

The following sections gives you important information that you need to know before booking a cruise holiday with Holland America Line. Please read them carefully, as you will be deemed to have accepted them when you make your booking with us.

YOUR HOLIDAY

Holiday Fares

Cruising with Holland America Line represents the best in holiday value. Holiday fares in this brochure are "lead-in" or "from" prices and so depending on availability, the holiday fare for your cruise may be more than the fare shown. Please check the applicable holiday fare with our reservations staff at the time of booking. Your holiday fare includes accommodation aboard your Holland America cruise ship, most meals, and entertainment on board ship. A small surcharge applies to meals at reservations-only restaurants. Not included are items of a personal nature or optional programmes or optional activities such as alcoholic beverages, soft drinks, laundry and dry cleaning, shore excursions, medical services, barber and beauty shop services. All fares are per person based on double occupancy in £ Sterling.

Your holiday fare also includes taxes, fees and charges imposed by governmental or non-governmental authorities, including port authorities, relating to your cruise and any air transportation you purchase as part of your holiday. Your holiday fare does not include any taxes, fees or charges that may be levied and payable locally to countries included in your cruise itinerary, for example departure or arrival taxes. We will advise you of any such additional charges at the time of booking.

Whilst we try to ensure the accuracy of the information (including prices) in our brochures and in our other promotional material, regrettably changes and errors occur. We will confirm the details of your holiday, including cruise itinerary and holiday fare, before you book.

Cruise-only Fares

"Cruise-only" fares (as shown in this brochure) will not include air transportation, hotel accommodation or transfers.

Deposit

Once you accept the accommodations and the fares, we will give you a booking reference number. We then ask that you pay a deposit of 15% per person. For bookings made within 120 or 90 days of departure we will ask you to pay the full fare amount (see below).

Final Payment

Holland America Line must receive the balance of your fare:

- i) 120 days before the scheduled departure date in the case of Grand World; Grand Voyages; any segments of a Grand World or a Grand Voyage; *ms Maasdam* Europe; *ms Veendam* Europe; *ms Prinsendam* Europe; Australia, New Zealand & South Pacific; South America, Antarctica, Amazon, Incan Discovery, & Incan Empires; Asia (including 2013 & 2014 *ms Rotterdam* Far East), 28 day or longer Hawaii, Tahiti & Marquesas; Holidays; and *ms Rotterdam* Caribbean sailings.
- ii) 90 days before the scheduled departure date in the case of all other Europe; Caribbean (excluding *ms Rotterdam*); Panama Canal; Mexico; Canada & New England; Alaska Cruises & CruiseTours; and 27 day or less Hawaii sailings.

If you are booking through a travel professional they may request payment of the balance in advance of this due date. If it is not received by Holland America Line by the due date we reserve the right to end the contract between us and retain your deposit.

YOUR FLIGHTS

Fly-cruise Fares

You may purchase "fly-cruise" fares which will include air transportation, transfers and, where applicable, one night's pre-cruise accommodation (room only) at the city of embarkation.

Air Travel

All passengers travelling to the USA are required to provide information to the airline prior to check-in. You must provide the relevant details at the time of booking or no later than 70 days prior to your departure from the UK, whichever is the later. This information includes

certain personal information, passport details, country of residence, nationality, emergency contact information and the address of where you are staying in the USA prior to your cruise.

If you fail to supply the details requested, both fully and accurately, you may not be permitted to board your flight. We will not accept any liability in this situation, and we will not pay you any compensation or make any refunds.

International Flights

For fly-cruise arrangements we reserve the right to determine the hotel/air carrier, flight routing (which may not be non-stop or direct) and airports used. Baggage fees and other charges may be directly assessed by airlines or airports. Once you are notified of your flight details, please contact your airline for information related to any additional fees or charges.

UK Domestic Flights

Domestic flights via London may be booked from the following airports (in conjunction with British Airways flights only) at an extra cost: Aberdeen, Edinburgh, Glasgow, Inverness, Manchester and Newcastle. Flights from other regional airports may be available on request. All domestic flights must be taken on the same day as the connecting flight to qualify for this special offer. Domestic flights are offered subject to air schedules available at the time of booking. Should subsequent schedule changes result in no regional air service being available, no alternative transport will be provided.

Booking Your Own Flight?

If you are making your own flight arrangements, we recommend that you leave plenty of time to transfer to the ship for embarkation, and on long-haul destinations stay at least one night in a hotel near the port of embarkation. Your return flight to the UK should not leave before 1pm on the day of disembarkation in order to allow sufficient time for disembarkation and transfer time to the airport. Please advise your flight schedule at the time of booking.

Fly in Style

All flights quoted will be based on economy-class fares. Upgrade supplements are available on request.

Your Financial Protection

The fly-cruises in this brochure are ATOL protected by the Civil Aviation Authority. Our ATOL number is ATOL 6294. ATOL protection does not apply to all cruises shown in this brochure. All non-fly-cruises sold in the UK are protected by ABTA. Please see our Booking Conditions for more information, and if in doubt ask us to confirm what protection may apply to your booking.

YOUR DOCUMENTS

E-Tickets

It is now the policy of many airlines not to issue passengers airline tickets. You will instead be issued only with a receipt showing a confirmation code, which must be shown at check-in for the flight. All airline standard conditions of carriage will still apply. It is now Holland America Line's policy to issue electronic cruise documents which guests may download and print from our website www.hollandamerica.co.uk several weeks prior to sailing.

Passports and Visas (USA)

U.S. State Department regulations require that all guests travelling from visa waiver countries must be in possession of a machine-readable passport.

All visitors to the USA under the visa waiver scheme are required to comply with the mandatory Electronic System for Travel Authorisation (ESTA). This will affect passport holders from all countries currently participating in the visa waiver scheme, including UK passport holders.

Applying for an ESTA is easy—customers can provide the information online at <https://esta.cbp.dhs.gov> or via their travel professional. An ESTA is valid for two years and allows multiple visits to the US within that period without the need to re-apply. There is usually a small charge for applying for an ESTA of up to us\$17 per person.

Customers who fail to apply for ESTA up to 72 hours before they depart may experience delayed travel.

Please note that the US visa waiver or US visa may not be automatically granted to persons with a police history, however trivial. If you are uncertain, please contact the US Embassy.

Passports and Visas (General)

It is your responsibility to ensure that you have the correct travel documents for your journey. Entry and transit requirements are subject to change, and you are advised to check the requirements with the Consulate or Embassy of all countries on your itinerary. Holland America Line assumes no responsibility for advising guests on immigration requirements. Any guest travelling without proper documentation will not be allowed to board the ship and no refund of the cruise fare will be issued.

Many countries require your passport to be valid during and beyond the length of your stay, so check what applies to you. You also need to check and obtain the necessary visas for your destination, including transit visas if required.

It is important that all guest names on travel documents be identical to those on the cruise and airline tickets. Otherwise, proof of name change (i.e. marriage licence) or a valid driver's licence must be presented. Please note airlines may impose fines on passengers travelling with incorrect documentation, and these expenses must be met by the passenger.

This fee must be paid in USD in cash only and will be collected by immigration personnel upon arrival at the airport. Please ask for details of fees, which vary according to nationality.

PLEASE NOTE: In an effort to prevent international child abduction, many governments have initiated procedures at entry and exit points. These often include requiring documentary evidence of relationship and permission for the child's travel from the parent(s) or legal guardian if not present. Having such documentation on hand, even if not required, may facilitate entry or departure.

Visas will be required for certain destinations such as St. Petersburg* (Russia), Africa and for sections of the Grand World Voyage and South Pacific and Asia cruises. It is your responsibility to obtain the correct visas via the appropriate agency, and you may do this by contacting the CIBT Visa Service on 0870 8900185.

*Passengers booking the Holland America Line arranged tours of St. Petersburg (Russia) do not require a visa.

Immigration Questionnaire

Security legislation in the USA requires us to pass on to the US Immigration Authorities, or other authorised bodies, certain personal and other details relating to our guests. Please visit Holland America Line's website www.hollandamerica.co.uk and click on 'For Booked Guests—Immigration Form' and submit the following details: Full Name, Birth Date, Passport, Visa, Home Address, Home Telephone Number, Emergency Contact Information, Return Flight Information. You will need to have your booking confirmation number in hand.

If you do not have access to the Internet, please see your travel agent or contact our Reservations Department if you have booked direct. They will advise you of the alternative ways of providing the above information.

PLEASE NOTE: Missing or incorrect information may delay embarkation or result in denied boarding without compensation.

HOTELS & TRANSFERS

Hotels

Where hotel overnight stays are included as part of your booking, these will be on a room-only basis and will usually include transfers from airport to hotel and hotel to ship. In most cases we are able to provide the hotel name before travel; however, hotel rooms are subject to availability and Holland America Line reserves the right to substitute any named hotel for an alternative of a similar standard.

Transfers

If you purchase a "fly-cruise", transfers will be included as part of your travel arrangements. Please note that all ship to airport transfers will take place directly after morning disembarkation, regardless of your flight time. Unfortunately we are not able to accommodate you on board ship after morning disembarkation has occurred.

THE A-Z OF CRUISING WITH HOLLAND AMERICA LINE

ABTA Membership

Holland America Line is a member of ABTA with membership number V8764. ABTA and ABTA members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact ABTA Ltd, 30 Park Street, London SE1 9EQ or go to www.abta.com.

Age Restrictions

You must be 21 years of age or over to book a Holland America Line cruise. Guests under 21 years of age must be accompanied by a parent, guardian or chaperone who is at least 21 years old. Passengers aged 13 or over may be permitted to share a stateroom with a passenger who is under 21 (but no less than 16 years of age), providing the stateroom is adjacent to the stateroom occupied by the person accompanying them. Passengers under the age of 13 must either occupy the same stateroom as their parent or occupy a connecting stateroom. One adult chaperone (aged 21 or over) is required for every five people under age 21. Please be advised that bookings will not be accepted for guests under the age of 21 in single staterooms under any circumstances. Alcohol will not be served to guests under age 21.

Alcohol on Board

Except for wine and champagne, alcoholic beverages purchased in the onboard shops or brought onto the ship cannot be consumed on the ship. Bottles and other containers will be collected for safekeeping and delivered to your stateroom on the last day of the voyage. A corkage fee of us\$18.00 (subject to change) applies to wine and champagne brought to the restaurants or bars for consumption.

