

e-brochure

2006 Europe Cruises

The Holland America Line e-brochure offers you enhanced information to help you plan your cruise vacation. In addition to all the essential details included in our printed brochure — port descriptions and photos, itineraries, itinerary maps, and ship deck plans — the e-brochure provides clickable links to the Holland America Line website www.hollandamerica.com for up-to-date information and resources.

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CLICK ON THE "EXPLORE ADDITIONAL INFORMATION ONLINE" BUTTON TO GO DIRECTLY TO THE HOLLAND AMERICA LINE WEBSITE. YOU MUST BE CONNECTED TO THE INTERNET.



*The dream of European discovery
lives on in ships of
classic design.*

There is a certain kind of elegance that never goes out of style. It's found in the gleaming curve of a teak deck chair, sumptuous appointments and telling details. On board the ships of Holland America Line you'll discover an experience that is modern, fresh and appealing — in an ambiance that is timeless and refined.



Traditional nautical detailing, such as polished brass brightwork, is evident throughout our ships.



From European bronzes to a remarkable collection of maritime maps, fine artwork and antiques grace our public rooms.



Fresh flowers provide an elegant touch, and you'll find grand bouquets of colorful blooms on board.



Sunlight and spaciousness grace your elegant stateroom.

Relax into a world of comfort and easy elegance aboard the ships of Holland America Line. In public rooms rich, polished woods and soft leather furniture create an inviting ambiance in which to gather. Staterooms filled with all manner of sophisticated amenities beckon you to retreat for hours.

CLASSIC DESIGN

- Graceful ships designed to be true ocean-going vessels
- Wraparound teak Promenade Deck and classic teak deck chairs
- Spacious public rooms adorned with fine art and antiques
- Marine-blue hulls
- Polished brass brightwork — a nautical tradition

MID-SIZED SHIPS

- Ships designed to be large enough to offer the amenities required by today's discriminating traveler while carrying far fewer guests
- More space per guest than other major cruise lines
- Largest, most comfortable and finely appointed suites of any major cruise line
- Largest staterooms and verandahs of any premium cruise line
- Early embarkation program allows guests to board as early as 11:00AM

EVERY STATEROOM A GRACIOUS RETREAT

- Spacious, elegantly appointed staterooms, many with private verandahs
- Luxurious Euro-Top beds and premium linens
- Large, extra-fluffy Egyptian cotton towels; lighted magnifying mirrors; massage showerheads; salon-quality hair dryers
- Elemis Aromapure's luxurious "Time to Spa" aromatherapy skincare and spa-therapies products
- Luxurious terry cloth bathrobes
- Televisions with DVD or VCR players
- Generous storage
- Complimentary fresh fruit
- Complimentary 24-hour in-room dining
- Nightly turndown service
- Complimentary shoeshine service
- Complimentary ice service

SUITE ACCOMMODATIONS

For guests choosing suite accommodations, Holland America Line offers a host of complimentary services that will forever spoil you for any other stateroom class. See page 73 for complete details.



Luxurious living is found in every detail, from the soft caress of a personal bathrobe to fine chocolates on your pillow at night.

above and beyond

a crew adept at anticipating guests' desires.



Expect a level of service whereby every request — be it an extra blanket or two sugars in your tea — is miraculously anticipated.



Chilled glasses arrive on a gleaming silver tray. One by one, each detail adds up to an extraordinary experience.

Graciousness. It's evident in the glow of pride on an officer's face, the crisp fold of a napkin, the summons of pleasant musical chimes to dinner. Ours are the service traditions that have long defined classic cruising, refined and perfected for new generations who recognize service as the ultimate luxury.

superb service

never in the way, never out of reach.

Always at the heart of the Holland America experience is a warm and unobtrusive style of service that is never in the way — and never out of reach. Expect excellence: We sail with nearly one crew member for every two guests.

A SIGNATURE STYLE

- BEST ONBOARD SERVICE — *Porthole Cruise Magazine* Readers' Choice Awards
- Academy-trained professional crew
- Warm, unobtrusive style of service — never in the way, never out of reach
- Nearly one crew member for every two guests
- Over 130 years of polished performance
- BEST OVERALL CRUISE VALUE (14 consecutive years) — World Ocean & Cruise Liner Society
- INTERNATIONAL FIVE STAR DIAMOND AWARD — The American Academy of Hospitality Sciences
- BEST CRUISE LINE FOR EUROPE (2 consecutive years) — *Travel Weekly* magazine

IN YOUR STATEROOM

- Daily housekeeping to tidy belongings and keep staterooms immaculate
- Nightly turndown service
- Complimentary 24-hour in-room dining
- Use of the exclusive Neptune Lounge and personal concierge service for Penthouse Verandah and Deluxe Verandah Suite guests

IN THE RESTAURANTS

- Two expert servers per table in the main Dining Room, selected for their proven abilities to remember guest preferences
- Knowledgeable wine stewards adept at pairing wine with food
- Tableside waiter service in the enhanced Lido, our popular casual-dining restaurant
- Executive chefs inducted into the prestigious *Confrérie de la Chaîne des Rôtisseurs*, an international food and wine society

THROUGHOUT THE SHIP

- Expert fitness instructors in yoga, Pilates and weight training
- European-trained aestheticians in the Spa
- Gaming lessons offered by Casino staff
- Complimentary lemonade and iced tea served on deck in mid-afternoon
- Social hosts for dinner and dancing on cruises of 14 days or longer



Your stateroom steward is at your service throughout the voyage, refreshing your room twice daily.



elegant dining
setting the stage for delight.

On crisp white linen course after course arrives, each a small triumph of planning and preparation, beginning with fine fresh produce, choice cuts of meat and seafood of the highest quality. Behind the scenes our master chefs have brought flavors to perfection. Grilled rack of lamb in our elegant main Dining Room . . . paella for two on your verandah . . . your choices are deliciously diverse.



Culinary inspiration changes by the day as our chefs create menus that reflect exotic regional flavors and recipes.



Hand-dipped chocolates, an after-dinner tradition in the Explorer's Lounge, are the perfect finish to a lovely day.



Take your place for another
enchanting evening.

Across a myriad of venues, from a casual bite poolside to a formal five-course affair, the crew of Holland America Line knows, as few do, how to orchestrate a truly memorable dining experience.

THE ELEGANT MAIN DINING ROOM

- Luxurious two-tiered Dining Room* graced with fine art and antiques
- Sophisticated details including Rosenthal china and crisp white table linens
- Five-course menus with offerings from classic preparations to vegetarian and low-carbohydrate options
- Choice of four dinner sittings*
- Romantic formal nights, a traditional cruise favorite

THE PINNACLE GRILL EXPERIENCE

- Intimate, reservations-only dining featuring Sterling Silver beef and fresh seafood
- Luxurious appointments including Bvlgari® china, Riedel® stemware and Frette® linens
- Extensive wine list featuring many selections rated “Excellent” by *Wine Spectator*

OTHER DELIGHTFUL WAYS TO DINE

- Fresh, cooked-to-order specialties in the enhanced Lido Restaurant for breakfast and lunch
- Made-to-order dinner entrées and tableside waiter service in the Lido for dinner

- Complimentary in-room dining
- The Terrace Grill on deck, where swimsuits are suitable attire
- Explorations Café featuring pastries and espresso drinks♦
- Daily Afternoon Tea service, elevated to Royal Dutch High Tea once per cruise
- Late-night snack, chocolate dessert extravaganza

A MASTER STAFF AND CREW

- Menu design under the direction of Master Chef Rudi Sodamin
- Executive chefs inducted into the prestigious Confrérie de la Chaîne des Rôtisseurs, an international food and wine society
- Two expert servers per table in the main Dining Room

SIGNATURE TOUCHES

- Hand-dipped chocolates in the Explorer’s Lounge
- Ice cream bar featuring complimentary treats
- Complimentary hot hors d’oeuvres during cocktail hour

* One-level Dining Room and two dinner sittings on ms Prinsendam.

♦ Explorations Café facilities vary by ship and will be on all ships except ms Prinsendam.



Each evening is a celebration of fine food and wine, a feast for the eyes, the palate and the soul.

indulge

in abundant activities and choices.



The perfect morning: a cup of espresso and The New York Times crossword puzzle in our comfortable Explorations Café.



Take a yoga or Pilates class. Go for a swim in the pool up on deck. Melt under the spell of a massage in the Greenhouse Spa & Salon.



Keep up on e-mail, news or your stock portfolio, thanks to Internet access available twenty-four hours a day.

Fall into the rhythm of relaxing and inspiring days aboard Holland America Line. One day you might opt for a hot-stone massage in our luxurious Greenhouse Spa & Salon. Another day elect to attend a cooking demonstration in the Culinary Arts Center, improve your golf swing or spend time playing bridge in the afternoon with friends.



Every day aboard a Holland America ship brings a wealth of activities and enrichment programs, along with the freedom to partake in as many — or as few — as you please.

