



COVID-19 (CORONAVIRUS) FAQ FOR TRAVEL ADVISORS AS OF MARCH 9, 2020

Q: Where can I find current information regarding impacted cruises, health advisories and countries with travel restrictions?

A: Updated information will be available on our website under the Travel Health Advisory link. (https://www.hollandamerica.com/en_US/news/coronavirus-travel-advisory.html)

Please do not save or refer to information other than what is posted on our website. The situation is rapidly evolving, and information becomes outdated quickly. However, on our page you will also find the link to the U.S. Centers for Disease Control and Prevention (CDC) site for their most current information.

Official restrictions or warnings on areas to travel will come from the U.S. CDC, the World Health Organization (WHO) and/or the U.S. State Department or its equivalent in your country.

Q: What is the “Book with Confidence” program?

A: This is a limited-time program we are offering on new bookings made from March 1, 2020, until April 30, 2020. Under this program, guests can feel comfortable booking a future cruise, as it allows them cancel for any reason and receive a Future Cruise Credit (FCC) which is valid for 90 days from cancellation in the amount of their cancellation fees. FCC is only valid on cruises sailing in 2020 or 2021. Guests must cancel at least 30 days before the cruise departure, and additional restrictions apply. “Book with Confidence” is applicable on sailings departing April 1, 2020, through October 15, 2020, booked in March or April 2020.

Q: Should my clients book Holland America Line’s Cancellation Protection Plan?

A: Definitely! We have always recommended that guests protect their vacation investment, and this is important now more than ever. It is also very important for you as their advisor to direct them to a plan that you know allows them not only to cancel for any reason but also is known to be applicable in today’s situation. Holland America Line has confirmed with our insurance provider that there are no exclusions that would leave guests disappointed. And there is no pre-existing condition clause. This is not the case with other travel insurance policies, so the best thing you can do is encourage them to purchase our Cancellation Protection Plan.

Holland America Line’s Cancellation Protection Plan can be purchased for new cruise or Alaska Land+Sea Journey bookings or existing bookings as long as it is purchased before the date cancellation fees begin to accrue. Offered as a Standard or Platinum plan, guests can cancel up to 24 hours before departure with Standard and right up to departure under Platinum and receive refunds of 80 percent (Standard) or 90 percent (Platinum) of eligible amounts paid. The cost varies by cruise fare and is nonrefundable. Platinum coverage also provides important trip interruption insurance.



Q: Why should my clients buy Cancellation Protection Plan Standard (CPP) or Cancellation Protection Plan Platinum (CPPP) while you are offering the “Book with Confidence” program?

A: Guests who book under the “Book with Confidence” program should also purchase Holland America Line’s Cancellation Protection Plan (Standard or Platinum), as this allows them to submit a request for a Future Cruise Credit of the 10 percent or 20 percent cancellation fees withheld under the program terms and conditions. And with the Cancellation Protection plans, the guest can receive a cash refund. The “Book with Confidence” program is a Future Cruise Credit.

NOTE: Agents receive 10 percent commission paid against the amount of cancellation fees assessed.

Q: How do I respond to existing booked clients who wish to cancel?

- A. Please review their concerns and reference tools available on the Holland America Line website Travel Health Advisory page to ensure facts are understood and guests are clear about the precautions taken to keep them and our crew safe.
- B. If guests are outside of cancellation fees, review CPP/P and encourage them to purchase coverage.
- C. If within cancellation fees, determine whether guests have been instructed by their healthcare provider not to travel. If yes, follow Compassion Policy guidelines referred to above.
- D. We are happy to allow guests to change to an alternate ship or sailing date as long as it falls into the same cancellation fees and is of a similar value. Guests may buy up in voyage length or category; and if they choose a lesser-valued itinerary, we will hold the difference in the form of cancellation fees under their original booking.
- E. **Short-Term Cancel Policy** - If within cancellation fees and no other coverage applies, Holland America Line is introducing the Short-Term Cancel Policy on select cruises. For all departures between now and May 31, 2020, we are allowing guests the option of cancelling their booking no later than March 31, 2020, with a minimum of 72 hours cancellation notice prior to departure date. The exception to this is guests booked on sailings between March 6 and March 9, 2020 may cancel under this same program.