Baggage & Valuables

Do not pack your passport, medications, cruise documents or airline tickets in your checked baggage. (Remember that checked baggage might not be accessible at all times.) Keep these items close at hand in your purse or jacket pocket. Please note that baggage allowances will vary by destination; therefore, please check with the applicable airline for details of individual baggage policies. Baggage allowance is governed by airline regulations. Excess baggage charges are the responsibility of the guest. Holland America Line will carry as baggage only your personal effects for your wearing, comfort or convenience during your travel with Holland America Line. Your baggage needs to be placed in securely constructed and locked suitcases or trunks. If your travel includes a land component, you are limited to two pieces of checked baggage and one overnight or light flight bag, which must remain in your custody at all times. Holland America Line does not assume any liability for loss of or damage to or delay of perishable items, medicine, liquor, cash, credit or debit cards, jewellery, gold, silver or similar valuables, securities, financial instruments, records or other valuable or business documents, computers, cellular telephones, cameras, hearing aids, electric wheelchairs, scooters, or other video or electronic equipment, binoculars, film, videotape, computer disks, audio disks, tapes or CDs. These items should not be left lying about the ship or your stateroom, nor should they be left unattended on other vessels, railcars or other vehicles or in hotels, nor placed in luggage other than the bag you carry with you. In addition, Holland America Line will not assume any liability for any loss of or damage to carry-on baggage left unattended on the ship or on other modes of transportation or in hotels. Holland America's ships provide, at no extra charge, either safe-deposit boxes in the ship's Front Office or stateroom safes. Certain hotels may also provide similar facilities. Your use of safe-deposit boxes, stateroom safes or similar facilities will not increase Holland America's liability as described below. Holland America Line cannot be responsible for any loss, delay or damage that occurs before baggage comes into Holland America's actual custody when you begin your travel with us or after baggage leaves Holland America's actual custody at the end of your travel with us. In particular, please note that we assume no responsibility for loss, damage or delay while baggage is in the custody of airlines.

Cancellation Protection Plan (CPP)

Holland America Line offers an optional Cancellation Protection Plan (CPP), which will allow you, for any reason, to provide written cancellation up to 24 hours before travel, and receive a refund equal to 80% of the eligible amounts paid. CPP is not insurance, and is administered by Holland America Line. It provides no additional rights or protection. CPP must be purchased at time of booking and once purchased, is non-refundable. It is highly recommended that all Grand Voyage guests purchase the Cancellation Protection Plan.

Clothing

First and foremost, dress for comfort. Daily life aboard ship and in ports of call is laid-back and casual. We encourage you to wear whatever makes you feel most comfortable—sportswear, shorts, sundresses, slacks and so on. Warmer climates call for clothing made of lightweight, breathable fabrics. For cooler climates we suggest casual clothes that can be layered easily and possibly a raincoat and waterproof hat or umbrella and gloves. Evening dress falls into two distinct categories: Formal or Smart Casual. On festive formal evenings, women usually wear cocktail dresses or gowns and men usually wear business suits or tuxedos. There are approximately two formal nights per week. Tuxedos may be hired in advance.

Club HAL® – for Kids

For infants, Holland America Line provides, at a small fee, baby food, diapers, high chairs, booster chairs and cribs upon special request (30 days notice) via your travel professional. For our younger guests, Holland America's Club HAL® programme offers supervised activities, games, parties, menus and shore activities for children aged 3–12 in age-specific groups. A special teens' Oasis area is provided for 13–17 year olds with outdoor and indoor places to relax and socialise. The *ms Prinsendam* offers youth amenities for guests aged 5–17.

Communications

Telephone: You may easily make and receive calls in the privacy of your stateroom using our satellite communication telephones. Your Express Documents will contain detailed information, including the phone number for your ship at each specific location. You should be able to use your mobile phone to make calls on board Holland America Line ships. International Roaming fees apply to all shipboard cell phone calls or messages and will appear on guests' personal cell phone bill. Email and Internet: Guests can send and receive electronic mail in real time via a high-speed satellite link 24 hours a day, satellite conditions permitting. You will be able to access a broad range of communication applications (e.g., Video Mail, CruiseE-mail, Microsoft Office® and games, just to name a few). You can surf the Internet, play games, check your stocks, read your email, send a video mail to your loved ones back home and much, much more! Holland America Line has even set up your very own CruiseE-mail address for you to use. We also have an Internet Manager on board to assist you. There is a charge for these services.

Credit/Debit Card Payments

If you wish to pay for your cruise by credit card, we reserve the right to apply a 1.5% charge to such payment. Exchange rates will be determined by your card provider for all credit card payments on board ship.

Cruise Itineraries

Cruise itineraries are subject to change. We advise you to check our website www.hollandamerica.co.uk at the time of booking for detailed itineraries. We will try to advise you of any itinerary changes that may occur during the course of your booking; however, we do recommend you check the final itinerary on line before travel.

Dining Choices

"As You Wish™" Dining—lets you select the venue and style that suits you. Choose from a festive five-course affair; a quick, casual dinner for two; or an intimate meal in one of our reservations-only restaurants. The choice is yours each day. For reservations in the main Dining Room, you may indicate at booking whether you would prefer a traditional pre-set seating and dining time or the freedom each day to choose the time that suits you. Guests who opt for the latter may make reservations daily during their cruise up to 4.00pm or simply arrive in the Dining Room any time during dining hours for accommodation by the maitre d'hotel.

Normal hours in the Main Dining Room are:

Breakfast	Open Seating	8.00am
Lunch	Open Seating	12.30pm
Dinner	Early Seating	5.45pm
	Main Seating	8.00pm
	Open Seating	5.15pm–9.00pm

ms Prinsendam Dinner hours

First Seating	6.00pm
Second Seating	8.15pm

Alternative Dining — Our intimate reservations-only restaurants, a delicious alternative to the main Dining Room, are very popular. We recommend you make reservations early in your cruise. There is a nominal cover charge per person.

Special Diets — Although not guaranteed, we will try to assist with special dietary requests, including vegetarian, fat-free, sugar- or salt-free if advised at time of booking. Kosher,* gluten-free or special medical diets must be pre-ordered a minimum of 90 days prior to sailing.

Food Allergies — please note that since meals are prepared in mass quantities on board the ship, it is possible for foods restricted from your diet to come in contact with your meal during preparation. As such, Holland America Line cannot guarantee that you will not come into minimal contact with the items listed on your SRI form while on board.

*Kosher meals are prepared off the ship in a kosher kitchen, frozen and brought to the table sealed in their original containers. There is no kosher kitchen on board.

Electric Current/Hairdryers

All staterooms are equipped with standard USA 110 AC and 220 AC outlets; therefore, you should bring an adaptor with you. Hairdryers are provided in all staterooms.

Gift Packages

Holland America Line offers a variety of gift packages for guests celebrating a birthday, anniversary, honeymoon or other special event. Please contact us for a list of items and prices or visit the "Gift Order" section on our website: www.hollandamerica.co.uk.

Guaranteed Staterooms

Please note that guests booked in "guaranteed" staterooms will be allocated the minimum of the guaranteed grade; actual staterooms will not be allocated until embarkation. Holland America Line reserves the right to upgrade guests booked in "guaranteed" accommodation to any stateroom of the same grade or higher which may include the Promenade Deck, obstructed views and shower-only cabins. Special requests cannot be applied to "guaranteed" bookings. Guests may book a specific stateroom, however this may be at a higher fare.

Guests with Disabilities

We do not discriminate against persons on the basis of disability. We seek, to the extent feasible, to accommodate the needs of persons with disabilities. We have a limited number of staterooms designed for wheelchair and scooter access. For the safety of all passengers and crew, scooters and other mobility equipment need to be securely stored and charged in the passenger's stateroom and not in hallways or elevator lobbies. Scooters left in these areas could restrict access to these areas in an emergency. For this reason, Holland America Line does have size and weight guidelines for scooters. If you plan on bringing a scooter on the vessel, please email our Access and Compliance Department directly at: halw_access@hollandamerica.com before making a reservation.

Certain land and shore facilities may not be fully accessible to persons with disabilities. While Holland America Line endeavours to contract with companies that provide accessible services and facilities, we cannot guarantee that all services and facilities will be fully accessible. In limited situations where an individual with a disability would be unable to satisfy certain specified safety and other criteria, even when provided with appropriate auxiliary aids and services, we may find it necessary to ask the individual to make alternative travel arrangements. Whilst Holland America Line will seek to minimise difficulties, there may be restrictions on access to certain areas on board, particularly during adverse weather conditions.

Holland America Line must be notified of any special medical, physical or other requirements of passengers at the time of booking but cannot guarantee that special requests will be met. See "Booking Conditions" for further details.

Health

At the time of writing the Department of Health does recommend vaccinations for certain countries visited on our cruises. Since these recommendations do change you should check in good time before departure with your GP, or ask your travel professional for a copy of the Department of Health's leaflet "Advice on health of travellers". Alternatively you can find further travel advice on the NaTHNaC UK government funded website at www.nathnac.org.

Yellow Fever—A Yellow Fever vaccination is required for all guests visiting **Amazonia (Santarem, Parintins, Manaus and Alta do Chao)**, **Ecuador if coming from Peru**. A valid international Certificate of Vaccination must be taken on the ship (original not copies), which must be fully completed, signed and stamped by a Medical Practitioner. The vaccination must be given at least 10 days before entering a Yellow Fever area for to be effective and valid. If Yellow Fever vaccination is contra-indicated for medical reasons, an exemption letter can be issued by your Medical Practitioner and this must be brought with you to the ship. Local Port Health officials will then decide if a vaccination waiver can be granted.

Malaria—There is a risk of Malarial transmission in the following areas: **Santarem, Parintins, Manaus, Alta do Chao and Manta**. We therefore recommend that you seek advice from a Travel Medicine Clinic and, if advised, obtain prophylactic medication before joining your cruise:

Hotel Service Charge

Our crew works very hard to make sure that every aspect of your cruise meets the highest standards. This includes those crew members who serve you directly, such as dining room wait staff and the stewards who service your stateroom each day. There are also many others who support their efforts whom you may never meet, such as galley and laundry staff. To ensure that the efforts of all of our crew members are recognized and rewarded, a Hotel Service Charge is automatically added to each guest's shipboard account on a daily basis. At the time of printing, the Hotel Service Charge for suites is us\$12.00 per guest, per day and us\$11.50 per guest, per day for other staterooms. The charges are subject to change without notice. If our service exceeds or fails to meet your expectations, you are free to adjust this amount at the end of the cruise. The Hotel Service Charge is paid to Holland America Line crew members and represents an important part of their compensation. A 15% service charge is automatically added to bar charges and dining room wine purchases.

