



Holland America Line

A Signature of Excellence

FREQUENTLY ASKED QUESTIONS ABOUT OPTION "A" CERTIFICATE:

Any 7-day Holland America Line Caribbean or Mexico cruise for two

Q. Who does the recipient of the Cruise Certificate call if they have any questions regarding their cruise booking?

A. Holland America Line World Cruise Reservations Department at: 1-800-522-3399.

Q. What cruises can the certificate be used for?

A. The Option A Certificate that your organization has been awarded is good for any 7-day Holland America Line Caribbean or Mexico cruise for two, subject to availability.

Q. What will the expiration date be?

A. The Option A Certificate expires 18 months from the date of the event. The recipient must begin their cruise prior to the expiration date. Expiration dates are printed on the cruise certificate. Certificates sold in the State of California do not have an expiration date.

Q. What stateroom category will the recipient receive?

A. The certificate is good for the minimum outside stateroom category. Holland America Line reserves the right to determine the appropriate stateroom category at the time of booking. Unfortunately, we cannot book a higher stateroom category based on how much the recipient spent for the certificate. If space is available, the recipient may purchase a stateroom upgrade. Details and rates can be provided at the time of booking.

- Q. *The certificate says that the guest is 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. In 2008, the costs of taxes for Caribbean cruises were approximately \$220 per person. 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.*

See below for examples of Cruise destinations:

Western Caribbean Choices:

- A. *Departs From Tampa, Florida visiting Key West, Florida; Belize City, Belize; Roatan (Isla Roatan), Bay Islands, Honduras; Costa Maya, Mexico*
- B. *Departs From Tampa, Florida visiting Key West, Florida; Puerto Cortes (Copan), Honduras; Santo Tomas De Castilla, Guatemala; Costa Maya, Mexico*
- C. *Departs From Ft. Lauderdale, Florida visiting Half Moon Cay, Bahamas (Private Island); Grand Turk Island; George Town, Grand Cayman; Cozumel, Mexico*

Southern Caribbean Choice:

- A. *Departs From Ft. Lauderdale, Florida visiting Half Moon Cay, Bahamas (Private Island); Oranjestad, Aruba; Willemstad, Curacao*

Eastern Caribbean Choices:

- A. *Departs From Ft. Lauderdale, Florida visiting Grand Turk Island; San Juan, Puerto Rico; Philipsburg, St. Maarten; Half Moon Cay, Bahamas (Private Island)*
- B. *Departs From Ft. Lauderdale, Florida visiting Grand Turk Island; San Juan, Puerto Rico; Charlotte Amalie, St. Thomas; Half Moon Cay, Bahamas (Private Island)*

Mexico:

- A. *Departs From San Diego, California, US; visiting Mazatlan, Mexico; Puerto Vallarta, Mexico; Cabo San Lucas, Mexico*