

Holland America Line & Travel the World

Terms & Conditions

Deposit

In order to hold space beyond option date, the full deposit amount must be received by Travel the World prior to the expiry date and time of the option as shown on your Travel the World invoice. The amount includes a Travel the World administration fee of A\$110 per person. If a deposit (including any Cancellation Protection Plan if required) is not received at Travel the World's office by the due time / date, the booking will automatically cancel.

Finals

Final payment is due at Travel the World's office immediately upon booking or at 76, 91 or 121 days prior to departure date depending on fare, destination and length of cruise. Refer to your invoice or the below cancellation penalties to determine when final balance will be due.

CPP

CPP (the Cancellation Protection Plan) allows you to cancel for any reason up to 24 hours prior to the cruise departure and receive a refund equal to 80% of the applicable cancellation fee. In addition Holland America Line assumes US\$500 of liability for lost, damaged or delayed baggage subject to the limitations of the baggage policy in the World Wide Cruise Holiday Brochure. While CPP is optional it must be booked and paid for at the time of deposit and CPP is non-refundable. The CPP is not travel insurance and Travel the World advises passengers to seek additional travel insurance. The price of CPP varies between destinations and sailings. CPP is subject to change, please contact Travel the World to obtain a further information.

Cancellations

In the event of a cancellation Travel the World will deduct A\$110 per person administration paid with the deposit, from the final balance. *Please note: This fee is charged regardless of whether or not CPP is purchased.* In addition Holland America Line will apply cancellation fees for guests who cancel due to any reason, including medical or family related reasons. Parameters for penalties vary dependant upon the fare & destination. Below is a guideline for cancellation charges imposed by Holland America.

Flash Fare Promos (Non Refundable)

| | | |
|-------------------------|--------------------|---|
| At time of confirmation | 100% of Gross Fare | Applies to all destinations and itineraries |
|-------------------------|--------------------|---|

Non Refundable Fares:

| | | |
|-------------------------------|--------------------|--|
| <u>Category 1 - 76 days*</u> | | |
| 76 – 0 days prior to travel | 100% of Gross Fare | * Applies to Europe sailings (exception ms Prinsendam and ms Maasdam sailings), Caribbean, Panama Canal, Mexico, Bermuda, Canada & New England, Alaska and Hawaii. NB: Holidays sailings will fall into category 2 |
| <u>Category 2 - 91 days*</u> | | |
| 90 – 0 days prior to travel | 100% of Gross Fare | * Applies to ms Prinsendam Europe, Australia, New Zealand, South America, South America/Antarctica, Asia and Holiday sailings. |
| <u>Category 3 - 121 days*</u> | | |
| 120 – 0 days prior to travel | 100% of Gross Fare | * Applies to Grand World, Grand Voyages and sectors, ms Maasdam Europe, 33 day South Pacific and Amazon Explorer Sailings. |

Refundable Fares:

| | | |
|---------------------------------|--------------------|--|
| <u>Category 1 - 76 days*</u> | | |
| 76 – 57 days prior to travel | Loss of deposit | * Applies to Europe sailings (exception ms Prinsendam and ms Maasdam sailings), Caribbean, Panama Canal, Mexico, Bermuda, Canada & New England, Alaska and Hawaii. NB: Holidays sailings will fall into category 2 |
| 56 – 29 days prior to travel | 50% of Gross Fare | |
| 28 – 16 days prior to travel | 75% of Gross Fare | |
| 15 days or less prior to travel | 100% of Gross Fare | |

| Category 2 - 91 days* | | |
|---------------------------------|--------------------|--|
| 90 – 64 days prior to travel | Loss of deposit | * Applies to ms Prinsendam Europe, Australia, New Zealand, South America, South America/Antarctica, Asia and Holiday sailings. |
| 63 – 43 days prior to travel | 50% of Gross Fare | |
| 42 – 22 days prior to travel | 75% of Gross Fare | |
| 21 days or less prior to travel | 100% of Gross Fare | |

| Category 3 - 121 days* | | |
|---------------------------------|--------------------|--|
| 120 – 91 days prior to travel | Loss of deposit | * Applies to Grand World, Grand Voyages and sectors, ms Maasdam Europe, 33 day South Pacific and Amazon Explorer Sailings. |
| 90 – 76 days prior to travel | 60% of Gross Fare | |
| 75 days or less prior to travel | 100% of Gross Fare | |

NB: Cancellation fees apply to the entire cruise booking, including cruise fare, non-discountable amounts (NDA's). Holland America Air Fare Supplement (if applicable), transfer services, pre/post cruise vacations and tour packages.

Please note: * For services included in your booking that are not provided by Holland America, additional cancellation fees may be incurred.
*Travel Professionals may impose their own cancellation fees.

Promotional Fares

Holland America may release promotional fares that attract differing terms and conditions outlined within and as included in the Holland America brochure. Promotional fares that attract a variation to the standard terms and conditions will be advised at time of booking and will be noted on your Travel the World invoice.

Cruise Fares

Travelling with Holland America Line is one of the best vacation values around. The cruise fare includes accommodation aboard an elegant Holland America cruise ship, most meals and entertainment on board the ship. Not included, however, are items of a personal nature or optional programs or optional activities, such as alcoholic beverages, soft drinks, laundry and dry cleaning (some exceptions apply), shore excursions, ground transfers, medical, barber and beauty shop services. A modest service charge applies to meals at any speciality restaurant.

