



Holland America Line®  
SAVOR THE JOURNEY

2020

# GRAND WORLD VOYAGE



*Prepared for*

**Booklet Includes Important Documents:**

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Thank you for booking the Holland America Line 2020 Grand World Voyage. With your cruise fast approaching, we want to give you everything you need to be informed and prepared for your trip.

If you sailed on a Grand Voyage in the past, you received two documents detailing shore excursions and visa information. As of last year, all the information is held within this booklet, along with a preparation checklist, vaccination requirements, a personal notes page and information about luggage delivery service to and from the ship.

Please review these materials quickly, as there are time-sensitive visa requirements to address prior to departure. Guests arriving at the pier without proper documentation will not be allowed to embark the ship. Please read this information so you'll be fully prepared for your voyage.

On shore, opportunities for discovery are endless. From the breathtaking Islamic architecture and palaces in Granada to a chef-led visit in Belém to the Ver-O-Peso Market – the largest outdoor market in Latin America – our carefully crafted shore excursions help you connect deeply with the people and places you'll visit. A highlight of our shore excursions is a scenic exploration of South Africa's Stellenbosch, where you'll wander oak-tree-lined streets, browse through a variety of shops and stop at a local wine estate. See page 9 to learn more about this shore excursion. However, space is limited, so you should reserve all your shore excursions today by visiting [hollandamerica.com](http://hollandamerica.com) or calling an agent at 1-888-425-9376.

Thank you again for booking the 2020 Grand World Voyage. We can't wait to introduce you to so many unique regions of the world and do whatever we can to make your voyage unforgettable.

Sincerely,

Orlando Ashford  
President  
Holland America Line





# IMPORTANT REMINDERS BEFORE YOUR VOYAGE

## LAST-MINUTE CHECKLIST

To ensure peace of mind while you are away, we offer this last-minute checklist of things to do before you go.

- ☐ Check the validity of your passport and that you have all required visas and proof of any applicable immunizations.
- ☐ Visit our website ([hollandamerica.com](http://hollandamerica.com)) to complete Online Check-in.
  - Please print out your Express Boarding Pass at least 72 hours prior to your sail date.
  - Shore excursions are available for purchase online until three days prior to the sailing.
- ☐ Make copies of your passport, airline e-ticket itineraries, traveler's checks and any credit cards you plan to use. Bring one set of copies with you for your records and leave another set with a trusted family member or friend.
- ☐ To avoid any challenges with using your credit card on the cruise, inform your bank or credit card company that you are traveling abroad.
- ☐ Distribute the "Important Information for Friends and Family" pamphlet to your friends and family.
- ☐ Place a card with your name and address inside your luggage as well as on the outside.
- ☐ Tag your luggage with Holland America Line ship/baggage tags.
- ☐ Bring your travel and health insurance information and have it handy at all times.
- ☐ Be sure to pack all necessary prescription and over-the-counter medications (e.g., Tylenol® or Imodium®) you may need in their original container(s). Some medications may not be available on board or in some of the countries visited.
- ☐ Verify that your identification and travel tickets are in your carry-on bag and will be available at all times.
- ☐ Have the post office hold your mail. Also, stop your newspaper delivery, or have a friend or neighbor take them in for you.
- ☐ Please note: Complimentary stationery will reflect the names on the booking unless Ship Services has been notified with alternate names.

## DID YOU SCHEDULE YOUR LUGGAGE SERVICE?

Call the Grand Voyage Luggage Department at 1-800-247-4504 to schedule your luggage pickup by November 29, 2019 (see pages 4 and 5 for more information). For guests sailing on a segment of the full voyage or residing outside of the U.S. or Canada, please contact Luggage Forward, Inc. for rate and restriction information at 1-866-416-7447 or [support@luggageforward.com](mailto:support@luggageforward.com).



# SPECIAL LUGGAGE SERVICES



## IMPORTANT INFORMATION:

**Luggage service reservation should be made no later than NOVEMBER 29, 2019**

Holland America Line offers luggage pickup and delivery from your home to your stateroom, and from the ship to your home at the completion of your trip.

