of mind for guests within 30 days of embarkation through disembarkation for bookings made by June 30, 2021 and sailing on or before December 31, 2021. It is designed to assist guests who, as a result of being suspected of having COVID-19 or testing positive for COVID-19, may be unable to travel to embarkation, may be denied boarding, may be quarantined on board or disembarked early. The program outlinedbelow will apply to the affected guests and their immediate travel party in the same stateroom.

**Pre-Embarkation:**

Future Cruise Credit (FCC) for 100% of the cancellation fee amount of non-refundable unused services, and a refund to the original form of payment for all taxes, fees, port expenses, and pre-paid onboard experiences and shore excursions purchased through the cruise line. Applicable, for guests and their immediate travel party in the same stateroom if any guest tests positive for COVID-19 within 30 days prior to embarkation.

**Onboard:**

1. FCC worth 100% of the per-day cruise fare for the missed days and a refundable credit to their onboard account for missed pre-paid onboard experiences and shore excursions purchased through cruise line, and for the refundable portion of taxes, fees, and port expenses for ports visited after disembarkation.

2. Onboard COVID-related medical center visits and testing of suspected COVID-19 cases will be free of charge.

**Shoreside:**

1. Reimbursement of expenses for COVID-related medical care including during any medically required shoreside quarantine period for guests and their immediate travel party if any such guest(s) test positive for COVID-19 during their cruise. This includes air change fees in the case onward travel plans need to change.

2. Any shoreside meals will be covered by a per-diem meal allowance as communicated by the family assistance coordinator upon disembarkation (no receipt retention is required)

3. Dedicated Family Assistance Program liaison for care and logistical shoreside support until medically cleared to travel home.

4. Assistance opening COVID-related insurance claims (for those who are eligible under their insurance policies or travel protection plans)

i. This program is not intended to replace insurance or travel protection there are many non-COVID related reasons for travel protection plans.

ii. Insurance may allow for refunds in some cases otherwise covered by FCC only.

iii. Insurance coverage is subject to the applicable policy.

**General:**

1. Guests with insurance will be reimbursed for reasonable expenses, as defined below, incurred but not covered by their insurance meaning that the guest must file a claim with their primary insurer, and submit any excluded or uncovered expense.

2. This program shall not be applicable to a guest or any member(s) of their immediate travel party if such individual makes any false statements to the cruise line as to such individual’s COVID-19 vaccination status. The cruise line reserves the right to revoke any of the goodwill benefits provided in this program in the event of discovery of such false statements.

3. This program is not intended to provide long-term care for issues arising from COVID-19 and there will be no reimbursement of any expenses incurred after guest is medically cleared to travel home.

**Q: How long will guests have to redeem COVID-19 Protection Program Future Cruise Credit (FCC)?**

**A:** COVID-19 Protection Program FCCs may be used toward any cruise booking made by and sailing on or before December 31, 2022.

**Q: Which purchases are covered by the COVID-19 Protection Program?**

* 1. Eligible guests who do not sail will receive an FCC worth 100% of the cancellation fee amount of non-refundable unused services, and a refund to the original form of payment for all taxes, fees, port expenses, and pre-paid onboard experiences and shore excursions purchased through cruise line
	2. Guests who miss cruise days, including time in onboard isolation or quarantine (as required by onboard medical team) will receive an FCC worth 100% of the per-day cruise fare for the missed days and a refundable credit to their onboard account for missed pre-paid onboard experiences and shore excursions purchased through cruise line, and for the refundable portion of taxes, fees, and port expenses for ports visited after disembarkation.

**Q: Will guests be required to provide proof of a positive COVID-19 test to cancel pre-cruise and use this program?**

A: While not automatically required, we reserve the right to request proof of a positive test result.  This program shall not be applicable to a guest that makes any false statements to the cruise line as to such individual’s COVID-19 status.  The cruise line reserves the right to revoke any of the goodwill benefits provided in this program in the event of discovery of such false statements.

**Q: How do guests access their FCC?**

A: FCCs will be automatically issued and applied to guest loyalty accounts.

**Q: Why should guests buy Cancellation Protection Plan (CPP) or Cancellation Protection Plan Platinum (CPPP) while you are offering the Book with Confidence program?**

A: Vacation investments should always be protected. Our plans allows guests to cancel for any reason and receive either an 80% or 90% cash refund of the applicable cancellation fees. Platinum coverage also provides important trip interruption benefits.   Book with Confidence still applies as guests may submit a request for Future Cruise Credit of the 10% or 20% cancellation fees withheld under the program terms and conditions.

**Q: What if guests used a Future Cruise Credit to pay for this cruise and are now cancelling under the COVID-19 Protection Program?**

A: The original Future Cruise Credit will be reinstated with the prior Future Cruise Credit expiration date and amount. Guests may also receive a new Future Cruise Credit based on any additional cash amount paid following the COVID -19 Protection Program terms.

**Q: Can guests book their own hotel if they are required to quarantine shoreside prior to returning home?**

A: Hotel accommodations will be arranged by the cruise line with one of its contracted hotel partners. Should guests select a different hotel, they will be reimbursed only for the amount of the contracted hotel rate for the property provided by the cruise line.  Any incidental charges, costs related to room upgrades and additional room nights in excess of what is provided by the cruise line, to the extent requested or arranged by the guests, shall be the guests’ responsibility.  Cruise line shall provide hotel accommodations until clearance by a medical professional to travel home has been provided.

**Q: What is the definition of “reasonable expenses?”**

A: Reasonable expenses are cruise line approved hotel charges, per diem meal allowance and reasonable airline change fees (costs not waived by third party providers).  Reasonable and customary shoreside medical costs specifically related to COVID-19 and denied by guests' primary insurer will also be covered under this program.  Note, the program will not apply to any medical charges incurred after guests are medically cleared to travel home.

**Q: Will guests be charged for COVID-19 care received onboard?**

A: No, fees related to services rendered in response to guests being suspected of having COVID-19 or testing positive for COVID-19 will be waived.

**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 110% 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: 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 only.  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:** **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 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).