In terminals, airports, ports of call and on shore excursions, we suggest that you extend gratuities consistent with customary local practices

Infants

Please note that infant air fares are based on infants not occupying their own seat. Should you wish to purchase a seat, child rates would apply. We will not accept reservations for infants who will be less than 6 months of age on the departure date. For trans-ocean cruises, the minimum infant age is 12 months.

Insurance Requirements

It is a condition of the contract that you obtain travel insurance to cover the risk of your needing medical care on board or in a foreign country. Your insurance must include cover for all pre-existing medical conditions and must cover emergency evacuations from the ship, shore hospital medical costs, and repatriation costs. It should have a limit of not less than £2 million. We have a relationship with Preferential Insurance Services Ltd who can offer comprehensive travel insurance covering our requirements. You'll find further details in our brochure and you can obtain a quote and full terms and conditions from www.insuretoacruise.com/hollandamerica or by calling 0845 3707 136. If you choose a different insurer you will need to ensure the policy covers you on a worldwide basis for all medical costs you may incur due to pre-existing conditions or otherwise, as set out above.

Medical Facilities & Pregnancy

Each ship has a Medical Centre on board, supported by fully qualified doctors. Although we hope that none of our passengers become ill, please note that medical and repatriation expenses in countries such as the United States can be substantial and this is why we insist upon all passengers having valid insurance to cover them for such costs. If you happen to be taken ill whilst cruising with us and your conditions were so serious that we needed to get you to shore, you would be placed into the care of our port agents and a member of our port team ashore would assist you and provide support if required. Please note,

however, that all medical services on board are charged for, and that it is a condition of the contract that you have travel insurance to cover you for medical costs you may incur (see the section on Insurance above).

If your condition will require that you have special medical apparatus or assistance on board, we must be made aware of that at time of booking in order to determine whether we can accommodate your needs. If you are using prescription drugs, please bring an adequate supply with you and keep them in your carry-on luggage. Due to the limited medical facilities on the ships, we will not accept reservations for women who will be 24 or more weeks pregnant at the time their cruise with Holland America Line concludes.

Late Bookings

For late bookings, the online check-in process can be completed up to 3 days prior to the departure. After this time, the online check-in will be closed, but your e-documentation can still be printed.

Laundry and Pressing

Laundry, pressing, ironing and dry cleaning facilities are available on board. For safety reasons ironing is prohibited in your stateroom. Coin-operated washing machines and dryers are also available for your use on all ships except *ms Zuiderdam*, *ms Oosterdam*, *ms Westerdam*, *ms Noordam*, *ms Zuiderdam*, and *ms Nieuw Amsterdam*.

Mariner Society®

Our Mariner Society Rewards Program (for past guests) is explained on page 20. Please advise your Mariner status at the time of booking so that we can calculate the best available fare. Mariner discounts do not apply to flights, hotels or transfer arrangements.

On board Spending

Our cashless society is designed to make your life on board as simple as possible. When you board the ship, you may make shipboard purchases by simply showing your guest identification card and signing a receipt. In order to activate your account, you need to register your credit or debit card (Visa®, Mastercard® or American Express®) at the Purser's desk. Your card will be pre-authorised for us\$60 per person for each day of your cruise. If the cruise is longer than 25 days this is reduced to us\$30 per day. At the end of your cruise, you will receive a final statement and your card will be charged only for the actual amount of your purchases. For banks outside the USA and Canada, please inform your credit or debit card issuer in advance that your card will be used on a Holland America ship. This will help prevent delays in obtaining pre-authorisation on board. Some banks may keep the pre-authorisation in place for up to 30 days; therefore, you are encouraged to use a credit card rather than a debit card. If you do not want to use a credit or debit card, the ship will collect a cash deposit in US dollars from you at time of boarding in the same pre-authorisation amount. Any excess deposit will be refunded to you at the end of the cruise. U.S. travellers cheques may be cashed at the front office to make your deposit. All on board charges will be assessed in U.S. dollars and exchange rates for purchases will be determined by your credit card provider. Personal cheques or sterling travellers cheques are not accepted on board.

Ships' Registry

The *ms Amsterdam*, *ms Eurodam*, *ms Maasdam*, *ms Nieuw Amsterdam*, *ms Noordam*, *ms Oosterdam*, *ms Prinsendam*, *ms Rotterdam*, *ms Ryndam*, *ms Statendam*, *ms Veendam*, *ms Volendam*, *ms Westerdam*, *ms Zaandam*, and *ms Zuiderdam* are registered in the Netherlands. Holland America Line has registered trademarks in the United States and various foreign countries for the names and phrases "Holland America," "Holland America Line," "A Signature of Excellence," "AirPlus Service," "Oceans Apart," "Club HAL," "Culinary Council," "McKinley Explorer," "Wayfarer," "Westfarer," "Seafarer," "Sunfarer," "Eastfarer," and "The World in Your Hands" as well as for the modern and antique ship design logo.

Single Travellers

Take advantage of our Single Partners Share Programme whereby you may share a stateroom with another non-smoking guest of the same sex and pay only the per-person, double occupancy rate—even if we are unable to find a partner for you. In addition, on sailings of 30 days or longer, a carefully selected group of gentlemen have been invited to serve as social hosts, offering single ladies pleasant company for dining, dancing and conversation.

Shore Excursions

Shore excursions are not part of your holiday fare. Shore excursions may be booked on board ship, or can be pre-booked and prepaid online at www.hollandamerica.co.uk before your holiday. If excursion details are not yet finalised at the time you want to book, please check again

closer to your departure date. Online shore excursion bookings close 3 days prior to sailing. Your vouchers will be delivered to your stateroom on embarkation.

Shore excursions are provided by local suppliers and your shore excursion contract is with that supplier, not Holland America Line. Holland America Line will not be liable for failure to perform such shore excursions nor for injury, damage or loss of whatever nature arising thereof. Please see the booking conditions for further information. Shore excursions can only be booked online or on board, and for further assistance please email halshoreexcursions@hollandamerica.com.

Smoking Policy

Cigarette smoking is allowed in designated areas, such as certain lounges; most outside decks and on stateroom verandahs. Smoking is not permitted at any time in the dining areas, corridors or common areas. Cigar and pipe smoking is permitted on outside decks only, except when cruising Antarctica. All stateroom interiors are non-smoking. Guests who smoke in their staterooms will be charged a us\$250 cleaning fee. Smoking is not allowed in the showrooms during performances.

Staterooms

Stateroom descriptions shown on pages 122–123 of the brochure are accurate at the time of printing, and we advise guests to read these descriptions and symbol legends carefully at the time of booking. Please note that the following staterooms located in the bow of the vessel have portholes instead of windows:

ms Amsterdam, *ms Rotterdam*, *ms Volendam* and *ms Zaandam*: Categories G & HH
ms Maasdam, *ms Ryndam*, *ms Statendam* and *ms Veendam*: Categories G & H

It is the responsibility of our guests to check the current Holland America brochure for full stateroom configurations and details before confirming a reservation.

Upgrade Policy

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

Visitors

Holland America Line, upon evaluation of customer concerns, has implemented a "no visitor" policy and regrets any inconvenience this may cause.

Website

The Holland America website (www.hollandamerica.co.uk) features itineraries, ships and other useful information about your cruise. You may also download and print a "Know Before You Go" brochure which features more detailed information on your cruise than shown on these pages.

ALASKA TOUR INFORMATION

The distance covered during tours does necessitate some early-morning departures in order for guests to experience and enjoy all the sightseeing detailed in the itinerary.

Taxes

The Canadian Government has levied a departure tax of \$15 Canadian dollars per person which is payable locally when you leave Canada.

Your holiday fare includes the cruise passenger head tax levied by the Alaskan government which is us\$34.50 per guest.

Baggage (Flights)

Alaska Airlines has restricted baggage allowance. Guests travelling internationally and connecting straight through on their international ticket will be allowed the normal international luggage allowance; however, if the Alaska Airlines sector takes place more than 12 hours before or after the international flight, guests will be charged to take their luggage on Alaska Airlines. A charge of us\$20 for each bag will be made locally.

Baggage (Tours)

Tour passengers will be limited to two pieces of checked baggage per person and one overnight or flight bag which must remain in your care at all times.

Meals

Meals are not included on the land portion of any CruiseTours (except where shown on the itinerary). Certain CruiseTours do offer meal plans which may be pre-purchased. Please contact our reservations department for more information.

Denali National Park Sightseeing

Weather at Denali National Park may at times restrict the length of sightseeing tours. We may provide a refund for any unused portion of the tour.

Extra Cost Provisions

At tour destinations, weather may adversely affect flights. If, due to weather, you are required to spend an additional night, you will be responsible for your own hotel and meal costs. Neither the tour operator nor the airline will assume such additional expense.

Hotels

Holland America Line selects the best hotels available locally, however, these are subject to availability and we reserve the right to substitute any named hotels for accommodation of a similar standard. Single rooms may be requested at a supplementary charge but cannot be guaranteed at Denali National Park.

The McKinley Explorer® Domed Railcars

There is no reserved seating on the railcars; it is on a first-come, first-served basis, and meal times will be assigned by the Car Manager on board. Smoking is only allowed in the vestibule between cars. Railcars are pulled behind the Alaska Railroad train, therefore, Holland America Line cannot be responsible for any delays in scheduled timings.

Motor Coaches

On Gray Line of Alaska motor coach routes your driver will act as guide and arrange rotation of seating. Seats cannot be reserved, and a "no smoking" policy applies. There are frequent picture, coffee and rest stops.

Weather/Clothing

Alaska, like the rest of the Pacific Northwest, is mild in summer. You may experience the occasional rain shower, therefore, it is wise to pack an umbrella and raincoat. We suggest slacks, low-heeled shoes and light jackets for daytime wear and smart casual clothing for hotels. For cruise dress code, see "Clothing."

BOOKING CONDITIONS

These are the terms and conditions which will apply to your holiday. Please read them carefully as you will be bound by them.