Select guests who booked the full 128-Day Grand World Voyage in categories PS-F by May 31, 2019, will receive an early-booking bonus package that includes complimentary luggage transportation to and from your ship. Reservations can be made by calling the Grand Voyage Luggage Department at 1-800-247-4504. Please make your reservation **no later**

**than November 29, 2019.** Early pickup cannot be guaranteed in all ports of embarkation; please contact the Grand Voyage Luggage Department for review. In the unfortunate event that you miss the cutoff date for scheduling your pickup, we recommend you contact Luggage Forward to arrange delivery at your own expense, as we cannot guarantee your luggage will be delivered to the pier by the date of sailing.

For those who do not qualify for the early-booking bonus package, rates can be found within the table below:

## LUGGAGE RATES: Full 128-Day Grand World Voyage Guests

| Guest Category   | Amenity Entitlement   |
|--|---|
| PS, SA, SB, A, B, BB and BC who booked by May 31, 2019**   | Receive this complimentary service* regardless of weight (including fuel and security surcharges).      |
| CA, C, D, DA, DD, E, EE and F who booked by May 31, 2019** | Receive this complimentary service* for two pieces per person (including fuel and security surcharges). |

|   | Shipping from your home to the ship |                                  | Shipping from the ship to your home |                                  |
|---|-------------------------------------|----------------------------------|-------------------------------------|----------------------------------|
|   | United States Residents             | Canada and Puerto Rico Residents | United States Residents             | Canada and Puerto Rico Residents |
| FF-N and guests in all categories who booked after May 31, 2019** |                                     |                                  |                                     |                                  |
| Small bag (up to 30 lbs)  | \$80.00                             | \$130.00                         | \$65.00                             | \$130.00                         |
| Standard bag (up to 50 lbs)                                       | \$120.00                            | \$190.00                         | \$90.00                             | \$190.00                         |
| Oversized bag (55+ lbs)   | \$150.00                            | \$260.00                         | \$125.00                            | \$260.00                         |

### Enjoy the many benefits of luggage service

- Service to and from your cruise ship
- Freedom to take pre- and post-cruise tours without extra luggage concerns
- No excess luggage charges on air, rail or motorcoach transportation

## PROGRAM REQUIREMENTS:

- Always have personal identification tags on your luggage as well as the Holland America Line luggage tags provided in your luggage shipping packet. This packet will be sent to you approximately one week before your scheduled pickup. These tags should be clearly marked with your name, address, phone number and stateroom number.
- When sending unaccompanied luggage to or from the U.S., do not send dutiable items purchased outside your country of residence. This includes shipboard purchases.
- When sending unaccompanied luggage to or from *Amsterdam*, do not send valuables (cash, securities, negotiable instruments, jewelry, gold, silver or similar valuables or precious stones, works of art, electronics, binoculars, recreational equipment, dental hardware, eyewear, hearing aids, medications, medical equipment, fragile items, tools of the trade, computers, lithium batteries, cellular phones, cameras, cosmetics, video equipment, electronic hair equipment, liquids, flash drives or memory cards), hazardous materials (many household items such as aerosol cans, nail polish remover and perfume are considered hazardous), weapons, alcohol, cigarettes, X-rated materials, prohibited or controlled substances, combustible materials, or any other items prohibited by applicable law.
- For international shipments, you will need to maintain an itemized list of contents and their values.
- You cannot ship mobility devices; this includes but is not limited to wheelchairs, motorized scooters and walkers.
- All Grand World Voyage guests may arrange to ship luggage home within North America. You will receive detailed luggage shipping information from the ship's Guest Services approximately two weeks prior to disembarkation in Ft. Lauderdale. All applicable luggage shipping charges will be applied to your onboard account. Please reference the table on the previous page for rates.

