**HOLLAND AMERICA LINE FAQ FOR TRAVEL ADVISORS**

**Updated 6.21.21**

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

**A:** While Holland America Line continues to work with governments and port authorities in coordination with the phased resumption of cruising in other areas of the world, the company is canceling cruises in Asia, Australia and New Zealand and South America through the remainder of 2021, along with the Collectors’ Voyages (combined cruises) associated with those departures. This affects itineraries on Noordam (Asia), Oosterdam (Australia) and Westerdam (South America). In addition, fall sailings through the end of 2021 on Volendam and Zaandam also are cancelled.

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

**A:**

* ***Westerdam*** departures in South America through and including December 14th, 2021
* ***Noordam*** departures in Asia through and including December 20th, 2021
* ***Oosterdam*** departures in Australia/New Zealand through and including December 22nd, 2021
* ***Volendam*** departures from November 25th through and including December 23rd, 2021
* ***Zaandam*** departure on December 20th, 2021
* ***Rotterdam***departures in Northern Europe on September 26th and October 10th, 2021

For a list of impacted 2021 voyages please visit <https://gohal.com/policies/>.

**Q:  What happens to my client’s booking?**

**A:** Several options will exist and will also be communicated in emails to all TAs with impacted bookings upon new booking confirmations being received. 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. **Please note that there is no action to be taken until after you receive your client’s new booking confirmation.**

1. **Canceled Caribbean Departures:** Volendam departures from November 25th through and including December 23rd, 2021 or Zaandam’s departure on December 10th 2021:
	1. We will be transferring your clients' bookings automatically to 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. Please visit <https://gohal.com/policies/> to see a list of the 2021 voyages being cancelled and the equivalent 2021 mapped voyages and please be aware that this offer is only for one of the matched cruise(s). Non-cruise-fare purchases, such as shore excursions, specialty dining, spa, or gifts will be refunded to the original form of payment. Taxes, fees and port expenses will be recalculated based on your clients’ new voyage.
2. **Canceled Exotic Departures:** Rotterdam departures on September 26th and October 10th 2021, Westerdam departures through and including December 14th, 2021, Noordam departures through and including December 20th, 2021 or Oosterdam departures through and including December 22nd, 2021:
	1. We will be transferring your clients' bookings automatically to a comparable voyage sailing a year later 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. Please visit <https://gohal.com/policies/> to see a list of the 2021 voyages being cancelled and the equivalent 2022 mapped voyages and please be aware that this offer is only for one of the matched cruise(s). Non-cruise-fare purchases, such as shore excursions, specialty dining, spa, or gifts will be refunded to the original form of payment. Taxes, fees and port expenses will be recalculated based on your clients’ new voyage.

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. **In both scenarios listed above, your clients will receive new booking confirmations.** **If your clients choose not to accept their replacement voyage,** additional compensation options will be offered at the time that that they receive their new booking confirmations:
	1. **New 2021 Caribbean booking confirmations** will be received on or before July 7th
	2. **New 2022 Exotic booking confirmations** will be received on or before July 30th

**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 at this time regardless of whether your client chooses to accept their rebook or cancel. Your commission is not protected with not-paid-in-full bookings. Please be aware that once your clients’ booking has transferred, standard commission policies will apply to that booking thereafter.

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: Do 2021 sailings require vaccination?**

**A:** Currently, our cruises are available for guests who have received their final dose of an approved COVID-19 vaccine at least 14 days prior to the beginning of the cruise and have proof of vaccination. We will be communicating more information regarding health and safety protocols and requirements in the coming weeks.

**Q: What if I have children under the age of 12 who cannot yet be vaccinated?**

**A:** Due to current guidance regarding vaccination age requirements, if a booking includes children who are younger than 12 years of age, we will be transferring that booking to a comparable 2022 voyage.

**Q: Why is having your client either accept their new booking or choose to move to a mapped cruise alternative considered the greatest value?**

**A:** Due to the strong booking demand we are seeing, being able to lock in your client’s 2021 per day rate and other amenities represents the greatest value. We expect pricing to continue to climb, and inventory is expected to become limited with high demand.

**Q: What happens to my client’s 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. We will provide additional clarification when we send your new booking information.

**Q: What happens to my client’s air?**

**A:** Air booked through Holland America Line's Flight Ease will be automatically rebooked for their new cruise. Other non-cruise-fare purchases through Holland America Line such as gifts, dining and spa will be refunded to the original form of purchase. Taxes, fees and port expenses will be recalculated based on your new voyage. Earned commissions will be automatically transferred to the new booking.

**Q: What is the “Flexible Cancellation” (formerly Book with Confidence) Program?**

**A:** To learn more, please visit our [Travel Well landing page](https://www.hollandamerica.com/en_US/worry-free-promise/travel-well.html). This is being updated weekly.

**Q: What is TravelWell?**

**A:** Your health and safety, as well as that of our staff and crew, is our highest priority. We work directly with the U.S. Centers for Disease Control (CDC) and the World Health Organization (WHO) to implement best practices, from enhanced screening prior to embarkation to additional sanitation measures on board. We are in the process of finalizing all required COVID-19 protocols for guests. Please visit hollandamerica.com for the latest health and safety protocols.

To review a full breakdown of our current TravelWell protocols, click [here](https://www.hollandamerica.com/en_US/news/coronavirus-travel-advisory/traveling-and-staying-healthy/covid-guest-protocols.html).

**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).

**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.