



Holland America Line®

SAVOR THE JOURNEY

FREQUENTLY ASKED QUESTIONS

7 - day Cruise Certificate

(Option B)

Q. Who do I call if I have questions regarding my cruise booking?

- A. Please call Holland America Line's World Cruise Reservations Department at: 1-800-522-3399. You may also visit www.hollandamerica.com for more information.

Q. What itineraries can my certificate be used for?

- A. The 7 - day Cruise Certificate is good for any 7-day Holland America Line Caribbean, Mexico, Alaska or Canada/New England cruise for two, subject to availability.

Q. What is the value of my certificate?

- A. The value of the certificate is a minimum unobstructed ocean view stateroom. The certificate itself does not have a dollar value assigned to it. Holland America Line advises organizations of the applicable brochure tariff (i.e., the price reflected in the applicable brochure). While promotional or discounted prices occasionally are offered for the same class of stateroom, you are still entitled a stateroom consistent with the terms of the certificate. Certain promotional offers do not allow combinability with this certificate. The amount of money an individual pays the nonprofit for the Cruise Certificate is based on the nonprofit event and in no way indicates what the cruise could have been purchased for in the open market, where cruise prices vary widely.

Q. What stateroom category will I receive?

- A. The certificate is good for the minimum unobstructed ocean view stateroom category.

Q. Can Holland America Line upgrade my stateroom?

- A. Unfortunately, we cannot book a higher stateroom category based on how much you (the winner) spent for the certificate. However, if space is available, you may purchase a stateroom upgrade. The certificate may also be applied to other cabin categories or cruise trades at an additional cost. Details and rates can be provided at the time of booking. Call World Cruise Reservations for details.

Q. The certificate says I am responsible for taxes and onboard charges. How much are these?

- A. The amounts, which vary by cruise itinerary, are published in Holland America Line's brochures. For 2024, the cost of taxes range from up to \$193 per person (for 7 day Caribbean cruises) and up to \$265 per person (for 7 day Alaska cruises). Taxes may increase or decrease depending on government changes in taxes and/or rates. Fuel supplement and other surcharges may be applicable. Onboard charges, such as laundry, certain beverages, phone calls, etc. depend upon usage by the guest.

Q. When does my certificate expire?

- A. The certificate does not expire.