RELAX AND RECHARGE

- Newly expanded Greenhouse Spa & Salon offers*:
 - Asian-inspired treatment rooms, including couple's massage rooms
 - Thermal suites with hydrotherapy pool, steam and aromatic room, showers and heated ceramic lounges
 - The latest exotic skin, body and hair treatments
- Jacuzzi® hot tub, sauna, steam room
- Two large outdoor pools, one with sliding glass roof*
- Fitness Center with yoga, Pilates, spinning and new exercise and weight-training equipment
- Basketball and volleyball courts*
- Golf simulator and golf swing analysis*
- Luxury duty-free shopping

PERSONAL GROWTH

- Culinary Arts Center — presented by *Food & Wine* magazine — with state-of-the-art demonstration kitchen for gourmet presentations, tasting events and intimate cooking classes
- Explorations Café, powered by *The New York Times*, offering more than 2,000 books, music listening stations, Internet, puzzles and more*

- Explorations Speaker Series on cruises of 10 days or longer
- **BEST SHORE EXCURSIONS** — *Porthole Cruise Magazine* Readers' Choice Awards
- 24-hour e-mail and Internet access

ALIVE AT NIGHT

- **BEST ONBOARD ENTERTAINMENT** — *Onboard Services Magazine*
- Lavish Las Vegas-style production shows
- Talented vocalists, illusionists, comedians and variety acts
- Casino gaming, movies, Piano Bar*
- Crow's Nest Nightclub & Late-night Disco

JUST FOR KIDS

- Dedicated youth facilities and activities for children ages 3–7, ages 8–12, and special teen's only areas*

♦ *Greenhouse Spa & Salon and youth & child facilities vary by ship.*
 * *Available on all ships except ms Prinsendam.*
 ♦ *Available on ms Prinsendam only.*

experience
new tastes, new ideas, new skills.



The sun goes down and night comes alive, with lavish Las Vegas-style production shows and fast action around the tables in the Casino.



Don't settle for merely seeing Europe —
experience it.

Every aspect of a Holland America cruise, from the European ambiance aboard our ships to the expert speakers' programs, culinary events and shore excursions, has been designed to deepen and enhance your appreciation of the destinations we explore.

FIVE DISTINCTIVE SHIPS

- Our sparkling Vista-class ship, the *ms Westerdam*, where the latest contemporary amenities combine with classic ocean liner elegance
- The venerable flagship of our fleet, the *ms Rotterdam*, offering an elite measure of comfort and service on board
- Our spacious *ms Veendam*, carrying fewer guests than other ships in her class
- The intimate *ms Prinsendam*, whose sleek draft allows her to cruise Europe's Kiel Canal and into smaller ports
- The five-star *ms Maasdam*, tracing the path of the Vikings on an epic Transatlantic discovery roundtrip from Boston

A DEEPER EXPERIENCE

- Explorations Speaker Series to illuminate the art, culture, history and cuisine of each port
- One-of-a-kind Medallion Shore Excursions designed to offer unique experiences not otherwise available
- Signature Collection, an exclusive new touring option that lets you reserve your own private car, driver and English-speaking guide in advance
- Culinary Arts Center, presented by *Food & Wine* magazine, with a state-of-the-art demonstration kitchen for gourmet demonstrations, cooking classes and tasting events

EUROPE'S BEST VALUE

- **BEST OVERALL CRUISE VALUE** (14 consecutive years) — World Ocean & Cruise Liner Society
- Cruise fare paid in U.S. dollars; avoid costly exchange rates and negative currency fluctuation
- Entertainment, cuisine, accommodation and enrichment learning — included
- Unpack once and relax (in air-conditioned comfort, an amenity not available in many European hotels)
- Itineraries designed to allow extra-long days in port to discover Europe's great art and architecture, historic monuments and shopping
- Fewer hassles: no need to waste valuable daytime hours traveling by train, plane or bus. We sail at night!
- Accessibility: Most of Europe's major cities were built on oceans and rivers, putting many of the Continent's most important cultural sites and cities within easy reach

COLLECTORS' VOYAGES

For those with true explorers' hearts who love to "collect" new places, we've combined a number of our cruises into longer, in-depth itineraries — with little or no port repetition, offering an experience of Europe beyond compare



Wake up to another beautiful day, sailing off one of Europe's fabled coastlines. Order room service and let the morning unfold.

Great stone arches soar overhead, conjuring up the 13th century. Outside on the square, the 21st century is in full swing. What contrast there is in Northern Europe! Sophisticated Scandinavian capitals alternate with fjords so deep and silent a waterfall is heard for miles. The riches of Imperial Russia await, along with the lunar landscape of Norway's North Cape. Even the sun has to work overtime, until midnight, to keep up with such beauty.

KIEL CANAL

The *ms Prinsendam's* smaller draft makes possible this fascinating "shortcut" from the North Sea to the Baltic.

CELTIC KINGDOMS

Explore Scotland, England and Ireland in depth on a full circumnavigation in late August.



10- to 32-Day Northern Europe

10-Day Scandinavian Capitals



Roundtrip Copenhagen from us\$1,999

2007 SAILING DATES
ms Veendam: Jun 23; Jul 13; Aug 2

DAY	PORT	ARRIVE	DEPART
0	COPENHAGEN, DENMARK		5:00pm
1	At sea		
2	Tallinn, Estonia	8:00am	6:00pm
3	St. Petersburg, Russia	7:00am	
4	St. Petersburg		6:00pm
5	Helsinki, Finland	6:00am	5:00pm
6	Stockholm, Sweden Scenic cruising Stockholm Archipelago	8:00am	6:00pm
7	At sea		
8	Århus, Denmark	8:00am	3:00pm
9	Oslo, Norway	8:00am	2:00pm
10	COPENHAGEN, DENMARK	7:00am	

■ Extended stay.

ONSHORE ADVENTURES, ONLINE

Reserve your favorite shore excursions in advance at www.hollandamerica.com and receive priority processing. See page 69 for details.

Hotel Packages

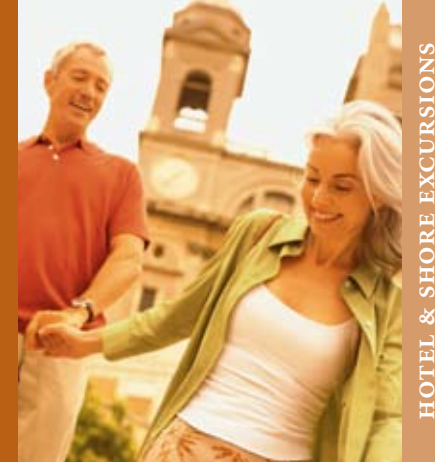
A few extra days to relax and enjoy.



Amsterdam, The Netherlands

Shore Excursions Online

Book exciting shore excursions in advance online.



HOTEL & SHORE EXCURSIONS

COPENHAGEN

SCANDIC HOTEL COPENHAGEN Jun – Aug	1ST NIGHT	EACH ADDITIONAL NIGHT
Shared Double	us\$229	us\$139
Single Occupancy	359	

RESERVE YOUR FAVORITE ACTIVITIES IN ADVANCE ONLINE AND RECEIVE PRIORITY PROCESSING.

Why wait until you're on board to book your favorite activities, when you can reserve them in advance 24/7 from the convenience of your home or office? And because online reservations are processed prior to requests made on board, your requests will receive priority handling.

If you have already booked your cruise and have received a six-digit booking number, you're ready to begin. Simply follow the user-friendly online prompts to select your preferred tours and times, make your booking and receive confirmation — all before leaving home.

CHOOSE YOUR ROUTE TO ONSHORE ADVENTURE.

What fascinates you most? Europe's vibrant cities, the richness of its many museums, a tour through the wildly beautiful countryside of Tuscany or Provence? Holland America's wide variety of optional shore excursions can satisfy your curiosity on every count.

For history, tour to the astonishing ruins at Ephesus outside Kuşadası, discover ancient Carthage in Tunisia or walk the famed D-Day beaches of Normandy. For culture, it's hard to rival a day spent among the collections of St. Petersburg's Hermitage; an afternoon at the ballet in Odesa, Ukraine; or a tour of Gaudí's Barcelona.

We've designed immersive experiences, too, that let you taste and touch the spirit of a place. Come learn to prepare paella on the island of Mallorca. Kiss the Blarney Stone in County Cork. Bike through Skagen in northern Denmark for a view of the local life.

Begin your European adventures today by visiting www.hollandamerica.com.

THE MEDALLION COLLECTION

Holland America Line is proud to present the Medallion Collection, a series of exclusive tours designed to accommodate our most discerning guests. Each has been carefully chosen to offer a truly different experience, providing an in-depth perspective and unparalleled access to events and sights not otherwise available.

SIGNATURE COLLECTION TOURING

Independent-minded travelers, take note: Holland America Line is pleased to present the Signature Collection, an exclusive new touring option that lets you completely customize (and maximize!) your time ashore by reserving a private car, driver and English-speaking guide in advance. Signature Collection touring is available in select ports of call.



You'll find the "book shore excursions" link conveniently placed on our home page at www.hollandamerica.com.