Any cancellation will receive a Future Cruise Credit (FCC) for the amount of their cancellation fees that can be used for another cruise in 2020 or 2021. The FCC must be booked by December 31, 2020. This applies to bookings on spring 2020 Land+Sea Journeys and cruises for all destinations. FCCs are nonrefundable, non-transferrable and do not have to be used on the same destination that was cancelled. FCCs are non-commissionable, but we will offer a \$50 bonus rebooking commission per person. We have also made the decision to give you longer to make final payment on June 2020 sailings. For all June departures, final payment will now be due 60 days prior to the sailing date.



Q: Are you offering a goodwill gesture for clients who keep their cruise departing prior to June 1?

A: For those that choose to keep their cruise plans on departures through May 31, 2020, an Onboard Spending Credit of \$200 per stateroom/\$100 per person for voyages 7 days or longer and US\$100 per stateroom/US\$50 per person for voyages 6 days or less will be automatically applied to their shipboard account as a thank you.

Q: Does the Short-Term Cancel Policy apply to chartered sailings?

A: No, it does not.

Q: How do I respond to clients with an existing booking who indicate they cannot travel due to medical issues or age and aren't covered by a Cancellation Protection Plan, the "Book with Confidence" program or the Short Term Cancel Policy?

A: We do offer a Compassion Policy for any guests who should not travel at this time for health reasons and are able to provide a note or other documentation from their health care provider to this effect. We will work with these guests one on one to provide the best support for their needs.

Under the Compassion Policy, Holland America Line will issue guests a Future Cruise Credit for the value of any cancellation fees assessed by Holland America Line upon receipt of a note from their health care provider indicating they are not fit to travel on the date originally booked.

1. NOTE: Please advise your client to inform their healthcare provider that the note must not include any information which violates HIPPA law.
2. Third-party expenses will not be covered.
3. Proof should be sent to Reservations at submit@hollandamerica.com.

Reservations Contact Numbers:

Seattle Office (USD/CAD currency):

Contact us at 1-800-577-1729 or 206-626-7385. We are available Monday–Friday, 7:00am–5:00pm PT.

Rotterdam Office (EUR currency):

Contact us at 00800 1873 1873. We are available Monday–Friday, 9:00am–6:00pm.

For the Netherlands contact us at 0800 724 5425. We are available Monday–Friday, 9:00am–6:00pm.

Southampton Office (GBP currency):

Contact us at 0344 338 8605. We are available Monday–Friday, 9:00am–6:00pm.

Sydney Office (AUD currency):

Contact us at 1300 987 322. We are available Monday–Friday, 8:30am–7:00pm, Thursday 8:30am–8:00pm.



Q: What do I do if a client wants to cancel under the “Book with Confidence” program and receive a Future Cruise Credit?

A: Cancel the cruise booking per standard procedures, and you or your client MUST submit a request for a Future Cruise Credit via the link available under the “Book with Confidence” page of the Holland America Line website. Failure to request this credit prior to 30 days before sailing will result in the request being denied.

Q: How do I respond to existing booked clients who wish to cancel and rebook in order to fall under the new “Book with Confidence” program?

A: Please contact Reservations directly with this request. For eligible guests we will review the impact to the existing booking terms and conditions with you prior to adding approval to the booking, so the terms of the “Book with Confidence” program apply should they decide to cancel later.

Q: How do I respond to existing booked clients who wish to move to a sailing in another part of the world?

A: Please contact Reservations directly. We are happy to allow guests to change to an alternate ship or sailing date as long as it falls into the same cancellation fees and is of a similar value. Guests may buy up in voyage length or category; and if they choose a lesser-valued itinerary, we will hold the difference in the form of cancellation fees under their original booking.

Q: How do I respond to clients who are prevented from sailing because of regulations or requirements as outlined in Holland America Line’s travel advisory section?

A: Guests who cannot sail because they are personally impacted by the current travel restrictions, as posted on hollandamerica.com, should cancel their booking as soon as possible and contact Guest Relations with proof of requirement to cancel so a refund may be processed.