Definitions

- In these Conditions and unless the context requires otherwise: "the Contract" means the contract made between Holland America Line and the Guest relating to the Package; "Cruise" means the cruise on board the ship as described in the relevant Holland America Line brochure or other documentation published by or on behalf of Holland America Line; "Disability" means a condition that results in a person's mobility, when using transport, being reduced as a result of any physical disability (sensory or locomotor, permanent or temporary) intellectual or psychosocial disability or impairment, or any other cause of disability, or as a result of age, and which results in that person's situation needing appropriate attention and adaption to his particular needs in respect of the services made available by Holland America Line to all guests; "force majeure" means unusual and unforeseeable circumstances beyond the control of Holland America Line which mean that Holland America Line cannot, as a result, provide the Package, or part thereof, including any part of the itinerary, and includes (without limitation) technical problems, war or threat of war, terrorist activity or the threat of terrorist activity, riots, civil commotion, disaster, Act of God, natural and nuclear disaster, fire, closure of ports, strikes or other industrial action, medical problems on board the ship or at intended ports, including, in each case, incidents of infectious or other diseases or illnesses, lawful deviation at sea in response to a distress call or other emergency and adverse weather conditions; "Holland America Line" means Carnival plc trading as Holland America Line. In the case of carriage by sea, Holland America Line acts as agent for Holland America Line N.V. in its capacity as general partner of Cruiseport Curacao C.V. In the case of carriage by air, Holland America Line is licensed by the Civil Aviation Authority under ATOL 6294; "itinerary" means the proposed itinerary as described in the relevant Holland America Line brochure or other documentation published by or on behalf of Holland America Line; "Package" means the Cruise and any flights to and from the UK and any pre-cruise and/or post-cruise package which is sold at the same time as the Cruise, but not shore excursions or shuttle services; "the Guest" means each and every person named in the booking and/or a Holland America Line ticket; "the price" means the price for the Package as detailed in the confirmation invoice issued by Holland America Line (excluding shore excursions and any additional charges shown as such in the relevant Holland America Line brochure or otherwise advertised) and payable by the Guest under the Contract; "shore excursion" means any excursion offered for sale by Holland America Line for which a separate charge is payable at the time outside the price whether reserved in the UK prior to the commencement of the Package or purchased on board the ship; "shuttle service" means
- any transportation service (ferry, bus, coach or minibus) provided by a third party which may (without guarantee) be available to Holland America Line's guests in certain ports; "a significant alteration" means major changes to your Package; "Supplier(s)" means any company or individual contracted by Holland America Line to provide any service forming part of the Package.

any transportation service (ferry, bus, coach or minibus) provided by a third party which may (without guarantee) be available to Holland America Line's guests in certain ports; "a significant alteration" means major changes to your Package; "Supplier(s)" means any company or individual contracted by Holland America Line to provide any service forming part of the Package.

The Contract

- The Contract shall be between Holland America Line and the Guest on the basis of these Conditions and the information contained in the Holland America Line brochure or website, and shall be governed by English law and the non-exclusive jurisdiction of the English courts.
- By making a booking, the Guest confirms that all persons named in the booking including minors and persons under disability (and their personal representatives) have agreed to be bound by these Conditions and all other terms of the Contract, and that he/she has their authority to do so on their behalf.
- All Packages are subject to availability at the time of booking. No Contract shall be made until the deposit (or, where appropriate, the full price) has been paid, whether or not a booking confirmation has been issued, but all money paid to a travel agent shall be treated as having been paid to Holland America Line. Failure to pay the balance by the due date shall entitle Holland America Line to cancel the booking and retain the deposit by way of a cancellation charge. Failure to pay any other amount by the due date shall entitle Holland America Line to cancel the booking and to retain an amount by way of a cancellation charge as set out in clause 38.
- A Guest shall not have the right to exclusive occupancy of a stateroom with two or more berths unless the single person supplement is paid. If a cancellation results in a Guest becoming the sole occupant of a stateroom with two or more berths, he/she shall be liable to pay the single person supplement. If a cancellation reduces the number of Guests originally booked in a stateroom together, the remaining Guests shall each be liable to pay any increase in the price arising as the result of such reduction. In the event that all Guests who are booked in a stateroom permanently disembark the ship before the end of the Cruise, then the stateroom will revert to Holland America Line's inventory.
- For Packages including any flights to or from the UK (and if not already confirmed at the time of booking), Holland America Line will issue an ATOL confirmation invoice giving the details of the flight arrangements (including UK and destination airports) within a reasonable time after such arrangements are known.
- Shore excursions are available for separate purchase prior to travel or on board and are arranged by Holland America Line with local operators. They do not form part of the Contract and are not performed by Holland America Line.
- A booking may only be made by a person aged 18 or over. All Guests who, at the time of departure, will be under 18 years old must be accompanied and supervised by a parent or guardian. Guests must be aged 21 years or over to drink alcohol and aged 18 years or over to gamble on board the ship and Holland America Line reserves the right to request proof of age; parents and guardians are obligated to ensure compliance with this requirement.
- Children aged 6 months or less at the commencement of the Package will be refused permission to board the ship and Holland America Line shall have no liability whatsoever for any consequences of such refusal. Certain Cruises with a transocean sailing also have prohibitions on children aged 12 months or less. Guests should check with Holland America Line before booking.
- Guests are responsible for ensuring that they arrive in plenty of time for check in for flights to/from the ship including any interconnecting flights. Guests are responsible for checking with regard to any delay/cancellation of flights. Guests must ensure that they have a valid passport and any other necessary travel documents (such as visas) for their Package and should read the relevant section of the Holland America Line brochure or website before booking. Holland America Line is not responsible for obtaining visas for any Guest; this is the responsibility of the individual Guest.
- Holland America Line may incur a fine if the Guest fails to comply with all relevant visa or documentation requirements for their Package. Holland America Line will re-charge any such fines to the Guest.
- Amendments to the Contract
- In clauses 12 and 13, "another person" means another person who satisfies all conditions applicable to the Package. A Package may be transferred to another person provided that the Guest consults with Holland America Line prior to purporting to transfer the Package (so that, for example, Holland America Line may require that the Package is transferred to someone on its wait list) and Holland America Line receives the transfer request more than:
 - 120 days before the scheduled departure date in the case of Grand World; Grand Voyages; any segments of a Grand World or a Grand Voyage; *ms Maasdam* Europe; *ms Veendam* Europe; Amazon; Incan Empires; Circle Hawaii, Tahiti & Marquesas; and 2013 *ms Rotterdam* Far East sailings;
 - more than 90 days before the scheduled departure date in the case of all *ms Prinsendam* Europe; Australia, New Zealand & South Pacific; South America; Antarctica (including Inca Discovery); Asia (including 2014 *ms Rotterdam* Far East); Holidays, and *ms Rotterdam* Caribbean sailings.
 - more than 75 days before the scheduled departure date in the case of all other Europe; Caribbean (excluding *ms Rotterdam*); Panama Canal; Mexico; Canada & New England, Alaska Cruises and Cruisetours; and 21 day or less Hawaii sailings. Between 120 days, 90 days or 75 days (as appropriate) and 14 days (inclusive) before the scheduled departure date and subject to the conditions above, Holland America Line will normally agree to such a transfer only where the original Guest will be prevented from travelling by reason of an unavoidable event (such as illness, death of a close relative or jury service) and Holland America Line may require satisfactory evidence before agreeing to the transfer. All transfers of a Package to another person at any time up to 14 days or more before the scheduled departure date will be subject to an administration charge of £50.
 - Any request for a transfer of a Package to another person which is received by Holland America Line 13 days or less before the scheduled departure date shall be treated as a cancellation by the Guest of the Contract and a cancellation charge under clause 38 shall become payable.
 - Any transfer of a Package including any flights will also be subject to any charges imposed by the airline. Guests should note that airlines may not allow transfers on scheduled flights and that a flight booking may have to be cancelled and rebooked, in which event the re-booking will always be subject to flight availability and to payment of any charges imposed by the airline which may, in some cases, be the full cost of the ticket.
 - If a Guest wishes to transfer to another Package, this will generally be treated as a cancellation under clause 38. Holland America Line, at its discretion, may allow the transfer without treating it as a cancellation if the Holland America Line holiday to which the transfer is to be made departs within 12 months (within 6 months in the case of transfer from a Grand World Cruise, Grand Voyage or a sector of a Grand World Cruise or Grand Voyage) of the original and is for a higher price. Agreement to transfer a Package would also be conditional upon such a request being made more than more than i) 120 days before the scheduled departure date in the case of Grand World, Grand Voyage, any segments of a Grand World or Grand Voyage; *ms Maasdam* Europe; *ms Veendam* Europe; Amazon; Incan Empires; Circle Hawaii, Tahiti & Marquesas; and 2013 *ms Rotterdam* Far East sailings; ii) more than 90 days before the scheduled departure date in the case of all *ms Prinsendam* Europe; Australia, New Zealand & South Pacific; South America; Antarctica (including Inca Discovery); Asia (including 2014 *ms Rotterdam* Far East); Holidays, and *ms Rotterdam* Caribbean sailings; iii) more than 75 days before the scheduled departure date in the case of all other Europe; Caribbean (excluding *ms Rotterdam*); Panama Canal; Mexico; Canada & New England, Alaska Cruises and Cruisetours; and 21 day or less Hawaii sailings; there being availability; and to payment of both an administration charge of £100 and any expenses (such as airline and/or hotel charges) incurred by Holland America Line as a result. Such a transfer would only be allowed on one occasion. The criteria for allowing transfers may be changed by Holland America Line at any time without notice.
 - All such transfers to another Package will be treated as a new booking. Any discount or promotion applicable to the original booking may not apply to the new booking, in which case the Guest shall be required to pay any difference in price.
 - After a Package has been booked, Holland America Line will try to accommodate any request for a change (such as a change of stateroom), but such changes are always at Holland America Line's discretion and are subject to an administration charge of £50.
- Fitness to Travel**
- In order to ensure that Holland America Line is able to carry Guests safely and in accordance with applicable safety requirements established by international, EU or national law or in order to meet safety requirements established by competent authorities including the ship's flag state, the Guest making the booking represents that all Guests in the booking are fit to travel.

19. At the time of booking every Guest is obliged to inform Holland America Line of any condition, including but not limited to reduced mobility or any Disability, which may require special arrangements, medical equipment/supplies, care or assistance. This is to ensure that the Guest can be carried safely and in accordance with all applicable safety requirements. If the Guest cannot be carried safely and in accordance with applicable safety requirements then Holland America Line can refuse to accept a booking or to subsequently embark that Guest on the grounds of safety. Such a refusal will be based on an assessment of risk by Holland America Line to take into account the provisions of national law and other applicable legislation and international regulations including the International Management Code for the Safe Operation of Ships and for Pollution Prevention and the International Convention for the Safety of Life at Sea. It is important that the fullest information is provided by the Guest at the time of booking. If a Guest's circumstances change between the date of booking the Package and the date of commencement of the Package, which may make the carriage of that Guest unsafe, the Guest is obliged to inform Holland America Line as soon as possible and to advise Holland America Line of any requirements for special arrangements, medical equipment/supplies, care or assistance.