An Elite Fleet



ms Westerdam *Atrium*

- ms WESTERDAM
- ms ROTTERDAM
- ms VEENDAM
- ms MAASDAM
- ms PRINSENDAM

Designed to carry fewer guests than others in their class, the ships of Holland America Line are among the most spacious at sea and are graced with all manner of sophisticated amenities.

ms Rotterdam *Venice, Italy*





ms Prinsendam La Fontaine Dining Room



ms Rotterdam Explorer's Lounge



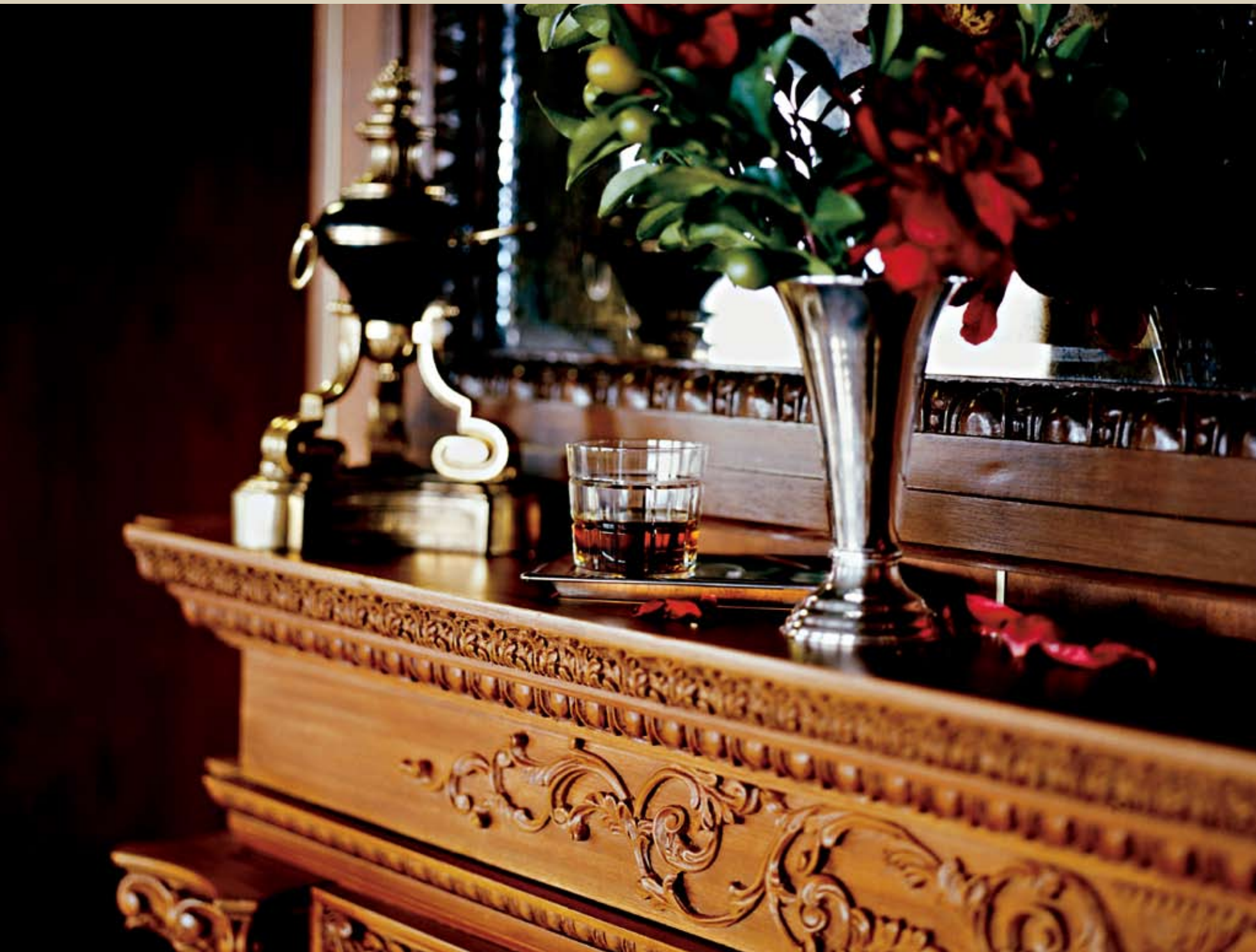
Thermal Suite



ms Rotterdam Lido Pool



Library



SHIP FEATURES

- 18–22 comfortably appointed public rooms
- \$2-million-plus collection of artwork and antiques
- Elegant main Dining Room, intimate reservations-only restaurant, poolside Terrace Grill, casual Lido Restaurant
- Two outdoor swimming pools, one with retractable roof*
- Opulent Greenhouse Spa & Salon
- Two-tiered Show Lounge
- Piano Bar, Casino and Movie Theatre
- Internet Center
- Wireless “hotspots” for laptop Internet connectivity
- Wraparound teak Promenade Deck

VERANDAH SUITES (CATEGORIES A–BC & SS–SZ)

- Personalized cruise stationery
- Elegant bathrobe for use on your cruise
- Fresh flowers and fruit assortment
- Oversized bath towels
- Feather pillows on request
- Luxurious beds featuring Sealy® Premium Euro-Top mattresses and finely woven cotton linens
- A no-host mini-bar for easy entertaining in your suite
- DVD or VCR player and the use of an extensive DVD or VHS tape library

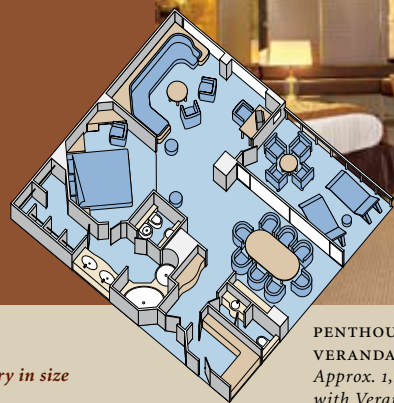
PENTHOUSE VERANDAH SUITE (CATEGORY PS) AND DELUXE VERANDAH SUITES (CATEGORIES S–SC)

Include all the Verandah Suite amenities, plus:

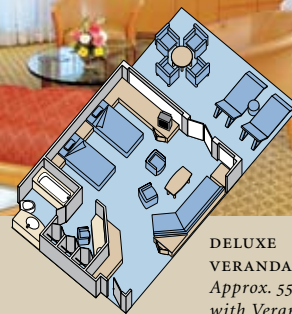
- Use of the exclusive Neptune Lounge and personal concierge service
- Complimentary laundry, pressing and dry cleaning throughout your cruise
- Premium duvet, oversize bath towels and soft, cotton bathrobes and slippers
- Gorgeous corsages and boutonnieres for the first formal night
- Hors d’oeuvres served before dinner each evening on request
- Binoculars and umbrellas for your use on the cruise
- Cocktail party with ship officers
- Priority boarding for tender ports of call
- Special disembarkation service
- Priority dining and seating requests
- Exclusive daily breakfast service for suite guests only
- High tea service in suite on request
- A special Suite guest lunch event on cruises over 7 days in length

* The ms Prinsendam does not have a piano bar and pools do not have retractable roofs.

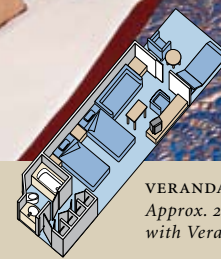
ms Veendam ms Maasdam



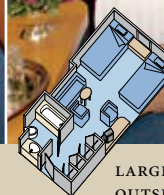
**PENTHOUSE
VERANDAH SUITE**
Approx. 1,159 sq. ft.
with Verandah



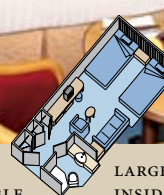
**DELUXE
VERANDAH SUITE**
Approx. 556 sq. ft.
with Verandah



VERANDAH SUITE
Approx. 292 sq. ft.
with Verandah



**LARGE
OUTSIDE DOUBLE**
Approx. 197 sq. ft.



**LARGE
INSIDE DOUBLE**
Approx. 182 sq. ft.

NOTE: Room measurements are approximate, and some rooms in the same category may vary in size and/or have different furniture placement from that pictured.

MS VEENDAM	column 1		column 2		column 3		column 4		
	NORTHERN EUROPE		MEDITERRANEAN		EUROPEAN TREASURES		TRANSATLANTIC		
	Roundtrip Copenhagen 10-Day Jun 23; Jul 3, 13, 23; Aug 2, 12	Copenhagen/ New York 28-Day Aug 12	Roundtrip Venice 10-Day Apr 19, 29; May 9, 19, 29	Venice/ Copenhagen 15-Day Jun 8	Venice/ Copenhagen 25-Day Jun 8	Tampa/ Venice 18-Day Apr 1	Copenhagen/ New York 18-Day Aug 22		
	ES FROM	ES TO	ES FROM	ES TO	ES	ES	ES	ES	
VERANDAH SUITES									
PS Penthouse Verandah Suite	\$12,949	-\$13,249	\$32,999	-\$15,049	\$17,649	\$27,499	\$13,249	\$23,749	
S Deluxe Verandah Suites	5,749	5,899	14,649	6,099	6,699	7,849	12,199	5,899	
A Verandah Suites	3,839	3,939	9,609	4,039	4,439	5,139	8,079	3,939	
B Verandah Suites	3,759	3,859	9,469	3,959	4,359	5,059	7,939	3,859	
BA Verandah Suites	3,679	3,779	9,319	3,879	4,279	4,979	7,789	3,779	
BB Verandah Suites	3,599	3,699	9,149	3,799	4,199	4,899	7,649	3,699	
BC Verandah Suites	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
OCEAN-VIEW STATEROOMS									
C Large	2,849	2,899	6,929	3,049	3,299	3,749	5,939	2,999	
D Large	2,789	2,839	6,819	2,989	3,239	3,689	5,829	2,939	
DA Large	2,729	2,779	6,709	2,929	3,179	3,629	5,719	2,879	
DD Large	2,669	2,719	6,599	2,869	3,119	3,569	5,609	2,819	
E Large	2,609	2,659	6,499	2,809	3,059	3,509	5,509	2,759	
EE Large	2,549	2,599	6,389	2,749	2,999	3,449	5,399	2,699	
F Large	2,489	2,539	6,279	2,689	2,939	3,389	5,289	2,639	
FF Large	2,429	2,479	6,169	2,629	2,879	3,329	5,179	2,579	
G Large	2,369	2,419	6,059	2,569	2,819	3,269	5,069	2,519	
H Large	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
HH Large	2,249	2,299	5,849	2,449	2,699	3,149	4,849	2,399	
INSIDE STATEROOMS									
I Large	2,199	2,249	5,309	2,199	2,399	2,799	4,499	2,199	
J Large	2,159	2,209	5,239	2,159	2,359	2,759	4,429	2,159	
K Large	2,119	2,169	5,159	2,119	2,319	2,719	4,349	2,119	
L Large	2,079	2,129	5,089	2,079	2,279	2,679	4,279	2,079	
M Large	2,039	2,089	5,019	2,039	2,239	2,639	4,209	2,039	
MM Large ("From" Price)	1,999	2,049	4,949	1,999	2,199	2,599	4,099	1,999	3,499
N Standard	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
NN Standard	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
* 3rd/4th Person – Adult – Inside	1,290	1,290	2,925	1,290	1,290	1,575	2,865	1,635	1,635
* Infant – Under Age 2	750	750	1,575	750	750	835	1,585	825	825
■ Non-Discountable Amount INCLUDED	250	250	575	250	250	335	585	325	325
● Taxes	179.96	179.96	416.32	81.32	81.32	161.27	336.44	69.82	236.36
Deposit Requirement	600	600	1,450	600	600	850	1,450	850	850

MS MAASDAM

For Cancellation Protection Plan rates and information, see page 92–93.