## GRAND WORLD VOYAGE SEGMENT GUESTS

### Shipping luggage from your home to the ship:

Guests not taking the full cruise who booked a segment may forward their luggage on a prepaid basis (C.O.D. shipments cannot be accepted) by contacting Luggage Forward at 1-866-416-7447 or [www.luggageforward.com/hollandamerica](http://www.luggageforward.com/hollandamerica). Please contact Luggage Forward for rate information.

#### Luggage Forward, Inc.

**Email:** [support@luggageforward.com](mailto:support@luggageforward.com)

**Phone:** 1-866-416-7447

**Fax:** 1-617-482-1194

**Web:** [www.luggageforward.com/hollandamerica](http://www.luggageforward.com/hollandamerica)

## TERMS & CONDITIONS

### Limits of Liability

Standard Carrier Liability is currently limited to US\$100 per tracking number and is for contents only. The actual bag is excluded from coverage. For guests interested in a higher coverage limit from the carrier, you may pay US\$25 per US\$1,000 of declared value (up to a maximum of US\$3,000). Please advise your Grand Voyage Luggage Department representative of your intent to add additional coverage when calling. Please note it is not a roundtrip purchase. You will need to purchase it again on board if you would like the additional coverage for your return trip as well.

### Canadian Residents

Holland America Line will make every attempt for a smooth process in preparing your luggage for shipment; however, you will be required to fill out customs documentation to clear your luggage through U.S. customs on the way to the ship and Canadian customs on the way home from the ship. Both sets of documentation will require you to complete an itemized list of the contents contained in your shipment. We apologize for the inconvenience; however, it is a requirement of both U.S. and Canadian customs.

### Remote Locations

Luggage pickup and delivery is not possible in all areas and may not be available to guests in remote locations. While Holland America Line will make every effort to make shipping arrangements available, in some instances this service will not be possible.

\* Complimentary luggage delivery service is applicable to residents of the U.S. (two pieces per person to/from Ft. Lauderdale only), Canada and Puerto Rico. Residents of all other countries will receive up to US\$200 per person shipboard credit in lieu of luggage service. Please refer to your Holland America Line cruise documents for additional information regarding luggage policies and packing advice. Luggage service is non-transferable, non-refundable and not for cash value.

\*\* Additional costs will apply for pieces exceeding standard size. Exterior maximum of 62 linear inches (H\*W\*L) including wheels and handles.





# PASSPORT

## PASSPORTS & VISAS

### IMPORTANT INFORMATION:

The time is rapidly approaching for you to join us as our special guest on the **2020 Grand World Voyage**. To assist you with your travel preparations, we are providing information on the various visas required.

Each country has its own entry requirements, and guests assume personal responsibility for having the necessary documents when boarding. Holland America Line highly recommends that all guests carry a passport that is valid for at least six months beyond the completion date of travel; Indonesia, Singapore, Kenya, Tanzania and Mozambique all require passports be valid for six (6) months beyond the date of your visit. In addition, there must be at least one completely blank, unused visa page in each passport for each required visa, as well as enough pages for immigration entry and exit stamps. For assistance with renewing your passport and obtaining visas for your voyage we recommend you use VisaCentral. Information on their services as well as contacts can be found under the Visa Service Information in this section.

In addition to a passport, guests are asked to bring with them an additional (government issued) photo ID. Guest Services on board may collect and maintain all guest passports for immigration and clearance purposes during the voyage. This additional (government issued) photo ID in combination with the ship ID will allow entrance to port security areas and clearance through the ship's gangway security. Guests from countries that do not have additional (government issued) photo ID are advised to bring a clear photocopy of their passport for identification purposes.

Each country has its own citizenship laws based on its own policy. Guests traveling as dual nationals will need to take caution to verify requirements as laws are often amended and there can be considerable time lapse between the enactment of new laws and their actual implementation. We ask that you seek guidance from your Consulate to answer any questions you may have.