20. Holland America Line reserves the right to require any Guest to produce medical evidence of fitness to travel on the Package in order to assess whether that Guest can be carried safely in accordance with applicable international, EU or national law. Where Holland America Line considers that it is strictly necessary Holland America Line may require a Guest with reduced mobility or any Disability to be accompanied by another person who is fit and able to assist them in day to day tasks and capable of providing the assistance required by the Guest with reduced mobility or any Disability. This requirement will be based entirely on safety grounds and may vary from ship to ship and/or itinerary to itinerary. Examples of Guests who may fall into this category include Guests who use wheelchairs or mobility scooters (the term 'wheelchair' shall hereinafter be used to refer to wheelchairs and mobility scooters collectively) or who require assistance with personal care. The assessment of whether or not it is strictly necessary for a Guest to be accompanied will be based on information provided at the time of booking. Guests are requested to provide as much information as possible to enable a full risk assessment to be made. Guests may be asked to provide further information to ensure that Holland America Line has all relevant information.

21. In order to ensure that Holland America Line can provide the necessary assistance and there are no issues relating to the design of the ship or port infrastructure and equipment, including port terminals, which may make it impossible to carry out the embarkation, disembarkation or carriage of the Guest in a safe or operationally feasible manner, Guests who may require special treatment or assistance or with reduced mobility or Disabilities (including Guests who use wheelchairs) must advise Holland America Line in writing before a booking is made. Guests who use wheelchairs must furnish their own standard size wheelchairs. Ships' wheelchairs are available for emergency use only. Further information is contained in the Holland America Line brochure and website. For the safety of the ship and all guests on board, all wheelchairs and other aids to mobility must be stored in the Guest's stateroom when they are not being used. Holland America Line reserves the right to refuse passage to any Guest who has failed to notify Holland America Line of their requirement for special treatment or assistance or of reduced mobility or Disabilities (including the requirement to use a wheelchair).

22. Holland America Line and/or the relevant port authorities shall be entitled to administer a Public Health Questionnaire at any time. All Guests agree to complete the pre-boarding questionnaire and to supply accurate information regarding any symptoms of illness including but not limited to gastro-intestinal illness. In the interests of health and safety Holland America Line may deny boarding to any Guest who has symptoms of any viral or bacterial illness including but not limited to Norovirus. Refusal by a Guest to complete the relevant pre-boarding questionnaire may in itself result in denied boarding. All cases of denied boarding will be treated as a cancellation attracting 100% cancellation charges in accordance with clause 38.

23. In the event that any viral and/or bacterial illness is diagnosed whilst a Guest is on board that Guest may be required to remain in his or her stateroom for reasons of health and safety. In the event that any Guest refuses to remain in their stateroom during the period recommended by the ship's doctor then that Guest may for reasons of health and safety be disembarked by Holland America Line without any further liability.

24. In order to ensure that Guests are carried in accordance with applicable safety requirements Guests are required to notify Holland America Line at the time of booking:

- (i) of their specific needs with regard to accommodation, seating or services required and/or whether they need to bring any specific medical equipment on board;
- (ii) of the nature any assistance required from Holland America Line or any terminal operator;
- (iii) if the Guest wishes to bring a recognised assistance dog on board the ship. Assistance dogs are subject to national regulations. There is also a limit to the number of dogs which can be carried on board. It is therefore imperative that the requirement is notified at the time of booking.
- (iv) of any other assistance which is required on board.

Please note that the medical facilities on board Holland America Line's ships are NOT equipped to perform dialysis. The shipboard doctors are not trained to provide dialysis treatments but are able to assist in emergency situations. It is the responsibility of the Guest to provide all dialysis equipment and treatment. This includes antibiotics. A risk assessment shall be carried out at the time of booking to ensure that the Guest can be carried safely and in accordance with applicable laws. The electrical supply on board Holland America Line's ships varies but may not be the same as the standard electrical supply in the UK. Guests should contact Holland America Line for specific details. It is important that any Guest who will be bringing electrical medical equipment on board the ship contacts the manufacturer or supplier to ensure that the equipment is safe to use on board the ship. In relation to medical equipment there are limited storage facilities onboard. It is the responsibility of the Guest to arrange delivery of all medical equipment to the ship prior to departure. The requirement for Guests to notify Holland America Line prior to booking if they need to have medical equipment on board is to ensure that the medical equipment can be carried and/or carried safely. There are restrictions on the number of oxygen cylinders which can be carried in staterooms. The ship's medical centre cannot refill or supply oxygen cylinders. It is the Guest's responsibility to ensure that all medical equipment is in good working order and for arranging enough equipment and supplies for the duration of the Package. The ship does not carry any replacement equipment and access to shore side care and equipment may be difficult and expensive. Guests must be able to operate all medical equipment. If there are any particular medical conditions which require supervision then such supervision must be organised by the Guest and at the Guest's expense. The ships do not provide one-to-one or other carers for physical or psychiatric or other conditions. The ships do not offer respite services. Guests must note that not all medical equipment can be carried or used onboard aircraft. Guests must check with the airline prior to carriage.

Pregnancy

25. Holland America Line recommends that women who are less than 12 weeks pregnant should seek medical advice prior to travel.

26. Holland America Line does not have on board its ships adequate medical facilities for childbirth. Accordingly for reasons of health and safety Holland America Line regrets that it cannot carry Guests who will have entered their 24th week of pregnancy or beyond before or at any point during their Package. All pregnant women are required to produce a doctor's or midwife's letter stating that mother and baby are in good health, fit to travel taking into account the proposed itinerary and that the pregnancy is not high-risk. The letter must also include the estimated date of delivery (EDD) calculated from both the last menstrual period (LMP) and ultrasound (if performed). Holland America Line cannot accept a booking or subsequently carry a Guest unless they comply with the requirements of this clause. In the case of a booking by or on behalf of a pregnant Guest made before it could reasonably have been known that the Guest would not be able to join the Package by reason of the Guest entering their 24th week of pregnancy or beyond at any point in their Package, Holland America Line will refund in full the price paid by or on behalf of that Guest and the price paid by any accompanying Guest, provided that the pregnant Guest notified Holland America Line as soon as reasonably practicable upon becoming aware that she would not be able to join the Package, but shall otherwise have no liability whatsoever. Holland America Line expressly reserves the right to refuse passage on board to any Guest who appears to be in an advanced state of pregnancy and Holland America Line shall have no liability whatsoever in respect of either such refusal and/or the carriage of any such Guest.

27. Pregnant Guests are referred to clauses 29 - 31 headed "Medical Treatment" for information regarding the medical facilities on board.

28. The ship's doctor is not qualified to deliver babies or to offer pre or post natal treatment and no responsibility is accepted by Holland America Line in respect of the inability to provide such services or equipment.

Medical Treatment

29. The Guest acknowledges that whilst there is a qualified doctor on board it is the Guest's obligation and responsibility to seek medical assistance if necessary during the Cruise.

30. The ship's doctor is not a specialist and the ship's medical centre is not required to be and is not equipped to the same standards as a land based hospital. The ship's medical centre is not designed for the provision of extensive or continuing treatment. The ship carries medical supplies and equipment in accordance with the requirements of its flag state. Neither Holland America Line nor the ship's doctor shall be liable to the Guest as a result of any inability to treat any medical condition as a result. A customary fee will be charged for services and medications dispensed by the ship's medical centre.

31. In the event of illness or injury a Guest may have to be landed ashore for medical treatment. No representations are made regarding the quality of medical treatment at any port of call or at the place at which the Guest is landed. Medical facilities do vary from port to port and no representations or warranties are made in relation to the standard of medical treatment provided by the various hospitals and/or clinics.

Insurance

32. It is a condition of the Contract that every Guest must have full and valid medical insurance which includes cover for pre-existing medical conditions worldwide, or as a minimum, in the countries that the Guest is due to visit and which must remain in force for the entire duration of the Package. The insurance policy must, as a minimum, include medical and repatriation coverage for not less than £2 million and must include cover for the cost of emergency evacuations from the ship, including but not limited to, evacuations by helicopter.

33. Wherever possible, Holland America Line will offer general assistance to any Guest who suffers illness, personal injury or death during the period of the Package, whether or not arising from an activity forming part of the Package and whether or not the result of fault by any party.

34. Any cost or expense which is reasonably incurred by Holland America Line for or on behalf of the Guest in respect of any form of medical, dental or similar treatment, hotel, transportation, repatriation or any other expense shall be repayable by the Guest to Holland America Line, whether or not such sum is covered by the Guest's travel insurance.

Prices and Extras

35. All prices are based on costs and exchange rates as at May 1, 2012. Holland America Line reserves the right to vary particulars and prices shown in the brochure after the date of publication. Prices, discounts, supplements and special offers advertised in the brochure or elsewhere may be withdrawn or changed. Prices may go up or down. Guests should contact their travel agent for up to date prices and charges before booking, or call us on 0844 3388600. Holland America Line reserves the right to levy a charge for payments made to Holland America Line by credit card. The Guest will be advised of the rate of any such charge at the time of making a payment.

36. The price of your Package can be varied due to changes in transportation costs such as fuel, scheduled air fares and other airline cost changes which are part of the contract between the airline (and their agents) and Holland America Line, government action such as changes in VAT or any other government imposed changes and currency changes in relation to an exchange rate variation. In the case of any small variation, an amount equivalent to 2 per cent of the price of your travel arrangements, which excludes insurance premiums and any amendment charges, will be absorbed for increases but not retained from refunds. For larger variations this 2 per cent will still be absorbed for increases but not retained from refunds. In either case there will be an administration charge of £1 per Guest, together with an amount to cover agents' commission. If this means the Guest has to pay an increase of more than 10 per cent of the price of the Package, the Guest may cancel the Contract and receive a full refund of all monies paid, except for any amendment charges or insurance premiums. No consequential costs or expenses or loss of profits will be payable. Holland America Line will consider an appropriate refund of insurance premiums paid if the Guest can show that he/she was unable to transfer or re-use the policy. Should the Guest decide to cancel for this reason, the Guest must exercise his right to do so within 14 days from the issue date printed on the final invoice. Alternatively, the Guest can accept an

offer of an alternative Package if Holland America Line is able to provide an alternative and transfer payment made in respect of the original Package to the alternative Package. If the cost of the alternative Package is less than the original Package the difference in price will be refundable. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your Package due to contractual and other protection in place.