Q: How are my clients being notified of changes to cruise itineraries?

A: When itinerary changes occur, booked guests and their travel advisors are notified via emailed letter or emergency notification. It is important to note that agency communication defaults to the email address on file for the agency. We regret we are unable to route directly to the individual agent email address. Please make sure guests provide their email address in their Online Check-In as soon as possible so important notifications reach them in a timely manner.

Q: How are my clients being notified of changes to travel requirements?

A: At time of booking and again 10 days prior to sailing, we send an emergency notification to remind guests and travel advisors to visit our website for the most up-to-date information regarding travel restrictions. Guests should visit our site frequently to ensure they are not affected by a change based on nationality or residency. **NOTE:** Flight routing is very important to review, as rapidly evolving guidelines



include denied boarding or enhanced screening of guests who transit certain countries or airports. As this is changing constantly, flight routing information may not always be up-to-date on the website. We highly encourage guests to monitor the latest information from their airline.

Q: Why should my clients purchase Holland America Line FlightEase®?

A: In addition to taking advantage of competitive rates and next port protection, guests with air purchased through Holland America Line's FlightEase program will be automatically rebooked when unexpected itinerary changes or delays occur. Guests and travel advisors do not have to deal with airline carriers directly or submit requests for reimbursement.

Q: What do I share with my clients concerned about missing scheduled ports of call?

A: Holland America Line strives to deliver every cruise itinerary as scheduled. When unexpected events occur, such as weather, technical or world events, every effort is made to maintain or replace missed ports of call. We have a large team of people monitoring global ports and any restrictions that may arise or change suddenly and without notice. When changes occur and we are not able to find a suitable substitute port that works in the itinerary, onboard activities are scheduled to ensure any added sea days deliver the cruise experience our guests have come to love and expect. In extreme cases, Holland America Line has a great history of doing what's right to support our guests.

Q: How is Holland America Line cleaning the ships because of COVID-19?

A. Our routine infection prevention protocols are very effective against COVID-19 (coronavirus). For many years all ships have routinely used the disinfectant Virox, which has a proven track record of killing COVID-19 and is used in many hospitals. Out of an abundance of caution, we have enhanced our deep-cleaning efforts.

Our ships have always had hand sanitizer and hand washing stations in public areas throughout the ship. We also routinely communicate the importance of frequent hand washing in preventing the spread of illness on board.

Q: What is the 4 percent bonus commission?

A. We know this is a challenging time and that selling cruises can take more work. As a thank you, for a limited time an additional 4 percent bonus commission will be paid on all new bookings for 2020 cruises made between March 1 and April 30, 2020.

Q: Is the 4 percent bonus commission on top of the standard commission amount?

A: Yes, and it will automatically apply to new bookings on 2020 cruises made between March 1 and April 30, 2020.



Q: Will this offer combine if I set up a Connections Program small affinity group?

A: Yes.

Q: Does the 4 percent bonus commission combine with all promotions?

A: Yes.

Q: If I have a special concession group, will the bonus commission apply?

A: Yes.

Q: Will the bonus commission show on the agency booking confirmation?

A: Yes, under "other commission." Example below:

FINANCIAL BREAKDOWN Currency: U.S. Dollars

	Inclusive Amounts	Gross Total	Commission	Net Total
Cruise/Journey Fare:		\$5,077.00	\$697.12	\$4,379.88
Est'd Taxes, Fees & Port Expenses:		\$735.00		\$735.00
Non-Commissionable Fare:	\$720.00			
Other Commission:			\$174.28	
Booking Total:		\$5,812.00	\$871.40	\$4,940.60

Q: Will revenue from cancelled voyage bookings count toward my target?

A: Targets will be adjusted accordingly in response to our cancelled Asia voyages.

Q: Will I earn commission on the new booking if my clients use a future cruise credit?

A: No, commission will be earned on the amount paid for commissionable items above the value of the Future Cruise Credit.

Q: Do I earn commission if my clients cancel their booking under the "Book with Confidence" program?

A: No.