

YOUR 2023
GRAND WORLD
VOYAGE



Booklet Includes Important Documents:

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Dear Grand Voyage Guest,

Thank you for booking the Holland America Line 2023 Grand World Voyage. With your cruise fast approaching, we want you to have 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 planning guide, 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. Additionally, be sure to check www.hollandamerica.com/grandvoyages for more details and important updates about your voyage.

On shore, our carefully crafted shore excursions help you connect deeply with the people and places you'll visit. Explore the famous Babylonstoren Wine Estate in Cape Town, visit a living Māori village for an unforgettable cultural experience full of Māori song, dance and language, and stroll in a treetop canopy in the heart of Tasmania's Tahune Forest Reserve. A highlight of our shore excursions is a visit to the Netherlands' stunning Keukenhof park. With almost 80 acres of flowering tulips, hyacinths, daffodils and other spring bulbs, the park bursts with the sight and scent of thousands of perfect flowers.

Thank you again for booking the 2023 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,

Gus Antorcha
President
Holland America Line



IMPORTANT REMINDERS BEFORE YOUR VOYAGE

PLANNING GUIDE

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 (www.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 and/or credit card company that you are traveling abroad.
- Review the Communication at Sea document, available on our website: www.hollandamerica.com/grandvoyages.
- Place a card with your name and address inside your luggage as well as on the outside.
- 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) and in your carry-on luggage. Some medications may not be available on board or in some of the countries you visit.
- Bring your travel and health insurance information and have it handy at all times.
- 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 delivery of your newspapers, 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 of alternate names.



Use your smartphone camera to scan the code and visit our Grand Voyage website.

DID YOU SCHEDULE YOUR LUGGAGE SERVICE?

Contact Luggage Forward at 1-860-863-4795 or www.luggageforward.com/book/2023-hal-grand-world-voyage to schedule your luggage pickup by November 25, 2022 (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.



SPECIAL LUGGAGE SERVICES



IMPORTANT INFORMATION:

Complimentary luggage service reservation booking deadline is NOVEMBER 25, 2022.

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-SZ by August 31, 2022, will receive an early-booking benefit package that includes complimentary luggage transportation to and from your ship, provided by Luggage Forward, Holland America Line's dedicated luggage delivery vendor. Luggage Forward will be contacting you to schedule your complimentary shipment. In the meantime, you can call Luggage Forward at 1-860-863-4795 if you need any additional information.

The booking deadline for complimentary service is November 25, 2022. In the unfortunate event that you miss the cutoff date, you may still be able to arrange shipment with Luggage Forward at your own expense as long as service is still available. For those who do not qualify for the early booking benefit, luggage service can still be scheduled with Luggage Forward at your own expense by visiting www.luggageforward.com/book/2023-hal-grand-world-voyage or calling 1-860-863-4795.

LUGGAGE SERVICE: Full 128-Day Grand World Voyage Guests

Guest Suite Category	Amenity Entitlement
PS, SA, SB, SC, SS, SY and SZ who booked by August 31, 2022**	Receive this complimentary service* regardless of weight (including fuel and security surcharges)
VA, VB, VC, VD, VE, VF, VH, C, D, DD and E who booked by August 31, 2022**	Receive this complimentary service* for two pieces per person (including fuel and security surcharges)

F-N and guests in all categories who booked after August 31, 2022, can arrange service with Luggage Forward at their own expense by visiting www.luggageforward.com/book/2023-hal-grand-world-voyage or calling 1-860-863-4795.

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 Luggage Forward luggage tags provided in your luggage shipping packet. This packet will be sent to you no later than one week before your scheduled pickup. For each bag, a copy of each shipping label (included in your luggage shipping packet) must be placed inside your suitcase in addition to the primary shipping label placed in your Luggage Forward luggage tag.

Prohibited Items – Luggage Forward will not accept any of the following items for shipment in your luggage: 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, mobility devices including but not limited to wheelchairs, motorized scooters and walkers, or any other items prohibited by applicable law.

All Grand World Voyage guests may arrange to ship luggage home. You will receive detailed luggage shipping information from the ship's Guest Services approximately two weeks prior to disembarkation in Ft. Lauderdale. For any nonqualifying shipment for complimentary service, all applicable charges may either be applied to your onboard account or paid to Luggage Forward separately by credit card.

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/book/2023-hal-grand-world-voyage. Please contact Luggage Forward for rate information.

Luggage Forward, Inc.

