

Pre-Cruise Information

All guests need to complete their **Online Check-in** at least 30 days prior to departure. This will expedite your cruise day check-in and if you begin the process and cannot finish you may return to complete it at your convenience. For each guest, you will need:

- Full legal name (The first & last name on your cruise reservation must match your Identification)
- Birth date
- Passport or Washington Enhanced Driver's License, visa or permanent resident card
- Home address
- Home telephone number
- Emergency contact information
- Return flight information
- Credit card you wish to use for onboard purchases

Go to www.hollandamerica.com – click on “**For Booked Guests**”. The first time you enter you will need to register and create a log-in. You will also need your cruise confirmation number, which is found on your cruise payment receipts that have been emailed to you. If you do not have access to the internet, please let us know.

This is also where you can view and book **Shore Excursions**. Holland America will charge for the excursion when booked. If you have onboard credits or coupons - once onboard you just need to visit the Shore Excursion Desk to request the use of the onboard credit or coupon and they refund your credit card.

Their **Excursion Cancellation Policy** is a full refund if cancelled up to 6 days prior to sailing, 10% cancellation penalty if cancelled within 6 days of sailing to 24 hours in advance of excursion, and 100% cancellation fee within 24 hours of excursion. Exception: You can exchange excursions within the same port and either pay or be refunded the difference without penalty.

Express Documents will be available to print after July 3rd. You will be notified by email when they are available to print. . You may print selected pages or the entire Express Docs form. No other documents will be sent. If you do not have access to a computer please let us know. You will need this documentation along with your passport for your sail day check-in.

Printable luggage tags are available at the Online Check-In start page. We suggest they are cut and covered with clear packing tape so they aren't easily torn and they should be attached to your luggage prior to your arrival at the pier. Luggage tags will be also available for you at the Seattle airport on the day of sailing and the pier prior to your final check in. The luggage tags are clearly marked with your ship name. Please attach a tag to each piece of luggage you will be checking on the cruise. There is a space on the tag for you to print the following information; Name, Stateroom Number, and Sailing Date.

Shipboard Account During your sail day check-in, you will need to present the credit card you registered for your onboard account. At the end of your cruise, you will receive a final statement, and your card will be charged. If you do not want to use a credit or debit card, the ship will collect a cash deposit from you. Any excess deposit will be refunded to you at the end of the cruise. Traveler's checks may be cashed at the front office to make your deposit. Personal checks are not accepted.

Upon completion of sail day check-in, you will receive a **Guest Identification Card** equipped with a bar code. This card serves as your identification for security procedures when embarking and disembarking the ship and for making purchases when you board the ship by simply showing your card and signing a receipt. It is also your room key. Please have your card and photo identification ready and available whenever getting on or off the ship, as you will need to scan your card at the optical monitors located at the gangway.

The Pier that Holland America uses in Seattle is the Smith Cove Cruise Terminal at Pier 91 at 2420 21st Ave W, Seattle, WA 98119. The cruise terminal concierge offers luggage storage before and after cruises, plus city information. For more information on the pier:

<http://www.portseattle.org/seaport/cruise/>

Secure Parking is available near the pier with complimentary shuttle to terminal for \$20.92 plus tax per day. Parking for the 8th day and beyond is \$8.37 plus tax. All customers will receive a \$1 per day discount if they book parking online. Here is the link:

<https://www.rpnw.com/seattle/cruise/default.asp?market=SEATTLE>

Flights into Seattle on August 21st need to arrive no later than 1:00pm

Flights out of Seattle on August 28th need to leave no earlier than 12:00 noon.

Transfers between the airport and pier are available on the day of cruise departure and arrival only for \$28 per person each way. If interested, they can be added to your reservation up to 14 days prior to sailing. Please let us know if you would like to add them. Flight information will be required.

We have had enough interest in the **Bus Transportation from Spokane to Seattle** and can offer it at \$45 per person. Please let us know as soon as possible if you would like to add that to your reservation. We would also like to know who may be interested in return bus transportation from Seattle back to Spokane – please let us know. Cost depends on participation.

Service Charge To ensure that the efforts of all of the crew members are recognized and rewarded, a daily Hotel Service Charge of \$11 per passenger is automatically charged to each guest's shipboard account. If the service exceeds or fails to meet your expectations, you are free to adjust this amount at the end of the cruise. A 15% service charge is automatically added to bar charges and dining room wine purchases

Carry-on Baggage Use a carry-on bag. Keep your travel documents, identification, medication, jewelry, camera, film, cash and other valuables with you at all times. (Don't forget your binoculars!)

Do not pack your passport, medications, cruise documents or airline tickets in your checked luggage. (Remember that checked luggage might not be accessible at all times.) Keep these items close at hand in your purse or jacket pocket. It is also strongly suggested that you carry or otherwise keep with you important items such as perishables, cash, credit or debit cards, jewelry, gold, silver or similar valuables, securities, financial instruments, records or other valuable or business documents, laptop computers, cellular telephones, cameras, or other video or electronic equipment, hearing aids, electric wheelchairs, scooters, binoculars, film, videotape, computer disks, audio disks, tapes or CDs. Holland America Line assumes no responsibility for the items listed above.

The last night of your cruise, all checked luggage will be collected for disembarkation the next morning, so remember to have a carry-on for your overnight necessities.

Upon disembarking the ship, all luggage will be organized in the disembarkation hall by color/number order. Once you have been invited to exit the ship please find your color/number group and claim your bags. There will be a limited number of porters available, but individual carts will not be available. Please exit the building with all family members and luggage, as re-entry is not permitted.

