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| [https://media.hollandamerica.com/itk/template/graphics/partnerships2020/Partnerships_header.png](https://gohal.com/) |
| |  |  | | --- | --- | | |  | | --- | | A message from Gus Antorcha | | | |  | | --- | | June 18, 2021  Dear Travel Partner  I am writing to follow up on our recent correspondence regarding the cancellation of *Rotterdam*'s Premiere Voyage.  We are aware that many of your clients discovered that their voyage had been cancelled via our social media channels, and are very sorry that you were not given the opportunity to personally contact them so they could hear the news from you.  We know that these clients are among our most loyal guests, and we are so thrilled that they share our excitement over the launch of a new ship joining our fleet. We appreciate that you have been working closely with them and sharing their excitement over being among the first of our guests to experience being on board, and we understand how frustrating it has been to see her arrival and first voyage delayed multiple times due to the global circumstances beyond our control.  Please accept our deepest apologies for any disappointment that this has caused you and your clients.  At this time we do not yet have final confirmation as to when Rotterdam's first voyage with guests aboard will take place. We continue to work on permissions to sail and operate our cruises in Northern Europe, and are hopeful that this will be confirmed in the coming weeks.  We are offering your clients the exclusive opportunity to reserve a booking for *Rotterdam*'s first voyage once we have obtained permission to sail from the countries where *Rotterdam* is scheduled to operate. To express their interest, you or your guests should complete the [**Waitlist Request Form**](https://book2.hollandamerica.com/wl/) by July 1, 2021 to request to be booked on *Rotterdam*'s first voyage. Availability is limited, and bookings will be made on a first-come, first-served basis. Once the voyage details are confirmed we will notify you and your clients will have the opportunity to secure their booking with a deposit.  This is separate from the [**Cancellation Preferences Form**](https://book2.hollandamerica.com/cp/) to advise us of your clients' compensation choice for their cancelled voyage. If they opt for Bonus Future Cruise Credits, they will be able to apply them to the new *Rotterdam* booking once confirmed. Of course, Future Cruise Credits are fully commissionable when your clients rebook. This form should be completed by July 15, 2021.  Please note that although this will be *Rotterdam*'s first voyage with guests, it will have traditional Premiere Voyage events and plans for Rotterdam’s naming ceremony are still being finalized for a later date.  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.  **Southampton Office (GBP currency):** **Contact us at** 0344 338 8600. We are available Monday – Friday, 9:00am – 5:30pm.  **Rotterdam Office (EUR currency):** **Contact us on** 00800 1873 1873.  We are available Monday – Friday, 9:00am – 5:30pm. **For Netherlands contact us on** 0800 724 5425.  We are available Monday – Friday, 9:00am – 5:30pm.  **Sydney Office (AUD currency):** **Contact us at** 1300 987 321. We are available Monday – Friday, 8:30am – 7:00pm.  Thank you for your partnership. We are so looking forward to being able to share *Rotterdam* with our guests, and hope to welcome your clients on board.  Kind regards,  Gus Antorcha President, Holland America Line | |   https://carnivalbrands.demdex.net/event?d_cid=110361%01&c_emailcampaign=HET2116AS2&c_subcampaigntype=Trade |