Certain countries require that you obtain official authorization (called a visa) before entering the country and most are required whether you plan to go ashore in that particular port or not. Usually, there is a fee required. Guests are responsible for verifying and obtaining any necessary travel documents for entry and exit to the countries visited, as these requirements vary depending on the specific port and nationality of the traveler. This includes payment of all costs related to arrangements to obtain entry to the countries you visit. Boarding may be denied or fines levied against those guests arriving at the pier without the proper documentation, and guests will not be eligible for a refund. Payment of any fines levied is the responsibility of the individual guest. Please note that fees and visa requirements are subject to change without notice.



## SHORE EXCURSIONS, OVERLAND ADVENTURES AND OVERNIGHT STAYS

If you are participating in an Overland Adventure or Overnight tour during the cruise and will be entering any of these countries by land or air during the tour, visa requirements may differ from the requirements for the cruise. It is your responsibility to obtain any necessary visas, vaccinations or tourist cards before traveling unless otherwise noted in the tour description.

### VISA SERVICE INFORMATION

Don't put your travel plans at risk; Holland America Line recommends guests utilize a visa service to secure your required documentation. We have partnered with VisaCentral as a service to assist with the collection of necessary documents. VisaCentral also provides a concierge service should you wish to have a dedicated Concierge Specialist manage the entire process from start to finish while providing the expertise necessary to ensure your request is approved as quickly as possible. Our dedicated section on the VisaCentral website can be found at <http://hollandamerica.visacentral.com>. You may reach VisaCentral by phone at:

**U.S. and Canadian Citizens:** 1-866-935-8472

**Dutch Citizens:** 070-3150201

**German Citizens:** 030-230959175

**Australian Citizens:** 1902 251 370

**Swiss Citizens:** +41 (0) 31 313 20 20  
or +41 (0) 22 884 18 70

**Austrian Citizens:** 1300964164

**United Kingdom Citizens:** 0207 593 6207

**Brazilian Citizens:** 55 (11) 3065-0655

**Mexican Citizens:** (52-55) 5282 0020

**French Citizens:** 08 25 08 10 20

**Belgian Citizens:** 0902 150 45

You can also reach them by email:

[HollandAmerica@VisaCentral.com](mailto:HollandAmerica@VisaCentral.com).

### VISA REQUIREMENTS

Please verify your itinerary to determine which of these countries you will be visiting with the ship and if there are any other required visas for your specific nationality and travel plans. Because government travel requirements change periodically, we recommend that you check with your travel advisor, a visa service or the consulate of each country being visited no later than three (3) weeks prior to sailing.

As a courtesy, Holland America Line provides some information as to necessary travel documents, visas and vaccinations for guests holding a passport from the U.S., Canada, the Netherlands, Germany, Australia, New Zealand, Switzerland, Austria, the United Kingdom, Brazil, Romania and Mexico. Additional information can be found at <https://www.hollandamerica.com> in Frequently Asked Questions under the question "Do I Need A Visa" in the Cruise Preparation section. All guests are still obligated to verify such information with the appropriate authorities.

### UNITED STATES

A United States visa is required for certain nationalities. If you are an eligible passport

holder from a Visa Waiver Program (VWP) country, you will be able to enter/exit the U.S. without a visa provided you are in possession of a biometric passport AND pre-register online for the VWP through the Electronic System for Travel Authorization (ESTA).

ESTA applications may be made online at <https://esta.cbp.dhs.gov/esta/>. Applications may be submitted at any time prior to travel; however, DHS recommends that applications be submitted no less than 72 hours prior to travel.

### NEW ZEALAND

An eTA for New Zealand (New Zealand Electronic Travel Authority) is required. Please visit the following website for more information: <https://www.etanewzealand.com/>

### AUSTRALIA

An ETA (Electronic Travel Authority) or visa is required for Australia and must be obtained prior to entry. You will be asked to present your Australian ETA or visa at check-in, so please ensure you have a printed copy with you. Please note: The Australian ETA is not available to all nationalities. Please visit the following website to verify your eligibility for an ETA or if a standard Australian visa must be obtained: <https://www.homeaffairs.gov.au/trav/visa-1>

### INDONESIA

Indonesia is offering visa-free access for nationals of 169 countries if arriving through accepted airports or seaports. The full list of entry points and approved countries can be found here: <http://www.embassyofindonesia.org/index.php/visa-free-short-visit-2/>

Guests must have at least two blank pages in their passport for entry and exit stamps. This includes entering the country from any point.