Email: support@luggageforward.com

Phone: 1-860-863-4795

Web: www.luggageforward.com/hollandamerica

TERMS & CONDITIONS

Limits of Liability

Each bag shipped with Luggage Forward comes with automatic value protection of \$500 against damage and loss, excluding normal wear and tear to your bag from shipment. Optional value protection of up to \$50,000 per bag is available at an additional cost. Please advise Luggage Forward of your intent to add additional coverage. Please note that additional value protection is not a roundtrip purchase.

Remote Locations

Luggage pickup and delivery is not possible in all areas and may not be available to guests in remote locations. While Luggage Forward will make every effort to make shipping arrangements available, in some instances service may 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 onboard 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 nontransferable, nonrefundable and may not be redeemed 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.



PASSPORTS & VISAS

PASSPORT

IMPORTANT INFORMATION:

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 last day of travel and contains enough blank, unused visa pages for immigration and exit stamps for each country you may visit. For assistance with renewing your passport and obtaining visas for your 2023 Grand World Voyage, we recommend you use CIBTvisas. Information on their services as well as contacts can be found under Visa Service Information in this section. Additionally, be sure to check www.hollandamerica.com/grandvoyages for more details and important updates about your voyage.

Along with a passport, guests are asked to bring with them an additional (government issued) photo ID. Guest Services on board may collect and retain 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 and all guests, especially those traveling as dual nationals, will need to verify current requirements to ensure they have the proper documentation needed for entry. We ask that you seek guidance from your consulate for any additional questions.

Certain countries require that you obtain official authorization (called a visa) before entering the country and most are required whether or not you plan to go ashore in that particular port. There are fees associated with most visas. You are responsible for obtaining any necessary visas for entry and exit to the countries visited. Visa requirements depend on the specific port and nationality of the traveler. You will be denied boarding and potentially fined if you do not hold proper visa documents and will not be entitled to a refund. Payment of any fines levied is the responsibility of the individual. 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 crossing a border to enter any country 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 CIBTvisas as a service to assist with the collection of necessary documents. CIBTvisas 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 CIBTvisas website

can be found at www.cibtvisas.com/ hollandamericaline.com. You can also reach them by phone:

Australia: 1 300 964 164

Belgium: 0902 150 45

France: 0144107272

Germany: 800 3202233

Netherlands: 0800-2524632

Spain: 902 113 829

Switzerland: 41 (0) 22 884 18 70

Singapore: 6603 1096

USA and Canada: 866-935-8472

UK: 0800 1218239

You can also reach them by email: hollandamerica@cibtvisas.com



VISA REQUIREMENTS

Please verify your itinerary to determine which of these countries you will be visiting 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 weeks prior to sailing.

As a courtesy, Holland America Line provides the following information 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: A visa may be obtained on board for entry to Madagascar and Angola at no cost as well as Ghana and The Gambia for a fee; entry requirements for other countries on your itinerary should be verified with CIBTvisas. For guests holding a passport from other nations, we recommend you inquire with CIBTvisas or your local consulate.

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 (Electronic Travel Authority) is required. Please visit the following website for more information: <https://www.etavisas-newzealand.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.

The Australian ETA is not available to all nationalities. Please visit the following website to verify your eligibility for an ETA or whether a standard Australian visa must be obtained: www.homeaffairs.gov.au/trav/visa-1

NAMIBIA

Nationals of Mexico and Romania will be required to obtain a visa to visit Namibia. Visas may be obtained via your local consulate or through a visa service.

YELLOW FEVER VACCINATION

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 10 days before your trip and is good for life. A booster shot is recommended every 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 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 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 www.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 on board. 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.





SHORE EXCURSIONS



Rotorua, New Zealand

Our award-winning shore excursions are a perfect way to connect with people and places you'll visit on your Grand World Voyage. Wander the gardens of the Babylonstoren Wine Estate, visit a living Māori village or experience the thrill of the Tahune Airwalk 120 feet above the forest floor. Space is limited. Reserve your shore excursion today by calling an agent at 1-888-425-9376. See the full list of available shore excursions at www.hollandamerica.com.