Luggage Direct is available on the ms Rotterdam Luggage Direct offers you the opportunity to receive your airline boarding passes, and check your luggage in to your flight while still onboard your Holland America Line ship. Our TSA certified partners will take your luggage directly from the ship and deliver it to your outbound aircraft. You will then claim your luggage when you arrive at your final airport destination. Once onboard, a letter explaining the eligibility requirements will be sent to you. Please note the following general information about Luggage Direct:

- Cost is \$19 per person at all ports
- Airline assessed baggage fees will be applied to guests' onboard account - fees vary by airline and all pricing is communicated directly from the airline to our partner company, BAGS, Inc. These fees are collected onboard and are then distributed to the airlines.
- Guests are able to check no more than 2 pieces of luggage per person.
- Upgrade Requests, Seat Assignment Requests, and Flight Changes cannot be accommodated onboard.
- There are restrictions established for each homeport city.
- Restrictions include: participating airlines, earliest and latest flight times, and citizenship requirements.
- All flights must be Domestic (inclusive of U.S. Territories).

Clothing & Dress Code During the day aboard ship and in ports of call the dress code is relaxed and casual. Casual clothes are suggested that can be layered easily and possibly a raincoat and waterproof hat or umbrella and gloves. Certain shore excursions may require particular attention to clothing. Holland America asks that you wear shoes and a cover-up over a bathing suit when walking through the interior of the ship. If you would like to jog on the sports deck or work out in the fitness center, bring workout gear. Footwear should include comfortable walking shoes for visits ashore and sandals or rubber-soled shoes for strolling on deck.

Evening dress falls into two distinct categories: Formal or Smart Casual. Smart Casual can be defined as slacks and collared shirts for men and casual dresses, slacks and informal evening wear for women. T-shirts, swimsuits, tank tops and shorts are not allowed in the restaurants or public areas during the evening hours. On festive Formal evenings, ladies usually wear a suit, cocktail dress or gown and gentlemen wear a jacket and tie, dark suit or tuxedo. There are normally two formal nights – the 1st night at sea (not the 1st night onboard) & another announced onboard (normally the other night at sea).

On an Inside Passage cruise you will be traveling along the protected waterways of Southeast Alaska, also known as "the Panhandle." The weather here is temperate, with summertime highs usually between 50 and 60 degrees Fahrenheit, climbing occasionally into the 70s and 80s.

Bringing Alcoholic Beverages Onboard Holland America does not allow alcohol to be brought onboard except for wine and champagne. Alcohol will be collected for safekeeping and delivered to your stateroom on the last day of the voyage. A corkage fee of US\$18.00 applies to wine and champagne brought to the restaurants or bars for consumption. Room Service offers reduced-price stateroom beverage packages for in-stateroom consumption of alcoholic beverages.

Stateroom Furnishings Your stateroom is furnished with a ship-to-shore telephone which enables you to easily call anywhere in the world, 24 hours a day (prices are found in your stateroom directory). You'll

also find ample closet and drawer space, individually-controlled air conditioning, a television for viewing CNN, movies and onboard features.

All staterooms are equipped with standard 110 AC and 220 AC outlets – so you may bring a shaver and you may wish to bring a travel alarm clock as they are not available in staterooms. They do, however, offer wake-up calls. Hairdryers are available in staterooms.

Full laundry and dry cleaning service is available. Laundry bags and price lists will be in your closet. Self-service laundromats are available with washers, dryers, irons and ironing boards. There is a charge for the use of washers & dryers. For safety reasons, they ask you to refrain from ironing clothes in your stateroom.

Everyone has been confirmed with **Open Dining** unless otherwise requested - One level of the two-tiered La Fontaine Dining Room will offer the flexible/open dining service from 5:15 to 9 p.m. daily. You may make reservations daily during a cruise up to 4 p.m. or simply walk up anytime during dining hours.

There are also other choices from the Lido Restaurant with more casual buffet style dining and specialty restaurants like the Pinnacle that may have up to a \$20 per person additional charge and reservations required. **Special dietary needs**, such as vegetarian, diabetic or gluten-free meals, are easily accommodated with advance requests. Kosher meals and a Health Conscious Dining option are also available. To arrange special meals, please contact the Ship Services Department at 800-541-1576 at least 60 days prior to departure.

Soda Cards will be available onboard. They offer 20 sodas for \$20.70. You may also bring your own soda onboard.

Internet & E-mail Access You can connect to the Internet either by accessing a 24/7 wireless connection "hotspot" or utilizing the resources of the Explorations Café or Internet Café located on board. You will be able to receive electronic mail in real-time, via satellite link 24 hours a day, satellite conditions permitting. There is also an Internet Manager on board to assist you. There is a charge for these services.

Mobile Phones Through an agreement with SeaMobile Holland America Line lets you take advantage of your wireless devices while at sea. Using your own mobile phone and telephone number, you can make and receive calls to and from fellow travelers who are on the ship, and friends and family who are far away on land. If you currently have the service through your home provider, you can also send and receive text messages. Other available wireless services include use of PDAs, such as your Blackberry.® All billing for calls made while on the SeaMobile network are billed as a roaming charge on the regular carrier's invoice. Charges appear as "SeaMobile Roaming Charges". The use of the service requires compatible wireless/mobile phones or devices and qualified wireless service with a home mobile service provider that has a roaming agreement with SeaMobile. Check with your phone provider.

You're welcome to make partial or full payment before the **Final Payment Date**, but **Full Payment** of your cruise needs to be made by **May 24th**. **Cancellation Penalties** will apply after final payment date so if you haven't purchased insurance and are interested in doing so, let us know.

We hope we've covered most questions, but if you still have any, email or call.

Thank you for being part of the cruise!

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