

FREQUENTLY ASKED QUESTIONS
Option "C" Certificate
*** INFORMATION FOR ORGANIZATION ONLY ***

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

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

Q. What cruise itineraries can the certificate be used for?

A. The Option C Certificate that your organization has been awarded is good for any Holland America Line cruise for two of up to 12 days, subject to availability. The certificate may not be used for Alaska CruiseTours, World Cruises, Holiday Cruises (Christmas and New Year's) or Grand Voyages. The certificate may be applied to other cruise trades at an additional cost. Call World Cruise Reservations for details.

Q. What stateroom category will the recipient receive?

A. The certificate is good for the minimum unobstructed ocean view stateroom category. The certificate may be applied to other cabin categories at an additional cost. 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. For 2016, the cost of taxes range from up to \$164 per person (for 12 day Caribbean cruises), up to \$211 per person (for 12 day Mediterranean cruises) and up to \$304 per person (for 12 day Northern Europe). 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. What is the value of the cruise?

A. When Holland America Line provides a Cruise Certificate to an organization, the certificate entitles the holder to book a complimentary stateroom at the minimum unobstructed ocean view category. In other words, 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). 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. While promotional or discounted prices occasionally are offered for the same class of stateroom, the holder of the certificate is still entitled a stateroom consistent with the terms of the certificate. Brochure prices vary depending on destination and

time of travel. Certain promotional offers do not allow combinability with this certificate.

For the 12 Day Cruise Certificate, any cruise of up to 12 days in a minimum ocean view stateroom, the brochure prices range from \$2,349 - \$4,399 per person.

Q. When does the certificate expire?

A. The certificate does not expire.

Q. Can I request a logo and other images from Holland America Line to promote the cruise?

A. Yes. We are happy to announce that Holland America Line recently launched a new marketing communications campaign. This includes new brand guidelines as well as a new logo and tagline. Holland America Line requires the below logo be used in promotional efforts for marketing the cruise. If you are using the old logo on your website or print materials, we would appreciate your updating our logo as soon as possible. Access to our image library can be obtained by sending an email request to: giving@hollandamerica.com.



Q. May I purchase more than one Cruise Certificate for my event, or more than one per year for different events?

A. No. Given the quantity of requests we receive and our desire to make this opportunity available to a broad range of organizations, we can only provide one Cruise Certificate per event and per organization, per year. In addition, we do not allow auctioneers or organizations to offer a second cruise at the time of bidding in response to multiple high bidders.

Q. If I have received a Cruise Certificate in the past, will I be approved again in the future?

A. Not necessarily. Given the quantity of requests we receive and our desire to make this opportunity available to a broad range of organizations, we cannot approve the same organizations every year. It is also probable that we may have to decline organizations that have received awards in the past so that new organizations can also receive this benefit. Each organization must submit a new request for consideration each year.

Q. How should we describe the cruise in our materials for our fundraising event, such as the auction booklet?

A. Luxurious 12-Day Cruise for Two on Holland America Line

When you step aboard one of the five-star ships of Holland America Line, you will experience a voyage unlike any other. You can choose any cruise for two (same stateroom) up to 12 days in length (based on minimum unobstructed ocean view stateroom) to a variety of destinations. Your journey will include extraordinary dining, spacious staterooms, elegant surroundings and days filled with new discoveries and gracious pampering by an award-winning crew. You can choose to partake in as many – or as few – activities as you wish, from the renowned Greenhouse Spa and Salon, to cooking demonstrations and wine tasting in the Culinary Arts Center, and much more. Or simply relax and enjoy the spectacular scenery from the beautiful wrap-around teak deck. The certificate has no expiration date. The certificate may be applied to other cabin categories or cruise trades at an additional cost. Call World Cruise Reservations to secure a mutually agreeable date. Airfare to and from departure and arrival ports not included, however guests may purchase at an additional

cost. Does not include taxes, onboard charges, shore excursions or hotel services charges. Donated by Holland America Line.

Q. What are the terms and conditions of the certificate?

A. The terms and conditions on the cruise certificate are printed as follows:

Important Information—Please Read Carefully

The Cruise Certificate is valid for a Holland America Line cruise for two (2) people sharing one stateroom. Choice of sailing dates will be accommodated on a space available basis and will be confirmed at time of request. The Cruise Certificate may be used for the sailing and number of nights indicated. The certificate may not be used for Alaska CruiseTours, World Cruises, Holiday Cruises (Christmas and New Year's) or Grand Voyages. The stateroom category will be a minimum ocean view stateroom selected by Holland America Line. If space is available, stateroom upgrades may be purchased at an additional cost. Third and fourth persons are permitted in the same stateroom and will be charged the per person tariff per applicable brochure. Guests under 21 years of age must be accompanied by a parent, guardian or chaperone who is at least 21 years old. All cruise certificates are strictly for cruise only. Costs of transportation to and from the port of embarkation, hotels, taxes, fuel supplement and surcharges as applicable, transfers, shore excursions, personal expenses on board (e.g., laundry, certain beverages, phone calls, etc.) and hotel service charges are NOT included. Holland America Line's Cancellation Protection Plan, Cancellation Protection Plan Platinum, Fly Cruise Plan, overnight hotel accommodations, and Pre- and Post-cruise packages are available for purchase by Guests holding a Cruise Certificate. Cancellation of a cruise after the cruise has been confirmed will result in the forfeiture of the Cruise Certificate unless voyage penalties are satisfied. The Cruise Certificate is non-commissionable, non-refundable, has no cash redemption value and is non-transferable. Stateroom upgrades are commissionable. The Cruise Certificate cannot be re-sold. Original Cruise Certificate with payment for taxes, fuel supplement and surcharges as applicable must be submitted to Holland America Line. Certificates do not contain an expiration date. No partial forms or photocopies will be accepted. All Holland America Line cruises are provided subject to the terms of the Holland America Line Cruise Contract. Please also refer to the General Information section of the applicable Holland America Line brochure and the Holland America Line web site at www.hollandamerica.com for additional information that applies to Holland America Line cruises. Please review this important information carefully. A copy of the brochure and/or Contract will be provided on request. This certificate was provided through Holland America Line's Reduced-Fare Cruise Donation Program.

Q. Why does Holland America Line sell reduced-fare cruises to nonprofits rather than give them away for free in most cases?

A. Given the large number of requests we receive and the high occupancy rates of our cruises, we have adopted our reduced-fare cruise policy in order to assist the greatest number of nonprofits possible while ensuring an exceptional experience for those who purchase the cruise via nonprofit fundraising events. The reduced-fare rate provided to nonprofits is low, and the Cruise Certificates offer a great deal of flexibility, are upgradeable, and are easy to book.