37. All accounts for on-board services and goods and for shore excursions must be settled in full before the Guest leaves the ship. In the event that a Guest fails to settle his on-board account at or before the completion of the Cruise, Holland America Line reserves the right to charge interest on the outstanding sums until the date of actual payment and shall be entitled to make a reasonable administration charge for the subsequent collection of such sum due in addition to any costs of legal process. Holland America Line also reserves the right to cancel any future bookings that the Guest may have and to set off any sums owed to Holland America Line by the Guest against any sums due to the Guest from Holland America Line, without prejudice to any other remedies Holland America Line may have under these Conditions or otherwise.

Cancellation by the Guest

38. The Guest may cancel the Contract at any time prior to the commencement of the Package via their travel agent or, for Guests who have booked direct, by calling our Reservations Department, but in that event Holland America Line shall be entitled to levy a cancellation charge as a percentage of the price in accordance with the following scales.

GRAND WORLD, GRAND VOYAGES, ANY SEGMENT OF A GRAND WORLD OR GRAND VOYAGE; ms MAASDAM EUROPE; ms VEENDAM EUROPE; AMAZON; INCAN EMPIRES; CIRCLE HAWAII, TAHITI & MARQUESAS SAILINGS; AND 2013 ms ROTTERDAM FAR EAST SAILINGS:

From the date of booking until 91 days before departure: an amount equal to the deposit;

90–76 days before commencing travel: 60% of full Holiday Fare;

75 days or less before departure or failure to embark: 100% of full Holiday Fare.

For fly/cruises, departure day is the date of the flight departure

ms PRINSENDAM EUROPE; AUSTRALIA, NEW ZEALAND & SOUTH PACIFIC; SOUTH AMERICA (INCLUDING INCA DISCOVERY); ANTARCTICA; ASIA (INCLUDING 2014 ms ROTTERDAM FAR EAST); HOLIDAYS; AND ms ROTTERDAM CARIBBEAN:

From the date of booking until 64 days before departure : an amount equal to the deposit;

63–43 days before commencing travel: 50% of full Holiday Fare;

42–22 days before commencing travel: 75% of full Holiday Fare;

21 days or less before commencing travel: 100% of full Holiday Fare.

For fly/cruises, departure day is the date of the flight departure

ALL OTHER EUROPE SAILINGS; CARIBBEAN (EXCLUDING ms ROTTERDAM); PANAMA CANAL; MEXICO; CANADA & NEW ENGLAND; ALASKA CRUISES AND CRUISETOURS; AND 21-DAY OR LESS HAWAII SAILINGS:

More than 57 days before commencing travel: an amount equal to the deposit;

56–29 days before commencing travel: 50% of full Holiday Fare;

28–16 days before commencing travel: 75% of full Holiday Fare;

15 days or less before commencing travel: 100% of full Holiday Fare.

For fly/cruises, departure day is the date of the flight departure

In addition to the cancellation charges set out above, Holland America Line will be entitled to levy the relevant cancellation charges applicable to any flights booked and these will apply for bookings cancelled at any time. The cancellation charges applicable to flights will vary but they could be equivalent to the full cost of the flights. The cancellation charges applicable to flights will be advised at the time of cancellation.

39. It may be possible for the Guest to re-claim these cancellation charges (less any applicable excess) under the terms of the Guest's insurance policy. Claims should

be submitted to the appropriate insurer. After departure, if the Guest disembarks whether by reason of sickness or any other reason the Guest will not be entitled to a refund of a proportion of the Package not used.

Alteration and Cancellation by Holland America Line Prior to Departure

40. Whilst Holland America Line will do its best not to cancel or to make any significant alteration after a booking has been made, it shall nevertheless be entitled at any time prior to departure to cancel the Contract or to change and/or curtail the Package where this reasonably becomes necessary on operational, commercial or other grounds. Holland America Line will inform the Guest of any such cancellation or change of Package as quickly as possible (with, where appropriate, written confirmation as soon as reasonably possible thereafter). If Holland America Line makes a significant alteration to the Package it will inform the Guest or his travel agent as soon as reasonably possible. The Guest will have the choice of either accepting the alteration, accepting an offer of an alternative Package of comparable standard if available (Holland America Line will refund any price difference if the alternative is of a lower value) or cancelling the Package and receiving a full refund of all monies paid. The Guest recognises and agrees that it will not normally be possible for Holland America Line to offer an appropriate substitute Package which is available at about the same time as and/or with a similar itinerary to that originally booked, but Holland America Line will do its best to provide a suitable alternative Package of similar duration and value. The Guest must notify Holland America Line of his decision as soon as reasonably possible and in any event not later than 14 days of being informed of the significant alteration.

41. If the Guest cancels the Package in the circumstances set out in clause 40 or if Holland America Line cancels the Package, the Guest shall also be entitled to compensation as follows (except if the change or cancellation is due to force majeure, non-payment by the Guest or where the minimum number of Guests required for a Package to proceed is not reached).

A 5% cruise credit, 120–43 days before commencing travel for all Grand World, Grand Voyage, any segment of a Grand World or a Grand Voyage; *ms Maasdam* Europe; *ms Veendam* Europe; Amazon; Incan Empires; Circle Hawaii, Tahiti & Marquesas; and 2013 *ms Rotterdam* Far East sailings;

A 5% cruise credit, 90–43 days before commencing travel for all *ms Prinsendam* Europe; Australia, New Zealand & South Pacific; South America (including Inca Discovery), Antarctica; Asia (including 2014 *ms Rotterdam* Far East); Holidays; and *ms Rotterdam* Caribbean sailings;

A 5% cruise credit, 75–43 days before commencing travel for all other Europe; Caribbean (excluding *ms Rotterdam*); Panama Canal; Mexico; Canada & New England; Alaska Cruises an Cruisetours; and 21 day or less Hawaii sailings :

A 10% cruise credit, 42–29 days before commencing travel

A 15% cruise credit, 28–15 days before commencing travel

A 20% cruise credit, 14–0 days before commencing travel

42. The value of any cruise credit will be calculated by reference to the price actually paid for the cancelled Package and may only be used for other bookings with Holland America Line. Any such new booking must be made by no later than 31 December of the year after the date of the original Package. Credit vouchers may be redeemed against the price of the new Package net of any discount available to the Guest at the time of booking. The compensation set out above does not exclude the Guest from claiming more if he/she is entitled to do so or from requesting that compensation be provided in a different form. No consequential costs or expenses or loss of profits will be payable.

Alteration and Cancellation by Holland America Line after Departure

43. After departure, Holland America Line does not guarantee that the ship will call at every port on the itinerary or follow every part of the advertised route or schedule or that every part of the Package will be provided. Holland America Line reserves the absolute right to decide whether or not to omit any such port(s) and/or to call at additional ports and/or to change the advertised route, schedule or Package. If Holland America Line is unable to provide a significant proportion of the Package, it will make suitable alternative arrangements, at no extra cost to the Guest, for the continuation of the Package. If the Guest does not accept them, for good reasons, or, if it is impossible to make suitable alternative arrangements Holland America Line will, where appropriate, provide the Guest with transport back to the place of departure or to another place to which Holland America Line and the Guest have agreed. In both cases Holland America Line will, where appropriate, compensate the Guest. Please note that compensation will not be payable if an alteration is minor

or if Holland America Line is not able to provide a significant proportion of the Package due to force majeure.

44. Transit or part transit of straits, other sea areas controlled by vessel traffic schemes, canals, rivers and all other navigable waterways may be subject to delay due to operational circumstances and/or the requirements of the local authorities and Holland America Line shall have no liability whatsoever in respect of any such delay.

Security, Safety and Support

45. Guests are expected at all times to conduct themselves in a proper manner and with due regard to the health, safety, comfort, enjoyment and general well-being of all persons both on board the ship and involved in the provision of any service or facility forming part of the Package or any shore excursion, and the Guest expressly agrees to this. If it appears that a Guest's conduct, behaviour or health is such as to be a breach of this requirement or the Guest's behaviour, health or conduct is likely to endanger the Guest's own health or safety or that of any other Guest or crew or may make the Guest likely to be refused permission to go ashore at any port or may make Holland America Line liable for the costs of any medical treatment and/or maintenance and support and/or repatriation, then Holland America Line and/or the Master shall have the right according to the particular circumstances to take any one or more of the following measures as may appear to be reasonable and appropriate –

- refuse to embark or to disembark the Guest at any particular port or other place of call;
- disembark the Guest;
- transfer the Guest to another berth;
- confine the Guest to a particular stateroom or to the ship's medical centre;
- through the ship's doctor and/or his staff, administer any drug, medicine or other substance of a similar nature, or admit and/or confine the Guest to a hospital or any similar institution at any port as the ship's doctor may consider necessary.

46. In the event of Holland America Line and/or the Master acting in accordance with clause 45 above, neither the Guest nor (at the sole discretion of Holland America Line) any other person travelling with the Guest (whether or not under the same booking) shall be entitled to make a claim against Holland America Line for any loss or expense incurred as a result of such action, whether for a full or partial refund of the price or for any other form of compensation or for the cost of returning to the United Kingdom or to any other place or for any other form of loss or expense whatsoever. Where the Guest is repatriated pursuant to this clause at Holland America Line's expense, Holland America Line shall have the right to recover the cost of this.

47. If any Guest is denied the right to board an aircraft because, in the reasonable opinion of the Captain, the Guest is unfit to travel or represents a threat to the safety of the aircraft or its passengers or crew or is abusive or disruptive, Holland America Line will not be liable to complete the Guest's holiday arrangements and will not be liable to pay any refunds or compensation. If an aircraft is forced to make an unscheduled landing as a result of the conduct of any Guest, Holland America Line shall have the right to recover the full cost thereof from the Guest.

48. For security reasons, it may be necessary at any time to search Guests and/or their luggage and goods and the Guest agrees to allow such search upon being so requested by the Master or any other authorised person.

49. The Guest must not bring on board the ship any goods or articles of an inflammable or dangerous nature, nor any controlled or prohibited substance, nor any animals (except service animals in limited circumstances). To do so shall be a breach of these Conditions and shall render the Guest strictly liable to Holland America Line for any injury, loss, damage or expense and the Guest shall compensate Holland America Line in full for any loss, damage or expense suffered by Holland America Line as a result of such breach. The Guest may also be personally liable to statutory penalties. The Master (or any other officer delegated for the purpose) shall be entitled at all times to enter and search the stateroom and personal luggage (whether or not in the stateroom) of any Guest whom the Master reasonably believes may be in breach of this clause. Where the Guest is found to be in breach of this clause, Holland America Line and/or the Master of the ship shall be entitled to exercise any of the powers conferred by clause 45 and clause 46 shall apply.

