

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

	Option 1	Option 2	Option 3
<b>Offer</b>	Guests may select, via webform, to rebook the equivalent cruise in 2022. They will receive the same 2021 per-day fare paid. Non-cruise-fare purchases will be refunded to the original form of payment. Taxes, fees and port expenses will be recalculated based on the new voyage.	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. 2021 rate will not be protected should they choose a 2022 equivalent cruise.	Guests request a full refund of monies paid to Holland America Line.
<b>Action</b> <i>Deadline: July 15, 2021</i>	<a href="#">Cancellation Preferences Webform</a>  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	<a href="#">Cancellation Preferences Webform</a>	<a href="#">Cancellation Preferences Webform</a>  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
<b>Commission</b>	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. Standard commission policies apply thereafter.	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. <sup>†</sup> Standard commission policies apply thereafter.	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. Standard commission policies apply thereafter.

**Impacted Voyages:**

- *Rotterdam* departures through September 19, 2021

<sup>†</sup> 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.

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

# Europe 2021\* - Nieuw Statendam & Volendam Cruise Cancellations Travel Agent & Guest Compensation Reference Guide

	Impact
Offer	Bookings automatically transferred to a 2021 <i>Eurodam</i> voyage at their current fare (or current per-day fare if the voyage length is different) and in the same or equivalent stateroom category, with incentives and promotions protected. Guests will also receive an Onboard Credit of USD \$100 per person on each booking.
Action	No action necessary if your clients choose to keep their new 2021 Eurodam booking. If not, additional options will be available with their new booking confirmations by June 25.
Commission	Paid-in-full bookings will not have their commission recalled when rebooked to the new voyage. Not-paid-in-full bookings will follow standard commission policy.

**\*Impacted Voyages:**

- *Nieuw Statendam* departures through November 7, 2021
- *Volendam* departures through November 10, 2021

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