*If visiting Komodo Island, guests will not be permitted ashore unless on an organized tour that has been booked independently or through Holland America Line, as it is mandatory to be accompanied by a guide from Komodo National Park. This is a measure to ensure the safety and security of all guests and to respect and abide by the rules of access to traditional land.*

Sydney, Australia





## SRI LANKA

An Electronic Travel Authority (ETA) is required for Sri Lanka and must be obtained prior to sailing for all guests who wish to go ashore for the day while the ship is in port. This applies to all nationalities.

This ETA can be obtained online through the following website: [www.eta.gov.lk](http://www.eta.gov.lk). After completion of the application, a print-out of the confirmation must be brought to the pier at check-in.

A transit visa with single entry for two (2) days is required for the cruise. Guests visiting Sri Lanka before or after their scheduled cruise may require a double-entry visa. This is available for purchase prior to sailing on the same website as above. Those that do not wish to go ashore in Sri Lanka can remain on board without the ETA but would not be allowed to go ashore for any reason.

## KENYA, TANZANIA AND MOZAMBIQUE

A visa is required for each of these countries for all guests who wish to go ashore for the day while the ship is in port. You may obtain these visas prior to sailing. Or, as an added service and convenience to our guests, each of these separate visas may be obtained on board for approximately US\$75 per person per visa.

## VISA INFORMATION FOR CITIZENS NOT LISTED ABOVE

Since requirements vary for each nationality, we request that all guests not listed above contact local authorities or a visa service provider in your area to determine individual requirements for all ports as requirements may vary depending on the specific nationality of the traveler.

## VACCINATIONS

Please be advised that a yellow fever vaccination is an international health requirement for all persons on this itinerary and a valid, original Certificate for Yellow Fever Vaccination or waiver must be presented during check-in. The vaccine must be given at least ten (10) days before your trip and is good for life. A booster shot is recommended every ten (10) years but is not required.

If you have a medical contraindication to the vaccine, you must bring a signed vaccine exemption letter issued by a licensed medical doctor. Please note photocopies are not acceptable. During the cruise, upon arrival at certain ports, this letter will be presented to local officials who will advise whether you would be allowed to go ashore or if you would have to stay on board while the ship is in port.

As these requirements can change on short notice, we suggest you contact an approved public health travel advisory service at least eight (8) weeks prior to sailing to verify the travel health

precautions for your trip. Failure to present valid proof of vaccination or an exemption letter may result in denial of boarding. More information can be found at <https://www.cdc.gov/yellowfever>.

A number of mosquito-borne illnesses such as yellow fever, malaria, dengue fever and chikungunya are found in the areas you may be visiting. Guests should always take precautions to reduce the risk of mosquito bites such as wearing the appropriate clothing and using mosquito repellent. More information on travelers' health can be found at <http://wwwnc.cdc.gov/travel>.

## PLEASE NOTE

All visa regulations and requirements are those of the countries being visited and not Holland America Line's requirements. As such, these requirements can change at any time without advance notice. Guests are encouraged to secure their visas, for all destinations, in advance to avoid any issues.

Unless otherwise noted above, Holland America Line is not able to make visa arrangements onboard. All fees associated with the onboard procurement of applicable visas will be charged to the guest's shipboard account; fees are non-negotiable and subject to change. Guests do not have the option to purchase any of their visas independently upon arrival in port, as individual visa applications on arrival may create delays in the ship's immigration clearance.

