

Caribbean 2021* Cruise Cancellations – Moving to 2021 Travel Agent & Guest Compensation Reference Guide

	Impact
Offer	Guests will be automatically rebooked on a comparable 2021 Caribbean 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.
Action	No action necessary if your clients choose to keep their new 2021 Caribbean booking. If not, additional options will be available with their new booking confirmation by July 7.
Commission	No impact. Standard commission policies apply thereafter.

*** Impacted Voyages:**

- *Volendam* departures November 25 through December 23, 2021
- *Zaandam* departure on December 20, 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

Exotics 2021* Cruise Cancellations – Moving to 2022 Travel Agent & Guest Compensation Reference Guide

	Impact
Offer	Guests will be automatically rebooked on a comparable 2022 Exotics 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.
Action	No action necessary if your clients choose to keep their new 2022 Exotics booking. If not, additional options will be available with their new booking confirmation by July 30.
Commission	No impact. Standard commission policies apply thereafter.

* *Impacted Voyages:*

- *Rotterdam* departures in Northern Europe through October 10, 2021
- *Westerdam* departures in South America through December 14, 2021
- *Noordam* departures in Asia through December 20, 2021
- *Oosterdam* departures in Australia and New Zealand through December 22, 2021

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Rotterdam* Oct. 10, 2021 Voyage Cancellation – Moving to Oct. 20, 2021

Travel Agent & Guest Compensation Reference Guide

	Impact
Offer	Guests will be automatically rebooked on Rotterdam’s October 20, 2021 14-Day Atlantic Sojourn at their current per-day fare and in the same stateroom, with incentives and promotions protected.
Action	No action necessary if your clients choose to keep their new booking. If not, additional options will be available with their new booking confirmation by June 30.
Commission	No impact. Standard commission policies apply thereafter.

* *Impacted Voyage:*
 • *Rotterdam* 24-Day European Capitals & Atlantic Sojourn, departing October 10, 2021

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