Fares in U.S. dollars per person based on double occupancy.

* Canadian fares available upon request.

* Adult: Age 19 and older. Child: Age 2–18.

* Based on sharing accommodations with two full-fare guests.

■ Non-Discountable Amounts are included in fares presented.

● Taxes are additional. Taxes, as shown, were estimated at the time of publication and actual amounts will vary.

Single Partners Program: categories E and K.

Single Occupancy: categories PS–BC at 200% of double occupancy; categories C–NN at 150% of double occupancy.

Early Savings (ES): The fares shown are early savings fares and are subject to change. Book early to ensure the best possible rate.

ms Maasdam ms Veendam

DECK PLANS & STATEROOMS
The deck plans are color-coded by category of stateroom, and the category letter precedes the stateroom number in each room. All staterooms are equipped with DVD player, flat-panel television, telephone and multi-channel music.

Important Note: Not all staterooms within each category have the same furniture configuration and/or facilities. Appropriate symbols within the rooms on the deck plans describe differences from the stateroom descriptions below.

VERANDAH SUITES

PS
Penthouse Verandah Suite: Bedroom with 1 king-size bed, oversize whirlpool bath & shower, living room, dining room, dressing room, private verandah, pantry, 1 sofa bed for 2 persons, mini-bar, refrigerator, guest toilet, floor-to-ceiling windows.

S
Deluxe Verandah Suites: 2 lower beds convertible to 1 king-size bed, whirlpool bath & shower, large sitting area, dressing room, private verandah, 1 sofa bed for 2 persons, mini-bar, refrigerator, floor-to-ceiling windows.

A B BA BB BC
Verandah Suites: 2 lower beds convertible to 1 queen-size bed, whirlpool bath & shower, sitting area, private verandah, mini-bar, refrigerator, floor-to-ceiling windows.

OUTSIDE STATEROOMS

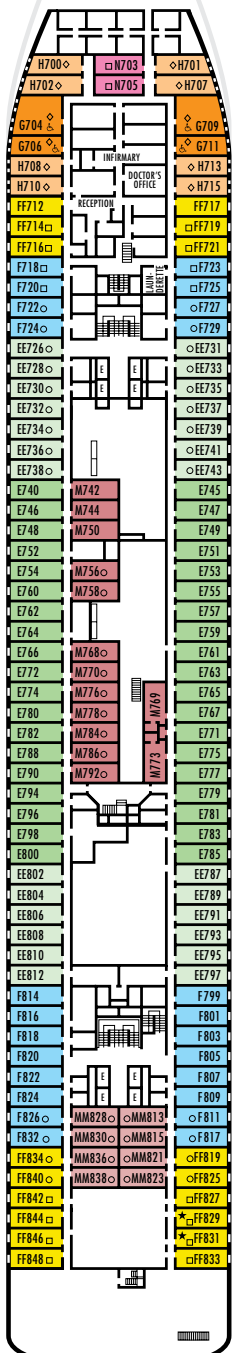
C D DA DD E EE
F FF G H
Large: 2 lower beds convertible to 1 queen-size bed, bathtub & shower. All DD-category staterooms have partial sea views.

HH
Large: 2 lower beds convertible to 1 queen-size bed, bathtub & shower. All HH-category staterooms have fully obstructed views.

INSIDE STATEROOMS

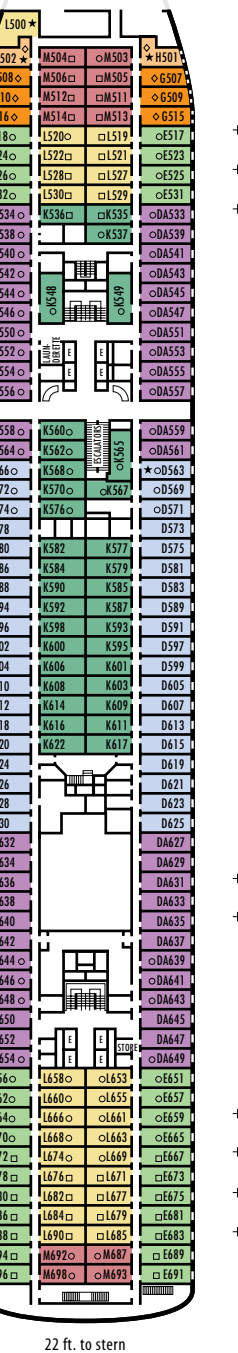
I J K L M MM
Large: 2 lower beds convertible to 1 queen-size bed, shower.
NN
Standard: 2 lower beds convertible to 1 queen-size bed, shower.

A DECK
Staterooms 700-848
106 ft. from bow to Staterooms 700, 701 & 703.



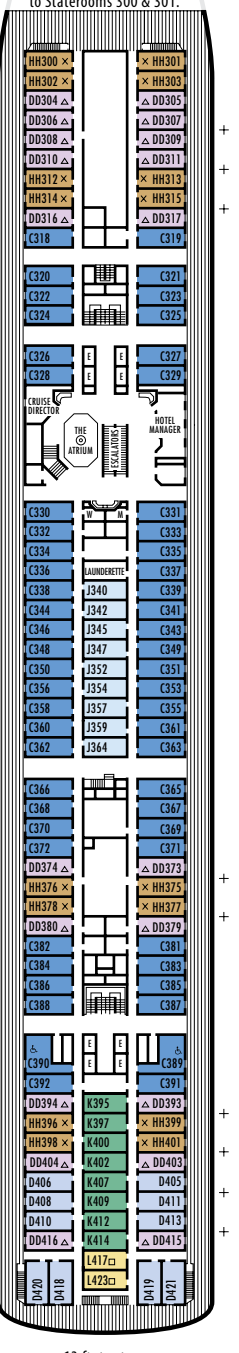
43 ft. to stern from Staterooms 833 & 848.

MAIN DECK
Staterooms 500-698
102 ft. from bow to Stateroom 500.



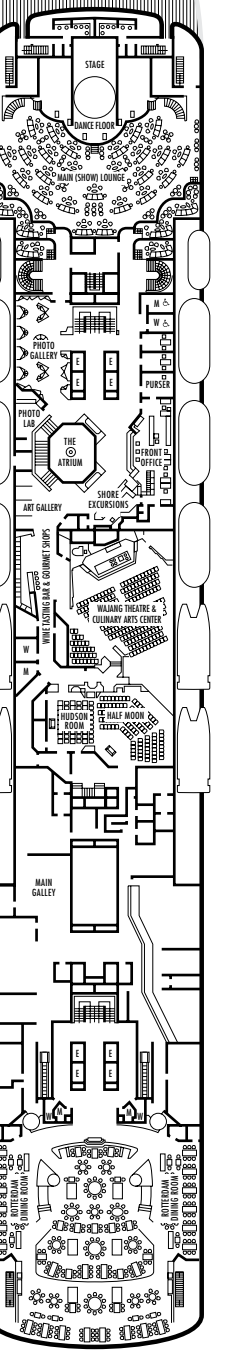
22 ft. to stern from Staterooms 691 & 696.

LOWER PROMENADE DECK
Staterooms 300-423
106 ft. from bow to Staterooms 300 & 301.

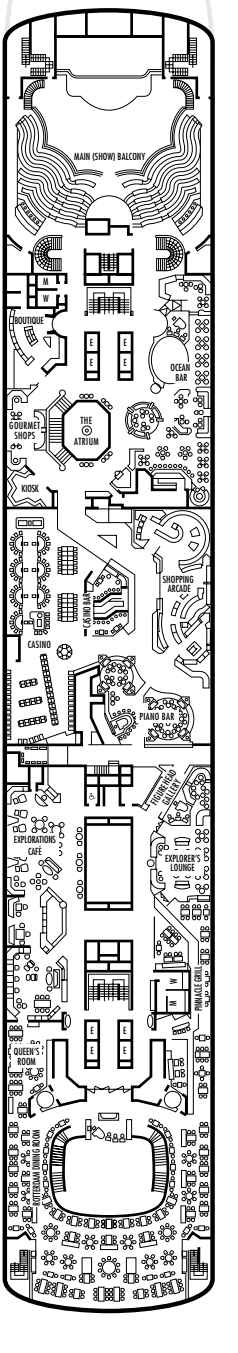


13 ft. to stern from Staterooms 418-421.