Amendments

For any amendments to your travel arrangements after the due date for final payment, a fee will be charged per person. Amendment fees are not charged for stateroom upgrades, unless travel documents need to be reissued.

Dining

There are 2 sittings for dinner. Dinner times are 5:45pm & 8:00pm. For Alaska cruises, dinner times are 5:30pm & 7:30pm. You may request any sitting time, table size and with whom you wish to sit. Dining times will be requested or waitlisted at the time of booking. Table numbers and sizes are on a request basis only with the final assignment to be managed by the Maitre d on board. Holland America has introduced a new innovative dining concept on most sailings 'As You Wish Dining' which offers flexibility. This is not available on World Cruises or segments. For further details on dining please enquire with Travel the World.

Documentation

Holland America have now moved to [Express Documentation](#). Express documentation arrives electronically and will be issued for all sailings (exception Grand Voyages). Express Documentation will be available approx. 50 days prior to sailing. You can print your set of Express Docs along with any other supplementary material and complete your Online Check-in by visiting www.traveltheworld.com.au/Cruises/Holland-America-Line/For-Booked-Guests.html. Complete details, including step-by-step instructions, screen shots and an example of a cruise ticket and signature preferred boarding pass are located on this page for your assistance. The cruise ticket document also provides examples of arrival information, your itinerary, contract, cancellation protection plan and shipboard life.

Passports / Visas / Immunisations

Travel the World & Holland America Line do not provide advice regarding passports and/or visas. However all guests are required to carry a passport usually valid for 6 months after disembarking the ship, and any necessary visas. Please contact your nearest consulate for the most up to date information regarding visas. As to immunisations, please check with a travel medicine specialist or local health department for specific recommendations and/or requirements. We recommend the use of www.smartraveller.gov.au for advice in these areas.

Hotel Service Charges

(Gratuities) The Hotel Service Charge is paid entirely to the Holland America staff to recognise the efforts of all the crew in every aspect to ensure the cruise meet the highest standards. Currently the additional charge is US\$11* per guest per day which is automatically added to each guest's shipboard account. If the service exceeds or fails to meet the expectation, you can adjust this amount at the end of the cruise on settlement of the account. A 15%* service charge is automatically added to bar charges and dining room wine purchases. *Charges correct as of 30 October 2009, and are subject to change without prior notice.

Guarantee Staterooms

When booking a GUARANTEED (GUAR) stateroom, guests are guaranteed a cabin available within the category booked. For example, passengers booking a guaranteed ocean view stateroom are guaranteed a cabin with an ocean view. The cabin may be located on any passenger deck of the ship, but you will be guaranteed AT LEAST the category for which you paid. You will receive your cabin assignment when you check in for your cruise. Please note that certain ocean view cabins may be obstructed.

Upgrade Policy

Holland America Line reserves the right to upgrade a guest or guests to more expensive category accommodation at no additional cost.

Check-In Procedures

U.S. government security regulations require Holland America Line to submit certain guest information to law enforcement authorities in advance to departure. To meet this requirement, Holland America Line must have the necessary information in their records at least 2 hours before departure. If they do not have your information by this deadline, guests will be unable to sail. Guests are urged to complete the Online Check-in process before leaving home. Guests who wait to check in at the terminal will risk being unable to sail even if they arrive at the terminal before the vessel leaves. Guests will be responsible for all costs incurred to join the vessel at the next port. Website: www.hollandamerica.com and go to Check-In Online.

Responsibility

Travel the World accepts bookings subject to the following conditions –

Travel the World acts as the co-ordinator for all persons taking any service*, and in the making of arrangements for the service. Travel the World does not own, manage, control or operate any component of the delivery of services and all coupons, receipts and tickets are issued subject to the terms and conditions specified by the laws of the country where a service is provided.

Travel the World acts as an agent for the owners contractors and suppliers of services and assume no responsibility for the loss or damage to baggage, property or for injury or illness or death, or for any damages or claims of damage to persons or property, delays, transport failures, strikes, wars & uprisings, or acts of God etc over which we have no control. Clients are strongly advised to insure adequately for the full duration of their travel arrangements in respect of illness or injury, death, baggage and personal effects.

While Travel the World will use its best endeavours to ensure services* are performed as advertised, reasonable changes in the itinerary may be made without notice where deemed necessary or advisable by Travel the World or the operator. Further, whilst Travel the World will take all reasonable steps to provide enjoyable services*, Travel the World accepts no liability for any loss of enjoyment whatsoever, and howsoever experienced by a passenger.

All matters rising to any service* provided by Travel the World but not in respect of other things governed by the law of the state of New South Wales.

* Service/s refer to all accommodation & hotels or accommodation, cruises, flights, ground transportation, transfers, meals & beverages, shore excursions and tours.

Privacy Policy

Information collected in the booking process will be treated in accordance with Travel the World's Privacy Policy. This policy can be found at <http://www.traveltheworld.com.au/Privacy-Policy.html>.

NB –Please note that these terms and conditions can change without prior notice.

For further information and conditions pertaining to your cruise booking, please refer to Holland America's Cruise Holidays brochure or www.traveltheworld.com.au