50. Any crew member or other person authorised by Holland America Line shall be entitled to enter a Guest's stateroom to carry out necessary inspection, maintenance or repair work or for any purpose associated therewith.

Complaints

51. Any problem which arises during a holiday must be raised by the Guest at the time with a representative of Holland America Line. If the problem is not resolved to the full satisfaction of the Guest during the holiday, it is essential that to enable the complaint to be investigated properly it must be notified in writing to Holland America Line at the earliest opportunity thereafter and in any event no later than 28 days after the Guest's return from the Package. Failure to report the complaint within this time may adversely affect Holland America Line's ability to investigate and deal with it and may prejudice any future claim.

Liability

52. Subject to paragraphs 52 to 56 Holland America Line accepts responsibility for death, injury or illness caused by the negligent acts and/or omissions of its Suppliers in respect of the Package, but excluding the Cruise. Holland America Line limits its liability, where applicable, by the conventions referred to in clauses 55 to 60 inclusive. In any event, Holland America Line is not responsible for any improper or non-performance of any services forming part of the Package which are wholly attributable to the fault of the Guest; the unforeseeable or unavoidable act or omission of a third party unconnected with the provision of any services to be provided under the Contract; unusual and unforeseeable circumstances beyond the control of Holland America Line and/or the relevant Supplier the consequences of which could not have been avoided even if all due care had been exercised, including (but not limited to) an event of force majeure; or any event which Holland America Line and/or the relevant Supplier could not even with all due care have foreseen or forestalled.

53. For claims not involving personal injury, death or illness or which are not subject to the conventions referred to in clauses 55 to 60 inclusive, Holland America Line's liability for improper performance of the Contract shall be limited to a maximum of twice the price which the Guest affected paid for the Package (not including insurance premiums and amendment charges) and Holland America Line shall have no liability for any loss of business or profits, loss of use or any other consequential or indirect loss or damage.

54. All carriage (by land, air and sea) is subject to the terms and conditions of carriage of the actual carrier. These may limit or exclude liability. They are expressly incorporated into the Contract. Copies of these terms and conditions are available on request from Holland America Line. Holland America Line will ensure that the Guest is informed of the identity of the air carrier once it has been finalised and details of likely carriers are contained in the brochure. Holland America Line does not use any carrier on the EU banned carrier list, available via our website. The liability of Holland America Line will not exceed that of any carrier.

55. Carriage of Guests and their luggage by air is governed by various international conventions (hereinafter "the international air conventions"), including the Warsaw Convention 1929 (whether as amended by the Hague Protocol 1955 or the Montreal Protocol 1999 or otherwise) or the Montreal Convention 1999. Flights between the UK and any member state of the European Union are currently governed by EC Regulation 889/2002 which gives legal effect to the Montreal Convention 1999. To the extent that Holland America Line may be liable as a non-performing air carrier to Guests in respect of carriage by air, the terms of the international air conventions (including any subsequent amendments and any new convention which may be applicable to a Contract for a fly cruise between Holland America Line and a Guest) are expressly incorporated into these Conditions. The international air conventions may permit the carrier to limit its liability for death and personal injury, loss of and damage to luggage and delay. Insofar as Holland America Line may have any liability to the Guest in respect of carriage by air, it shall be determined accordingly. Copies of these conventions are available from Holland America Line on request.

56. Carriage of Guests and their luggage by sea, including the Cruise, is governed by the Athens Convention 1974 and EU Regulation 392/2009 (whether as subsequently amended or otherwise "the Athens Convention"). A copy is available on request. The Athens Convention is expressly incorporated into these Conditions and any liability of Holland America Line for death or personal injury or for loss of or damage to luggage arising out of carriage by sea shall be solely brought in accordance with the Athens Convention and solely determined in accordance with the Athens Convention. In most cases, the Athens Convention limits the carrier's liability for death or personal injury or loss of or damage to luggage and makes special provision for valuables. It presumes that luggage has been delivered undamaged to the Guest unless written notice is given to Holland America Line (as carrier):

a. in the case of apparent damage, before or at the time of disembarkation or redelivery;

b. in the case of damage which is not apparent or of loss, within 15 days from the date of disembarkation or redelivery or from the time when such redelivery should have taken place.

57. Any damages payable by Holland America Line up to the Athens Convention limits shall be reduced in proportion to any contributory negligence by the Guest and by the maximum deductible specified in Article 8 (4) of the Athens Convention.

58. Insofar as Holland America Line may be liable to a Guest in respect of claims arising out of carriage by air or carriage by sea, Holland America Line shall be entitled to all the rights, defences, immunities and limitations available, respectively, to the actual air carrier (including his own terms and conditions of carriage) and under the Athens Convention, and nothing in these Conditions shall be deemed a surrender thereof. To the extent that any provision in these Conditions is made null and void by the Warsaw Convention, the Montreal Convention or the Athens Convention or any legislation compulsorily applicable or is otherwise unenforceable, it shall be void to that extent but no further.

59. Insofar as the Cruise may be performed on a ship not owned by Holland America Line, it is agreed that Holland America Line shall at all times nevertheless be deemed a ship owner for the purposes of the Convention on Limitation of Liability for Maritime Claims 1976, whether as amended by the Protocol of 1996 or otherwise and as in force in any relevant jurisdiction from time to time, and so entitled to limit liability thereunder.

60. Except for claims arising out of carriage by air (as provided by clause 55), any liability in respect of death and personal injury and loss of and damage to luggage which Holland America Line may incur to the Guest during sea carriage, whether under the Contract in accordance with these Conditions or otherwise, shall always be subject to the limits of liability contained in the Athens Convention.

61. In respect of any claims for loss of or damage to property including luggage which are not covered by international conventions including the Athens Convention and/or the Montreal Convention and where liability is not limited by reference to any enactment, terms or conditions then any legal liability that Holland America Line may have for any such losses will be limited to £500.00 per Guest. Holland America Line shall not be liable for lost valuables including jewellery and/or monies under any circumstances. Guests must ensure that their personal possessions and valuables are with them at all times.

62. Hotels and shuttle services included in the Package are arranged by Holland America Line with local Suppliers who may themselves engage the services of local operators. Standards of hygiene, accommodation and transport in many countries where excursions take place are often lower than comparable standards in the UK. Holland America Line will at all times endeavour to appoint reputable and competent local Suppliers. The terms and conditions of the hotels and shuttle services will be applicable and are expressly incorporated into the Contract. These may limit or exclude liability of the hotelier or the shuttle services operators. The liability of Holland America Line will not exceed that of any hotelier and/or shuttle services operator. Local laws and regulations of the relevant country will be relevant in assessing performance of the Package services. In the event of a complaint by a Guest, the Contract will be regarded as having been performed if local laws and regulations relating to those services have been satisfied even if the laws of England and Wales have not been met. Holland America Line is not responsible for any improper or non-performance of such services which are wholly attributable to the fault of the Guest; the unforeseeable or unavoidable act or omission of a third party unconnected with the provision of the services to be provided; unusual and unforeseeable circumstances beyond the control of Holland America Line and/or the relevant Supplier the consequences of which could not have been avoided even if all due care had been exercised, including (but not limited to) an event of force majeure; or any event which Holland America Line and/or the relevant Supplier could not even with all due care have foreseen or forestalled.

63. Holland America Line does not include any shore excursions in the price. Shore excursions do not form any part of a Package. Shore excursions may be reserved after a Package has been booked from a separate shore excursions brochure or online. Reservations may be made for a specified period prior to the Cruise commencing. Purchases may also be made onboard the ship.

64. Any shore excursions booked will be supplied by local operators. Holland America Line will at all times endeavour to appoint reputable and competent local operators who apply the local laws and regulations of the relevant country. Shore excursion operators are not

Holland America Line's servants, agents or suppliers. Holland America Line is not responsible for any acts or omissions which are wholly attributable to the fault of the local operators. Holland America Line does not operate, perform or otherwise organise and/or audit any shore excursions. All Guests must ensure that they are fit and healthy to undertake shore excursions. All shore excursions are governed by the terms and conditions in the shore excursions brochure.

65. All employees, agents, contractors and their sub-contractors (including Suppliers as defined in clause 1), as well as all insurers of both Holland America Line and its Suppliers shall have the benefit of the same rights, defences, immunities and limitations available to Holland America Line under these Conditions.

Actions, Claims and Time Limits

66. Any action by a Guest arising out of carriage by air or sea must be commenced within the time limit prescribed by the Warsaw Convention, the Montreal Convention or the Athens Convention, as applicable.

67. If a court or tribunal applies any law other than English law, Holland America Line shall (in respect of all exclusions and limitations of liability) be entitled to the maximum protection allowed by that law including statutory protection of limitation as to the amount of damages recoverable.

68. Some disputes involving claims to a limited amount may, if the Guest so wishes, be referred to arbitration under a scheme devised by the Chartered Institute of Arbitrators for the Passenger Shipping Association or a scheme arranged by ABTA and administered independently by CEDR Solve. An application for arbitration must be made within nine months of disembarkation from the ship. In addition, the Passenger Shipping Association offers a low cost conciliation procedure where a non-binding review of correspondence is undertaken by an independent conciliator. Details of the above schemes are available on request.

Consumer Protection

69. When a Guest buys an ATOL protected fly cruise from Holland America Line in the UK they will receive a Confirmation Invoice from Holland America Line (or via the authorised agent through which they booked) confirming the Guest's arrangements and protection under Holland America Line's Air Travel Organiser's Licence number 6294. In the unlikely event of Holland America Line's insolvency, the CAA will ensure that Guests booked on fly cruises are not stranded abroad and will arrange to refund any money the Guest has paid to Holland America Line for an advance booking. For further information, visit the ATOL website at atol.org.uk.

70. Not all Packages offered and sold by Holland America Line will be protected by the ATOL scheme. All non-fly cruises sold by Holland America Line in the UK are protected under the ABTA scheme of financial protection. In the unlikely event of Holland America Line's insolvency, ABTA will ensure that Guests booked on non-fly cruises are not stranded abroad and will arrange to refund any money paid to Holland America Line for an advance booking. Cruises sold overseas may be covered by consumer protection schemes in place in the country of sale or by the protection scheme operated by ABTA, and Guests should contact Holland America Line for confirmation of what protection may apply to their booking.