**Thank you for choosing  
Holland America Line!**







# SHORE EXCURSIONS

Ephesus, Turkey



Ephesus, Turkey

To enhance your voyage, you may wish to book shore excursions, where opportunities for exploration and cultural immersion are endless. Whether exploring the ancient city of Ephesus and the glorious Celsus Library, kayaking among the Maro-Cerro Gordo Cliffs in Málaga or enjoying a fascinating riverboat cruise in Singapore, our carefully crafted shore excursions help you connect deeply with the people and places you'll visit. To see a full list of available shore excursions, visit [hollandamerica.com](http://hollandamerica.com). Remember that space is limited, so you should reserve yours today by calling an agent at 1-888-425-9376.

## FEATURED SHORE EXCURSION: STELLENBOSCH & WINE FROM CAPE TOWN

Depart your ship for a brief trip to nearby Stellenbosch, a charming university town characterized by beautiful Cape Dutch-style architecture. After an orientation drive around town, you'll discover streets lined with beautiful oak trees, welcoming an afternoon of exploration on foot and offering ample time for you to browse through the variety of curio shops. Take a trip into local history at the Stellenbosch Museum, which is comprised of four different houses depicting different eras: Schreuder House (1709), Bletterman House (1788), Grosvenor House (1800 to 1830) and the OM Bergh House (1850). Finally, stop at a local wine estate to taste the exquisite regional wines before returning to your ship.



Cape Town, South Africa





# ONBOARD AMENITIES

## ELEVATE YOUR EXPERIENCE

What makes a Holland America Line Grand Voyage so unique is the additional time you'll have on board to relax and enjoy the vast array of amenities. Making your Grand Voyage all the grander, these amenities transform your time on board into invigorating interludes between exhilarating ports of call.

### PINNACLE GRILL

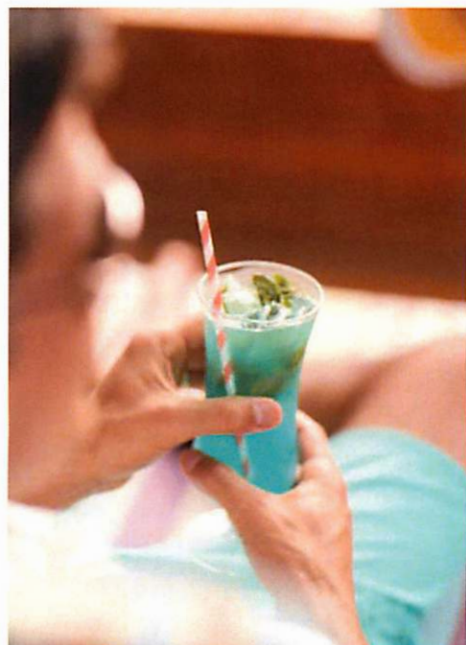
With a menu inspired by North America's Pacific Northwest, the Pinnacle Grill offers an intimate place to enjoy lunch or dinner and celebrate the day's discoveries. You'll savor wild-caught king salmon, sustainably raised beef and more in an elegantly appointed venue with unrivaled service.

### THE GREENHOUSE SPA & SALON™

Few places help you refresh, relax and rejuvenate like the Greenhouse Spa & Salon — a retreat that nurtures your well-being with heavenly spa rituals and healing touches. Pamper your skin with facial treatments, nurture your body with a hot stone massage, refresh your look with hair and nail services and more.