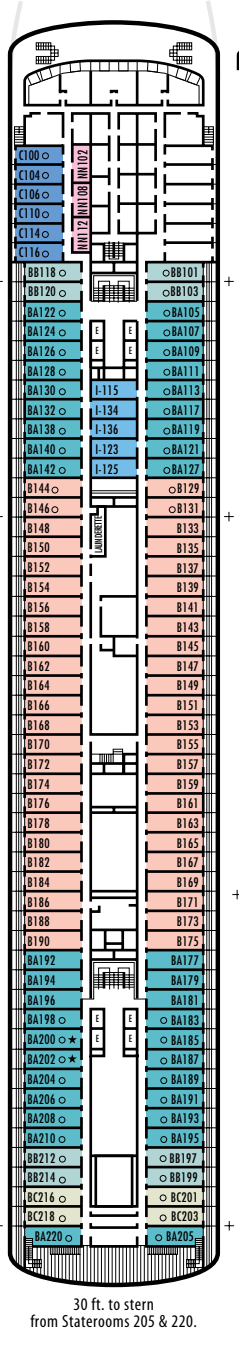
PROMENADE DECK



UPPER PROMENADE DECK

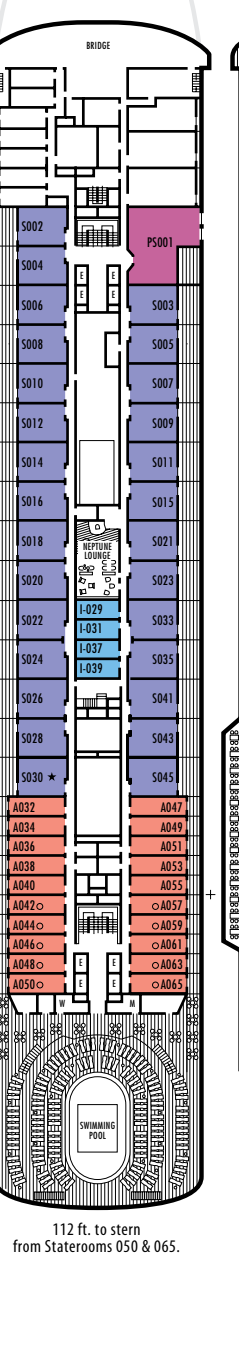


VERANDAH DECK
Staterooms 100-220
156 ft. from bow to Staterooms 100 & 102.



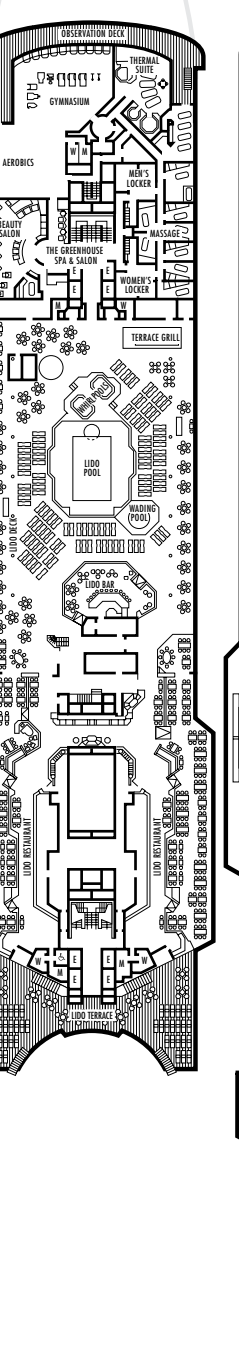
30 ft. to stern from Staterooms 205 & 220.

NAVIGATION DECK
Staterooms 001-065
205 ft. from bow to Staterooms 001 & 002.

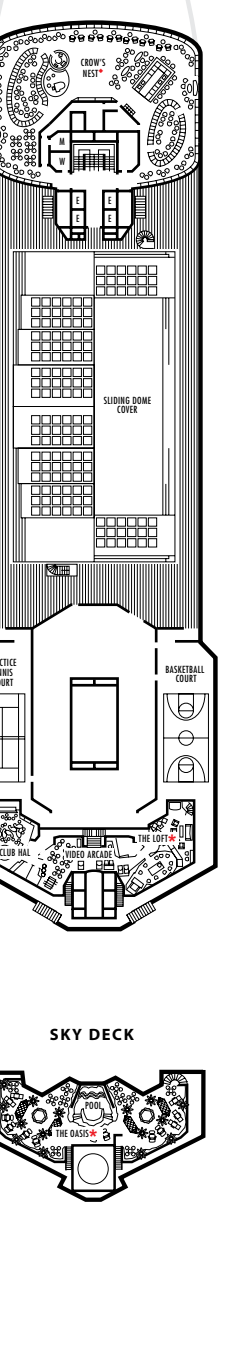


112 ft. to stern from Staterooms 050 & 065.

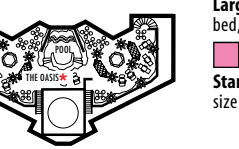
LIDO DECK



SPORTS DECK



SKY DECK



SHIP SPECIFICATIONS & FACILITIES

- 1,258 Guests
- 55,451 Gross Tons
- 720 Feet Long
- Automatic Stabilizers
- 10 Guest Decks
- 8 Guest Elevators
- 15 Public Rooms
- 3 Restaurants
- 2 Outdoor Swimming Pools (one with sliding glass roof)
- Spa & Salon
- Movie Theatre
- Duty-free Shops
- Library
- Casino
- Internet Center
- Practice Tennis Court
- Basketball Court

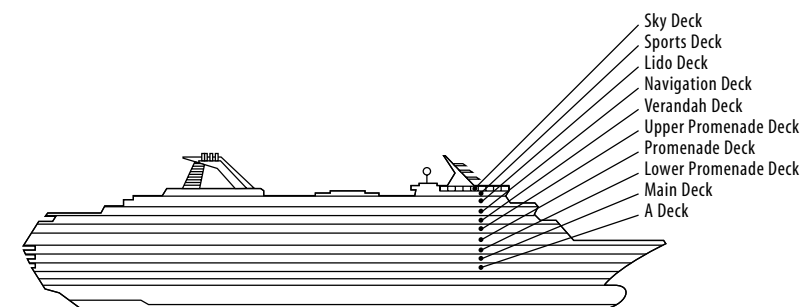
STATEROOM SYMBOL LEGEND

- * Shower only
- Triple (2 lower beds, 1 sofa bed)
- Quad (2 lower beds, 1 sofa bed, 1 upper)
- △ Partial sea view
- × Fully obstructed view
- + Connecting rooms
- ◇ These staterooms have portholes instead of windows
- ★ Staterooms H501, H502, L500, D563, FF829, FF831, BA200, BA202, S030 are modified accessible, shower only with small step, step into bathroom, standard interior and exterior door size.
- ♿ Staterooms C389, C390, G704, G706, G709 & G711 are wheelchair accessible, roll-in shower only, wheelchair-accessible doorways.

PUBLIC ROOM NAMES

- | | MAIN (SHOW) LOUNGE | LIBRARY |
|-------------------|--------------------|-----------------------|
| <i>ms Maasdam</i> | Rembrandt Lounge | Leyden Library |
| <i>ms Veendam</i> | Rubens Lounge | Hugo De Groot Library |

*The *ms Maasdam* has Club HAL area in lieu of The Oasis & The Loft.
♦The *ms Veendam*'s Crow's Nest has a different configuration.



Before You Go

Helping you plan your cruise.



It is a privilege to welcome you on board our ships and our sincere desire that you enjoy an extraordinary vacation. Here are answers to the questions we are frequently asked.

How can I host a bon voyage party?

For security reasons, Holland America Line has implemented a “no visitor” policy and regrets any disappointment this may cause. However, family and friends wishing you bon voyage may send a gift directly to your stateroom. Or you may host a party of your own, ordering champagne, canapés and cocktail set-ups delivered to your stateroom beforehand via your travel professional or by calling Ship Services at 1-800-541-1576.

How do I make Dining Room reservations?

Whatever your dining preferences — early or main sitting; for two or groupings of four, six or eight guests; with family or friends — Holland America Line will make every effort to honor your request. All dining requests should be made in advance of sailing through your travel professional and confirmed or waitlisted at the time of booking.

Upon embarkation you will find a confirmation card in your stateroom with your seating assignment and table number. If, for some reason, your dining request was not submitted before your cruise date, the Maitre d’ will assign you to the sitting that is available.

Normal meal hours in the main Dining Room are:

Breakfast	Open seating	8:00AM
Lunch	Open seating	12:30PM
Dinner	Early sitting	5:45PM
	Upper level of Dining Room	
	Early sitting	6:15PM
	Lower level of Dining Room	
	Main sitting	8:00PM
	Upper level of Dining Room	
	Main sitting	8:30PM
	Lower level of Dining Room	

ms Prinsendam has two dinner sittings:
 Early sitting 6:00PM
 Main sitting 8:15PM

Alternate Dining Rooms

Our intimate reservations-only restaurants — a delicious alternative to the main Dining Room — are very popular. We recommend that you make reservations early in your cruise.

What provisions for children are made on board?