FEATURED SHORE EXCURSION: KEUKENHOF TULIP FESTIVAL

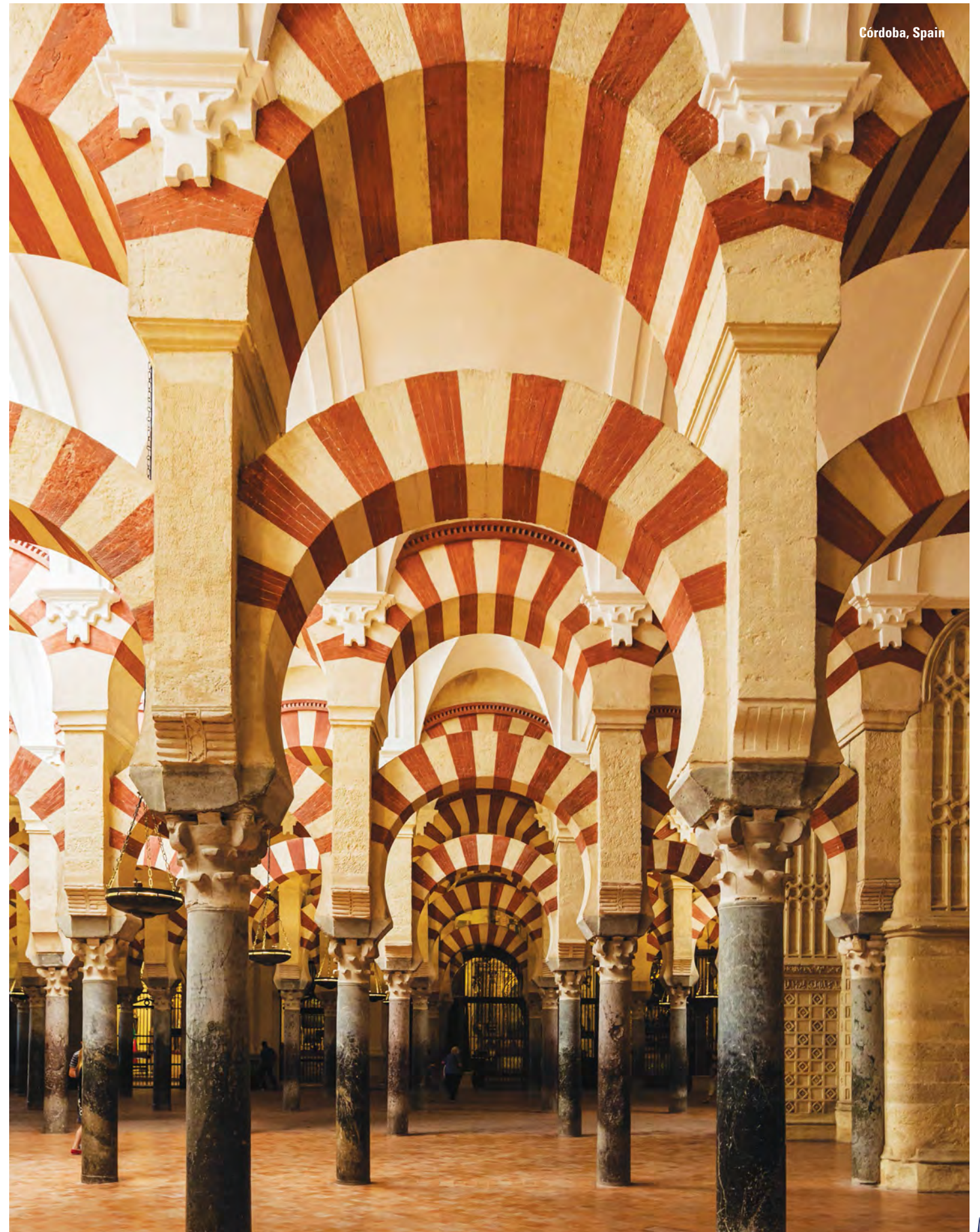
Experience a true feast for the senses, as you surround yourself with the sight and scent of thousands of perfect, colorful flowers. Depart Amsterdam and make your way to Keukenhof, a quaint town in the middle of the most important bulb-growing area in Holland, where 7 million flower bulbs are planted every year. Discover a spectacular park, home to 80 acres of flowering tulips, hyacinths, daffodils and other spring bulbs. Walk with your guide and then continue to explore on your own, making sure to stop and capture postcard-worthy pictures.



Keukenhof Gardens



Keukenhof Gardens



Córdoba, Spain





ELEVATE YOUR EXPERIENCE

What makes a Holland America Line Grand Voyage 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 more grand, 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 Packages

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 DeGroof and acclaimed wine critic James Suckling to fit any moment or mood.