Data Protection

71. In clauses 71 to 73, "you" means the Guest. In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, Holland America Line needs to use the personal information you provide such as name, address, any special needs, health, medical, mobility or dietary requirements, etc. Holland America Line may pass personal information on to other relevant suppliers of your travel arrangements such as travel agents, airlines, hotels, and transport companies. Your personal information may also be provided to security and/or credit checking companies, credit and debit card companies, government and enforcement agencies, public authorities such as customs and immigration if required by them, or as required by law. Holland America Line may also use your personal information for the purposes of carrying out security checks. Your personal information may be shared with the police or other law enforcement or crime prevention agencies for security purposes. This may involve sending your personal information between different countries, including countries outside the European Economic Area (EEA) where controls on data protection may not be as strong as the legal requirements in this country. This may also apply to any sensitive information that you give to us such as details of any disabilities or dietary/religious requirements. If Holland America Line cannot pass your personal information on to the relevant suppliers, whether in the

EEA or not, Holland America Line cannot properly affect your booking. For the safety and security of the ship and its Guests, Holland America Line may operate closed circuit television (CCTV) in certain areas on board the ship during your Cruise. Please be aware, however, that Holland America Line does not undertake to operate all cameras or monitor or record CCTV images at all times. Please be aware that there are photographers and camera crew on board the ship taking photographs and making films for guests to purchase at the end of the Cruise.

They are happy to take reasonable steps to avoid filming you where you indicate that this is your preference, but you may be included unless you tell us otherwise and we are unable to guarantee that you will not be included on an incidental basis. Please be aware that calls made to Holland America Line, and calls received from Holland America Line, may be recorded for the purposes of audit, training and the monitoring of services provided by Holland America Line.

72. The personal information you provide to Holland America Line, or which is obtained through your dealings with Holland America Line or other Carnival group cruise brands, will also be used by Carnival plc and Carnival Corporation group companies or by processors on their behalf: to review your dealings with Carnival plc and Carnival Corporation brands including your purchasing and entertainment preferences; to review, develop and improve the cruises and services Carnival offers; for market research purposes and for statistical analysis. This may involve transferring your personal information to Carnival Corporation group companies in the US.

73. Holland America Line is a Carnival plc brand. Carnival plc and Carnival Corporation group companies (including those in the US) may wish to contact you by post, email and/or telephone with news, information and offers from Holland America Line and other Carnival group cruise brands (such as P&O Cruises, Cunard Line, Princess Cruises, Seabourn, Carnival Cruise Lines and Costa Cruises). If you prefer not to be contacted for the purposes set out above please write to us at Customer Data Department, Carnival House, 100 Harbour Parade, Southampton SO15 1ST. If you wish to obtain a copy of the personal information held about you, please write to the above address. Carnival plc may make a charge for supplying this information as permitted by law.

TRAVEL INSURANCE

Holiday Package Insurance

Comprehensive Travel Insurance from as little as £44 for individual cover and £88 for family cover. Family cover means 2 adults and an unlimited number of dependent children.

Book online at: www.insuretocruise.com/hollandamerica or call the travel insurance booking line now for a personalised quote and instant cover on 0845 230 7136.

Under the terms of our booking conditions all passengers travelling with us are required to have valid travel insurance in place. The cover described below has been specially arranged by Preferential Insurance Services Limited ("Preferential") and underwritten by the United Kingdom Branch of Union Reiseversicherung AG (the "Insurer"). Insurance cover must be purchased within 14 days of booking your cruise.

A summary of the cover is shown below. Cover will only commence upon payment of the premium. If you wish to purchase this insurance please contact the Travel Insurance Booking Line on: 0845 230 7136 or if you are calling from outside of the UK +44 (0) 845 230 7136. The Travel Insurance Booking Line is run by Travel Administration Facilities, a division of Travel Insurance Facilities Plc on behalf of the Insurer.

This Insurance is only available to EU residents who purchase their Holiday and policy in the UK. Please note repatriation will be to your home country. No cover will be provided in your home country.

Summary of Cover

Cancellation	Up to invoice cost
Departure Delay	Up to £100 Up to £20 after 12 hours delay, Up to £10 after each subsequent 12 hours delay
Missed Departure	Up to £800
Abandonment	Up to invoice cost
Personal Possessions	Up to £1,500
Single Article Limit	Up to £300
Valuables Limit	Up to £300
Delayed Possessions	Up to £100 after 12 Hours
Personal Money	Up to £500
Cash Limit	Up to £250
Loss of Documents	Up to £250

Emergency Medical Expenses	Up to £5,000,000
Hospital Benefit / Cabin Confinement	Up to £50 per 24 Hours (max 600)
Curtailment	Up to invoice cost
Personal Liability	Up to £2,000,000
Personal Accident	Up to £10,000
Legal Advice and Expenses	Up to £25,000

Excesses

You will pay the first £125 (for persons 70 years and over at the date of travel) or £75 (for persons under 70 years at the date of travel) of any claim for Cancellation, Abandonment, Personal Possessions, Personal Money, Emergency Medical Expenses, Personal Liability (increased to £250 when the claim is for damage to property) and Legal Advice and Expenses.

Special Notice regarding your health and the health of anyone travelling with you who may cause you to cancel or cut short your trip:

Most travel insurance policies have health restrictions in them that may exclude any pre-existing conditions. You are required to answer the following questions:

Have you, or anyone who is travelling with you,

1. Ever received treatment for:
 - (a) A heart related condition, stroke or hypertension (high blood pressure)
 - (b) A breathing condition (including asthma)
 - (c) Cancer
 - (d) Diabetes.
2. In the last few years:
 - (a) Been treated for any serious or re-occurring medical condition
 - (b) Been asked to take regular prescribed medications,
 - (c) Been referred to a specialist or consultant at a hospital for tests, investigations, diagnosis or treatment?

If you answer 'YES' to any of the above questions you will be required to contact the Travel Insurance Advice Line on 0845 230 7136 (outside the UK: +44 (0) 845 230 7136) either before or immediately after purchasing your cover in order to obtain an additional quotation for your medical conditions. This will ensure that you have full cover in place. All calls are treated in the strictest confidence and any additional agreed terms applicable to your policy will be confirmed to you in writing.

Significant Exclusions

Please note the insurance does not provide cover for claims due to psychological or psychiatric conditions, including anxiety, depression, eating disorders or any diagnosed mental illness or instability. Additionally the policy will not cover you to cancel or cut short your trip due to the recurrence or exacerbation of any pre-existing health conditions of a close relative or business associate who is not travelling or not insured on this policy.

Change in Health Condition

If your health or medication changes between purchasing the insurance and travel you are required to call the Travel Insurance Advice Line on 0845 230 7136 (if you are outside of the UK please call +44 (0) 845 230 7136) to notify the change in risk.

Before you purchase this insurance your attention must be brought to a number of important aspects:

A brief summary of cover available is set out within this panel. Before you commit to the insurance please refer to the Policy of Insurance and Key Facts statement which will be sent to you by the Insurer.

IMPORTANT NOTES

Policy of Insurance

This contains the full details of what is and is not covered, and will be sent to you upon purchasing the insurance. Please read it carefully to ensure you understand the cover provided. A specimen copy will be made available prior to purchase upon request, please telephone: 0845 230 7136 (if you are outside of the UK please call +44 (0) 845 230 7136).

'Cooling Off Period'

If the insurance does not meet your requirements and an alternative is available you may cancel within 14 days of purchase (prior to travel if this is sooner) and, provided no claim has been made, obtain a refund. After this 14-day period insurance premiums are not refundable under any circumstances.

Onboard Medical Treatment

Any passenger who provides proof of purchase of this insurance at the time of seeking medical treatment at the on board medical centre, and who has declared all pre-existing medical conditions, had these accepted and paid any additional premium required, will only be charged up

to the applicable insurance excess for treatment for the same condition. Holland America Line will undertake to recover the cost of treatment which exceeds the insurance excess from the Insurer.

Emergency Medical

This is not private medical insurance. This policy only covers treatment of medical conditions in an emergency and which will respond quickly to treatment. It does not cover recurrent or long-term treatment. If shoreside medical attention is required, this treatment will be in a medical facility appropriate to your condition and the treatment required, and this may be within a state facility as determined by the assistance company.

Claims for Personal Possessions

This insurance does not provide cover on a 'new for old' basis, which means that deductions for age, wear and tear will be made where appropriate.

Sum Insured and Limits

All sections of the insurance have a limit on the amount the Insurer will pay, as described above. Some sections have internal limits such as the amount the Insurer will pay for any one item or personal money.

Age Reductions/Loadings applicable to above Premiums

- Children under 2 years of age are entitled to free cover when parents purchase this insurance.
- Please note this travel insurance policy does not have an upper age limit, however, the basic rates above are determined by your age at the date of travel.

Reasonable Care

You are required to take all reasonable care of yourself and your property and to act at all times as though you are not insured.

Hazardous Activities

The insurance may not cover you when you take part in certain activities WHERE THERE IS A HIGH RISK OF INJURY. It is likely that all shore excursions booked through Holland America Line are included in the scope of emergency medical & repatriation cover. Please refer to your policy wording.

Claims and Complaints

The insurance policy contains the procedure which you should follow if you wish to make a claim or a complaint. Please note that your contract of insurance will be with Union Reiseversicherung AG, UK Branch and that Holland America Line will have no responsibility to you for claims or any other liability in connection with the same.

Jurisdiction

The insurance will be subject to English law unless otherwise agreed in writing.

Incorporation

Preferential is incorporated in the United Kingdom and Union Reiseversicherung AG is incorporated in Germany.

Financial Services Authority

Preferential Insurance Services Ltd is authorised and regulated in the United Kingdom by the Financial Services Authority (FSA). Union Reiseversicherung AG are authorised in Germany by BaFin and regulated in the United Kingdom by the Financial Services Authority.

Compensation

The insurance policy will be covered by the Financial Services Compensation Scheme.

Holland America Line is an Introducer Appointed Representative of Travel Insurance Facilities plc, who are authorised and regulated by the Financial Services Authority.

Holland America Line

Telephone: 0843 374 2300
Agent Brochure Order Line: 08707 270490
E-mail: enquiries@hollandamerica.co.uk
Order brochure supplies through BP Trade-gate at: www.trade-gate.co.uk
www.hollandamerica.co.uk



ABTA No. V8764