For infants Holland America Line provides baby food, diapers, high chairs, booster chairs and cribs for a nominal fee, upon special request (60 days’ notice) via your travel professional or by calling Ship Services at 1-800-541-1576. For our younger guests Holland America’s Club HAL® program offers fully supervised activities, games, parties, menus and shore activities — broken out by ages 3–7, 8–12 and teens 13–17. Some ships offer children’s programs for ages 3 and up. Please call for information.

What provisions for single travelers are made on board?

Take advantage of our Single Partners Share Program, 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 14 days or longer, a carefully selected group of gentlemen has been invited to serve as social hosts, offering single ladies pleasant company for dining, dancing and conversation.

Can you accommodate special diets?

We make every effort to accommodate 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.*

How do I pay for shipboard purchases?

Holland America ships sail with the tradition of a “cashless society.” Simply provide the Front Office with your credit card at the beginning of your voyage, sign for your purchases, then settle your account with one convenient transaction at the end. Payment methods accepted are American Express, VISA, MasterCard, Discover Card, cash or travelers’ checks.

How can I be reached at sea?

You may easily make and receive calls in the privacy of your stateroom using our satellite communication telephones. Your documentation packet will contain detailed information, including the phone number for your ship at each specific location.

Are my shipboard purchases in dollars or euros?

All purchases aboard our ships are in U.S. dollars. This enables you to avoid costly exchange rates and adds to the value of your Holland America Line cruise.

Is it possible to book our shore excursions prior to embarkation?

You may book your shore excursion requests online prior to departure. Bookings are accepted until 10 days before sailing. And because online reservations are processed prior to requests made on board, they receive priority handling. Visit www.hollandamerica.com to download shore excursion information, view tour prices and choose the tours and times that best suit you.

* 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.

• For reservations made less than 90 days before sailing, please contact our Ship Services Department for special meals availability.

Your Best Coverage Worldwide

Holland America Line Cancellation Protection Programs.

FOUR REASONS OURS IS THE Best Protection in the Industry

1 YOU CAN CANCEL FOR ANY REASON.

Even if it's up to 24 hours before sailing. For any reason whatsoever, your reservation may be cancelled with ease.

2 YOU GET CASH BACK.

Regardless of your reason for cancelling. Only Holland America Line refunds 80–90% of refundable fees IN CASH, FOR ANY REASON, as long as you cancel more than 24 hours prior to departure.

3 SAME PRICE FOR ALL AGES.

We offer the same excellent protection for everyone, at the same cost.

4 100% COVERAGE FOR PRE-EXISTING CONDITIONS.

Our Platinum Plan covers pre-existing conditions without exclusions or "time limits."

A SMALL PRICE FOR PEACE OF MIND

Holland America's Cancellation Protection Plan (CPP) is designed to protect your vacation investment from loss — no matter what. And like other plans that protect things of great value, it's a small price to pay for peace of mind. Be it illness, family matters, unforeseen work events — anything, CPP is your assurance that your vacation can be cancelled for any reason for a cash refund.

OUR STANDARD AND PLATINUM PLANS AT A GLANCE

Unforeseen events do happen, which is why Holland America Line is pleased to offer the best trip cancellation protection in the industry.

CPP STANDARD

CPP Standard allows you to cancel for any reason up to 24 hours prior to the cruise departure and receive a cash refund equal to 80% of the applicable cancellation fee. Plus, Holland America Line assumes \$500 of liability for lost, damaged or delayed baggage. Please note: The CPP Standard Plan is not insurance; for that, guests rely on the Platinum Plan.

CPP PLATINUM

Our Platinum Cancellation Protection Plan enables you to supplement the CPP Standard Plan with insurance coverage and travel assistance services. You may cancel for any reason up to 24 hours prior to departure and receive a 90% cash refund of the applicable cancellation fee. In addition, you'll receive

- **PRE-DEPARTURE TRIP CANCELLATION WITHIN 24 HOURS OF DEPARTURE** *Cancel for any covered reason within the 24 hours prior to the scheduled departure and receive reimbursement for the unused arrangements of the cruise or cruisetour portion of travel*
- **TRIP INTERRUPTION PROTECTION** *Covers the unused arrangements of your travel and additional traveling expenses to return home, up to 150% of the cruise/cruisetour cost*
- **TRIP DELAY COVERAGE** *Reimbursement for accommodation and traveling expenses if your trip is delayed more than 12 hours*
- **EMERGENCY MEDICAL EXPENSE** *You will be reimbursed up to us\$10,000 in covered medical expenses for any illness or injury first occurring during your trip. In addition, necessary expenses of up to us\$50,000 for emergency medical evacuation are covered. These are benefits that Medicare and many private insurance plans may not offer, and they are highly recommended for foreign travel.*
- **24-HOUR EMERGENCY HOTLINE ASSISTANCE** *Provides round-the-clock help worldwide for legal or medical referrals, lost travel documents, cash transfer or passport assistance*

REST ASSURED: ANSWERS TO FREQUENT QUESTIONS

If something comes up and I have to cancel, am I covered?

Absolutely. You can cancel for any reason whatsoever up to 24 hours prior to departure. What's more, you'll get cash back. Other programs won't give you any cancellation fees back in cash for this type of situation because it is not a "covered" claim.

Is my airfare covered as well?

Yes. If you purchased Holland America's Fly Cruise Plan, you'll get 80% (90% with Platinum Plan) of your airfare cancellation fee refunded when cancelling up to 24 hours prior to departure.

If an emergency occurs during our trip, will I be able to see a doctor who speaks English?

If you have chosen the Platinum Plan, you'll

have access to a 24-hour hotline whose staff will refer you to qualified local doctors who speak your language.

I have a history of back trouble. What if my back goes out on the trip and we have to cut it short? Under the Platinum Plan there is no exclusion for pre-existing conditions. Compare that to other plans with long "wait" periods applying to pre-existing conditions.

Does the Platinum Plan cover me if I am injured on shore?

Absolutely! You'll be reimbursed up to us\$10,000 for covered emergency medical, surgical and emergency dental care should you become sick or are accidentally injured while traveling.



CANCELLATION PROTECTION PLAN AND ADDITIONAL BAGGAGE PROTECTION

CPP STANDARD PLAN

Our Standard Cancellation Protection Plan (CPP Standard Plan) will allow you, for any reason, to provide written cancellation up to 24 hours prior to scheduled cruise or cruisetour departure and receive a refund equal to 80% of the applicable cancellation fee (90% if you purchased our CPP Platinum Plan). In addition, Holland America Line (HAL) automatically assumes an additional us\$500 of liability for lost, damaged or delayed baggage of guests who purchase the CPP Standard Plan, still subject, however, to the limitations in our baggage policies. For example, we do not cover losses while baggage is in the custody of airlines. The baggage policies of HAL are explained in detail on page 97 in this brochure.

The CPP Standard Plan is not insurance; it provides no rights other than those explained above. For example, it does not protect double-triple-quad occupancy rates should one or more members of your party cancel, nor does it cover expenses or unused services due to trip interruption.

CPP PLATINUM PLAN

Our Platinum Cancellation Protection Plan (CPP Platinum Plan) enables you to supplement the CPP Standard Plan with insurance coverage and travel assistance services as well as increase your refund amount to 90% for cancellations made more than 24 hours prior to departure. The CPP Platinum Plan provides you with the following insurance benefits and services, in addition to the CPP Standard Plan benefits and larger refund:

- Trip Cancellation coverage provides protection if you or a traveling companion must cancel for a covered reason during the 24 hours prior to scheduled departure. The plan reimburses your non-refundable cancellation charges or increased occupancy charges (if a traveling companion cancels) imposed by HAL.

FARE PAID (USD)	HOLLAND AMERICA LINE STANDARD PLAN	HOLLAND AMERICA LINE PLATINUM PLAN
\$ 0 – \$1,000	\$ 79	\$ 99
1,001 – 1,250	99	129
1,251 – 1,500	119	149
1,501 – 1,750	139	169
1,751 – 2,000	159	199
2,001 – 2,500	189	249
2,501 – 3,000	229	289
3,001 – 3,500	269	339
3,501 – 4,000	309	389
4,001 – 4,500	349	439
4,501 – 5,000	379	479
5,001 – 5,500	409	519
5,501 – 6,000	439	559
6,001 – 6,500	469	599
6,501 – 7,000	499	639
7,001 – 7,500	529	679
7,501 – 8,000	559	719
8,001 – 8,500*	589	759

* Above us\$8,500, the Standard Plan cost is an additional us\$30 and the Platinum Plan is an additional us\$40 for each us\$500 of fare or fraction of us\$500. Rates are per person based upon each passenger's share of the total cruise fare plus NDA paid. Rates are subject to change.

Fares and plan costs above are in U.S. currency. If your cruise fare is paid in Canadian currency, the plan cost will be payable in Canadian currency based upon the exchange rate used for your booking. Actual plan cost will be confirmed in Canadian currency at time of booking.

The Standard and Platinum Cancellation Protection plans are optional, must be purchased at the time of deposit and the costs are non-refundable. Trip cancellation protection is effective for any reason up to 24 hours prior to departure under the Standard and Platinum plans. The Platinum Plan additionally offers cancellation protection for covered reasons within 24 hours prior to departure. All other benefits of the Platinum Plan are effective upon departure of your trip.

Standard Cancellation Protection Plan does not incorporate any insurance coverage. The sole benefit is to provide Trip Cancellation protection up to 24 hours prior to departure for the individual guest purchasing the plan.