### BEVERAGE PACKAGE

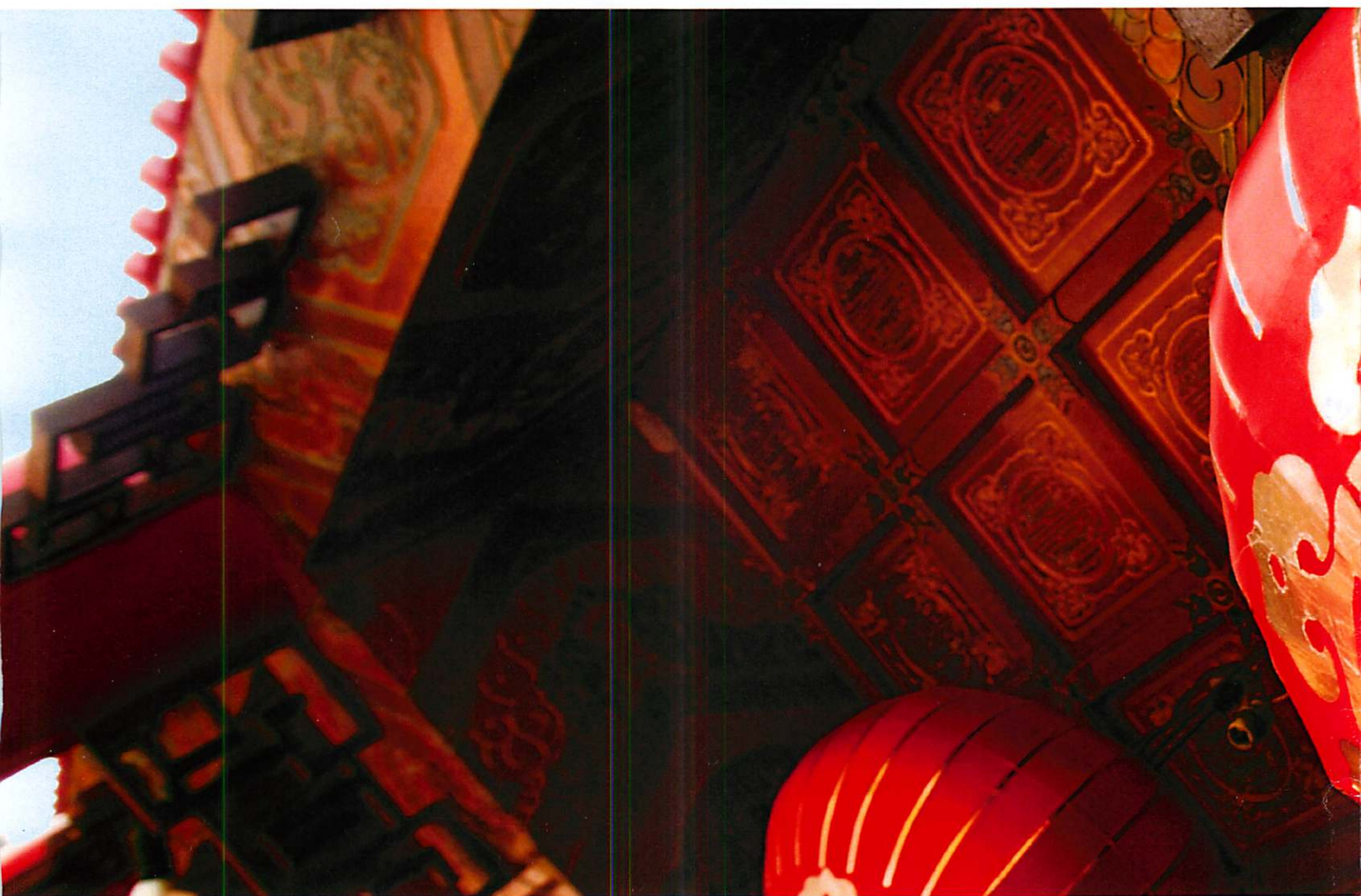
After a long day of exploring on shore, few things are better than relaxing with a handcrafted cocktail or a glass of your favorite wine. Enjoy one of two beverage packages that include hand-selected choices from Master Mixologist Dale DeGroff and acclaimed wine critic James Suckling to fit any moment or mood.





This image shows a single sheet of white paper with horizontal blue ruling lines. A vertical red margin line runs down the left side of the page. The paper appears to be from a notebook or a standard sheet of stationery. There are no markings, text, or drawings on the page.





Holland America Line®  
SAVOR THE JOURNEY