- Trip Interruption coverage provides protection if your trip is interrupted after departure due to a covered reason. The plan reimburses your unused (determined in the case of your cruise or cruisetour on a pro rata basis), non-refundable land or sea expenses prepaid to HAL, airfare paid to return home and certain additional expenses up to us\$100/day. Maximum benefit is 150% of your cruise/cruisetour cost.
- Trip Delay coverage provides reimbursement for reasonable additional accommodation and traveling expenses incurred to rejoin the trip in progress when you are delayed for more than 12 hours, due to covered reasons. Maximum benefit is us\$1,000; not to exceed us\$100/day.

Emergency Evacuation coverage will pay the necessary costs of transportation, medical services and medical supplies if, due to a covered medical reason, you must be transported to medical facilities during your cruise or cruisetour. Maximum benefit is us\$50,000.

- Medical Expense coverage reimburses up to us\$10,000 for medical and emergency dental expenses incurred as a result of an injury or sickness that first manifests itself during your cruise or cruisetour.
- You will also receive the following 24-Hour Emergency Hotline Assistance Services, arranged by the CPP Platinum Plan administrator's designated provider: Emergency Cash Transfer Assistance, Medical Consultation and Monitoring, Emergency Legal Assistance, Emergency Medical and Dental Assistance, Lost Travel Document Assistance and Emergency Medical Payment Assistance.

There are no pre-existing condition limitations in the CPP Platinum Plan!

Important note: This is a summary of coverage. Please refer to the Description of 24-Hour Emergency Hotline Services and Certificate of Insurance available from Holland America Line which contains the details of assistance services and insurance coverage, terms, conditions, exclusions and other applicable limitations. The CPP Platinum Plan is only available for U.S. and Canadian residents. The CPP Standard and CPP Platinum plans are optional, must be paid at time of deposit and are non-refundable. The per-person, per-cruise costs for both plans are listed at left.

The insurance coverage provided under the CPP Platinum Plan is underwritten by Virginia Surety Company, Inc., under policy #HTP04915, and the CPP Platinum Plan is administered by BerkelyCare, a division of Affinity Insurance Services, Inc. and, in CA: AIS Affinity Insurance Agency, Inc. also d/b/a Aon Direct Insurance Administrators, License #0795465. The program provides limited health insurance benefits and does not provide basic hospital, basic medical or major medical insurance as defined by the NY State Insurance Department. The CPP Standard Plan is not insurance and is administered by Holland America Line Inc.

Smooth Air Travel

Connecting to your cruise.



Mariner Society®

“Once aboard, never forgotten.” Our past guests are members of a distinguished travel group known as the Mariner Society. Membership is automatic and entitles you to special rewards and extra privileges like these. Whether you’ve cruised with us fifty times or just once, we’re honored to welcome you aboard again as a special and honored guest, a Mariner.

PREFERRED PRICING

- Special Mariner fares (on select sailings), and even savings for relatives and friends

SPECIAL EVENTS AND GIFTS

- Mariner lapel pins, luggage tags, special pillow gifts

- Invitation to a Mariners-only champagne reception and awards ceremony, hosted by the Captain

MARINER® MAGAZINE

- Complimentary subscription to our travel magazine, featuring news and Mariner Society updates

Holland America’s Fly Cruise Plan offers you convenience and peace of mind when traveling to and from your cruise vacation. This comprehensive program puts the resources of our entire air/sea staff behind you.

HOLLAND AMERICA’S FLY CRUISE PLAN

In these changing times, it’s worth every dollar — and then some.

When your air travel is arranged through Holland America Line, you are automatically enrolled in our Fly Cruise Plan, a program which entitles you to a whole host of benefits:

- **CUSTOM TRAVEL** *Our AirPlus Service® allows guests to select which airlines they prefer, upgrade flight class and/or travel to and from their (dis)embarkation port on dates other than those usually booked*
- **FLIGHT DELAY ASSISTANCE** *If your flight is delayed, we’ll make sure someone is at the airport to meet you and help you with your luggage*
- **FLIGHT CANCELLATION ASSISTANCE** *If your flight is cancelled or a revised schedule no longer connects to the ship or tour, we will alter your ticket at no charge; if necessary, we’ll even rebook on an alternate airline*

AIR RATES/AIR TAXES/FEES

Air rates will be quoted and are subject to change until the booking is paid in full. Quoted rates do not include Passenger Facility Charges (US\$3–27), federal flight segment fees for each flight segment (takeoff and landing) of US\$3.30, the September 11 Security Fee of US\$2.50 per passenger enplanement (up to a maximum of US\$10) and international arrival and departure taxes (US\$3–100).



AIRPLUS SERVICE®

AirPlus Service is available for Fly Cruise guests who wish to customize their air travel. Popular options include:

- Scheduling your travel to allow for an extended stay either before or after your cruise
- Upgrading to First or Business Class, subject to availability
- Choosing preferred airlines to gain credit for mileage programs, or because your plans require a certain flight or particular time
- Designating a different gateway city than the one closest to home
- Requesting stopovers on your way to or from the ship

Written requests should be faxed to AirPlus Service at (206) 298-3991 or mailed to:

Holland America Line Inc.
Attn: AirPlus Service
300 Elliott Avenue West
Seattle, WA 98119

Requests should be submitted prior to final payment in order to assure proper consideration. All requests are subject to availability and are not guaranteed. If confirmation is possible, a US\$75 non-refundable service charge and additional airline costs incurred will be assessed. A service charge will be assessed for each additional request that is confirmed.

BOOK EARLY

The availability of the air rates that we have arranged may be limited. Therefore, it is advantageous for you to book your vacation as early as possible. We reserve the right to limit or close sales from cities without notice.

LIABILITY AND RELATION WITH AIRLINES

We reserve the right to use the carriers, routing and fare structure of our choice, and to utilize commuter and/or charter air service without prior notice. As the air rates we use are based on capacity-controlled, promotional and group fares, we may limit or close sales without prior notice at any time. If, due to any cause beyond our control, we are unable to arrange for air travel or the air travel we arrange is unavailable or otherwise fails to materialize, our liability will be limited to refunding the air add-on amount paid to us. We assume no liability for any acts or omissions of any airline, including, without limitation, those involving cancellation of flights, schedule changes, re-routings, damage to or delay or loss of baggage, flight delays, equipment failures, accidents, pilot or other staff shortages, overbooking or computer errors. The liabilities and obligations of an airline to you, and your rights against an airline, are subject to any and all terms and conditions of the airline’s ticket and tariffs.

SEAT ASSIGNMENTS/SPECIAL REQUESTS

We cannot confirm seat assignment requests or requests for special meals or other special services not mentioned in this brochure. Your travel professional may assist with these arrangements once you receive your tickets. Some airlines or charter operators may not offer advance seat assignments. Passengers traveling with other guests who originate from different cities or who request the Fly Cruise Plan at a later time may not receive routing on the same flights.

AIR SCHEDULE CHANGES

Due to late changes by airlines in their schedules, we recommend a phone call to your airline to reconfirm your flights just prior to travel. If airlines change their schedules after tickets are issued, we will adjust your itinerary or air carrier accordingly.

A fee of US\$100 per guest will be assessed for guests who delete the Fly Cruise Plan from their booking any time within 65 days of travel.

AIR CHANGES/REFUNDS

Changes to existing reservations initiated by guests will result in a rescheduling charge of US\$100 per guest if the changes are made after the final payment due date. Airline tickets are issued based on fares which are highly restrictive and often cannot be reissued or exchanged for another carrier or routing.

The maximum refund for unused air tickets will not exceed the air add-on paid to us. There are no partial refunds. Due to changing airline tariffs, your tickets may reflect fares higher or lower than our air add-on amounts. The difference is neither chargeable nor refundable.

BAGGAGE

Baggage allowance is governed by airline regulations. Excess baggage charges are the responsibility of the passenger. We assume no responsibility for loss, damage or delay while baggage is in the custody of airlines.

OVERNIGHT HOTEL ACCOMMODATIONS

It may be necessary to overnight guests en route to or from their cruise due to airline schedules and/or availability. If necessary, the cost of hotel accommodations is not included in the air add-on amounts. Hotels will be selected by Holland America Line and may not be at the port of (dis)embarkation. Guests are responsible for hotel accommodations, meals and items of a personal nature.

TRANSFERS

Transfers may be purchased from the port city airport to the ship and from the ship to the port city airport on day of sailing only. Transfers are available to Fly Cruise guests and to guests who have independent flight plans. Guests with independent flight arrangements must advise Holland America Line with this information at least 45 days prior to departure.

CRUISE-ONLY GUESTS

We recommend that you schedule a minimum of four hours both at the beginning and end of your cruise to allow for transfers, customs clearance and airport security checks.

Note: If you purchase air transportation independently from Holland America Line, you will be responsible for any and all expenses incurred when joining the vessel in progress.

Details, Details

Important policies for your review.

RESERVATIONS

Travel agencies provide valuable service and counseling to prospective travelers. We encourage you to make your Holland America reservations with a travel professional. Travel agencies are not owned or controlled by Holland America Line. Your deposits and payments for Holland America's services are to be paid to the travel agency with which you made your reservations. Since accommodations are limited by the number of staterooms on each ship, reservations should be made as early as possible. Travel documents will be issued only if and when full payment has been received by Holland America Line from the travel agency. Refunds for cancelled or unused services will normally be made to the same travel agency on the basis of the amount actually received by Holland America Line less any applicable cancellation fees and charges. You are responsible for obtaining from your travel agency monies either retained by the agency or received by the agency from Holland America Line. For further information visit our website at www.hollandamerica.com or call 1-877-SAIL HAL. Guests under 21 years of age must be accompanied by a parent, guardian or chaperone who is at least 25 years old; one adult chaperone is required for every five people under age 21.

DEPOSIT AND FINAL PAYMENT REQUIREMENTS

The per-person, per-cruise deposit requirements to secure reservations and Cancellation Protection Plan costs are listed with the cruise prices.

A deposit is required at time of cruise booking. Cancellation Protection Plan, if desired, must be paid for at time of deposit; see Cancellation Protection Plan and Additional Baggage Protection for details on page 93.

Final payment is due no later than 75 days prior to departure, 90 days prior for *ms Maasdam* 35-day cruise or any segments of the *ms Prinsendam* 56-day cruise. In most cases, we are able to provide you with travel documents, including your cruise contract, approximately 30 days prior to departure. Travel documents, however, are issued only after final payment has been received by Holland America Line.

Travel professionals should make checks payable and send to:

Holland America Line Paymaster Corporation
P.O. Box C34013
Seattle, WA 98124-1013
U.S.A.

Payment by American Express, VISA, MasterCard or Discover Card is also accepted.

For faster processing, please include a confirmation number on your check. Travel professionals please note that MCOs will not be accepted.

UPGRADE POLICY

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

CHANGE CHARGES

To cover administrative costs, a per-person charge will be made if you request a change in your travel arrangements after the final payment due date. Change charges are not assessed for stateroom upgrades or for the addition of services, unless air reservations are altered and/or travel documents must be reissued.

CANCELLATION POLICY

A full refund (except for amounts paid for CPP) will be made for written cancellations received by Holland America Line, 300 Elliott Avenue West, Seattle, WA 98119 at least 76 days, 90 days prior for *ms Maasdam* 35-day cruise or any segment of *ms Prinsendam* 56-day cruise prior to the date on which you are to commence travel by air, rail, sea or otherwise. Cancellation fees for guests who cancel after that date for any reason, including medical or family reasons, are subject to the following per-person cancellation fees:

ms Maasdam 35-day cruise or any segment of the *ms Prinsendam* 56-day sailing, 120-91 days before commencing travel: an amount equal to deposit requirement; 90-76 days before commencing travel: 60% of gross fare; 75 days or less before commencing travel; 100% of gross fare.

All other sailings

75-57 days before commencing travel: an amount equal to deposit requirement;

56-29 days before commencing travel: 50% of gross fare;

28-16 days before commencing travel: 75% of gross fare;

15 days or less before commencing travel: 100% of gross fare.

Given that the resale of cancelled space will likely result in a lost opportunity to sell other space, these fees are due regardless of resale. Fees incurred as a result of cancellation cannot be applied to future bookings. Travel

professionals may impose their own cancellation fees. Agency fees of any nature are a matter to be decided on solely by the agency and guests.

Cruise contracts are nontransferable. Name changes and departure date changes are considered reservation cancellations and are subject to cancellation fees.

CRUISE FARES

Traveling with Holland America Line is one of the best vacation values around. Your cruise fare includes accommodations aboard an elegant Holland America cruise ship, most meals and entertainment on board ship. Not included are items of a personal nature or optional programs or optional activities, such as alcoholic beverages, soft drinks, laundry and dry cleaning, shore excursions, medical, barber and beauty shop services. All fares are per person in U.S. dollars.

GRATUITY POLICY

Exceptional service is part of the Holland America cruise experience. Because you are our guest, it is our goal to make sure you receive the finest service possible. And we have made it easy for you to reward excellent service on board.

A gratuity of US\$10 per guest per day for dining and stateroom services will be automatically added to your shipboard account on a daily basis. We are confident that you will find the service on board exemplary and, should you wish to make adjustments, you may do so at the end of the cruise by contacting the front office. A 15% service charge will be automatically added to your bar charges and dining room wine account.

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

FARES, NON-DISCOUNTABLE AMOUNTS, TAXES AND SURCHARGES

Holland America Line reserves the right not to honor any published prices that it determines were erroneous due to printing, electronic or clerical error. Each cruise fare includes a "Non-Discountable Amount." That portion of the fare is neither commissionable to travel professionals nor subject to reduction in the event of a percentage discount promotion, 2-for-1 promotion or otherwise. Fares quoted in this brochure are those in effect at the time of printing. If cost factors dictate the need for fare increases, Holland America Line may do so at any time prior to departure. Guests can cancel (without paying a cancellation fee) rather than accept a fare increase. This right does not apply to increases in Taxes or to surcharges, as described below. The term "Taxes" as used by Holland America Line refers to certain taxes, fees and charges imposed by governmental or quasi-governmental authorities, including port authorities, relating to any aspect of your cruise or tour. If governmental action results in any element of Taxes exceeding the estimates used by Holland America Line for purposes of preparing this brochure, we reserve the right to pass through the extra amount. Similarly, Holland America Line reserves the right to impose or pass through fuel surcharges, security surcharges or similar incidental surcharges. No right of cancellation exists under either of these circumstances.

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 access. Service animals are permitted on board ships if prior arrangements have been made. Certain land and shore facilities may not be fully accessible to persons with disabilities. While Holland America Line endeavors to contract with companies which 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. We must be notified of any special medical, physical or other requirements of guests at the time of booking. Please contact our Access and Compliance Department via email at halw-access@hollandamerica.com, via fax at 1-800-597-1731 or via TTY at 1-800-254-8669.

MEDICAL SERVICES/INFANTS/PREGNANCY

Each of our ships is equipped with limited medical facilities that are staffed by a physician and registered nurses. The physician is an independent contractor. There will be a fee charged for all medical services and medications obtained on board. If you become ill during the cruise and the physician is unable to care for your needs on board, you will be transferred to medical facilities on shore. 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. We will not accept reservations for infants 12 weeks or younger at time cruise commences, or women who will be 24 or more weeks pregnant at the time their cruise with Holland America Line concludes.

IMMIGRATION AND IMMUNIZATION

All U.S. and Canadian citizens must carry a passport valid for six months beyond the duration of the cruise and necessary visas. Expired passports are not acceptable. Non-U.S./non-Canadian citizens: You must have a valid passport and any necessary visas. Please carefully verify the existing identification requirements for your particular travel situation. In addition, non-U.S. citizens who have previously been admitted to the United States for permanent residence must carry their Permanent Resident Card (Form I-551), commonly known as a Green Card. You are also responsible for securing necessary visas and immunizations. Information on visas, if applicable, is provided to travel professionals by Holland America Line. Information on visas may also be obtained by contacting Zierer Visa Service at 1-866-788-1100 or sending an e-mail to hollandvisainfo@zvs.com. Guests are responsible for staying apprised of all current requirements. As to immunizations, please check with a travel medicine specialist

or local health department for specific recommendations and/or requirements. You may find some helpful information on the U.S. Centers for Disease Control website at www.cdc.gov/travel or call toll-free 1-877-FYI-TRIP. Some countries have special requirements for minors (under age 18) who are not traveling with both parents. Please discuss this with your travel professional.

BAGGAGE POLICY

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, jewelry, 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 other 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.

If Holland America Line, due to any cause whatsoever, is liable for loss of, damage to or delay of your property, the amount of Holland America's liability will not exceed US\$100 (US\$600 for guests who have purchased Cancellation Protection Plan) unless you have specified to Holland America Line in writing the true value of your property and paid to Holland America Line before departure 1% of the value in excess of US\$100 or US\$600, as applicable. In that event, Holland America Line's liability will be limited to the amount so specified.

RESPONSIBILITY

The *ms Westerdam* and *ms Prinsendam* are owned by HAL Antillen N.V. and chartered to Holland America Line N.V. The *ms Maasdam*, *ms Rotterdam* and *ms Veendam* are owned by HAL Nederland N.V. and chartered to Holland America Line N.V. All of these entities are affiliates of Holland America Line Inc. Transportation aboard the ship is provided solely by the Shipowners and Charterers and pursuant to the Cruise Contract that you will receive prior to embarkation. A copy of the form of cruise contract will be provided upon request or can be viewed on our website: www.hollandamerica.com. Please note that the contract includes a clause specifying certain courts in the State of Washington as the exclusive forum for resolving disputes.

Non-Holland America Services (such as airlines and ground carriers, shore excursions, restaurants, air ambulance, hotels and shoreside physicians) are generally performed by independent contractors. These Non-Holland America Services are solely at your risk and subject to the terms or arrangements made by you or on your behalf with the independent contractor. We assume no responsibility with respect to these Non-Holland America Services (including cancellation, delay, injury, death or damage to property) even though we may collect monies or make bookings.

Situations may arise which, in our opinion, make it necessary for us to cancel, advance or postpone a scheduled departure, change itineraries or make substitutions involving hotels, restaurants, ports of call, other travel components, vessels or other modes of transportation. In that event, we do not assume responsibility or liability for any resulting losses, expenses or inconvenience. Your full cruise fare will be refunded, however, if the cruise is cancelled prior to initial embarkation. We are not required to make refunds once travel commences, regardless of the reason for guests being unable to complete their travel.

SHIPS' REGISTRY

The *ms Veendam*, *ms Rotterdam*, *ms Prinsendam*, *ms Westerdam* and *ms Maasdam* 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," "Westours," "A Tradition of Excellence," "AirPlus Service," "Oceans Apart," "Club HAL," "Wayfarer," "Westfarer," "Seafarer," "Sunfarer," "Eastfarer," and "A Signature of Excellence" as well as for the modern and antique ship design logo.

Should you need to contact Holland America Line prior to sailing, please use this address:

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