

COMMUNICATION AT SEA

We are here for you. 24 hours a day, 7 days a week, 365 days a year.



BY TELEPHONE

TRAVEL SERVICES

1-800-628-4771 OR 1-206-286-3294

If you are experiencing travel related delays regarding airfare, including changes on flights, **booked through Holland America Line** during travel, call here.

TRAVEL EMERGENCY

1-206-262-5800

For **same day** travel-related emergencies such as delayed or cancelled flights, missed connections, or if you can't make the first port—**even if you did not purchase air through Holland America Line**, call this number.

WORLD CRUISE RESERVATIONS

1-800-522-3399 OR 1-206-281-0627

*THE ABOVE NUMBERS ARE FOR EMERGENCY USE ONLY. PLEASE DO NOT CALL UNLESS YOU ARE EXPERIENCING AN EMERGENCY OF CRITICAL NATURE.

SHIPBOARD CALLS

Calling a Holland America Line vessel at sea is simple: Have your name, the name of the person you are trying to reach on board, their stateroom number, and your credit card ready. The rate is US\$7.95 per minute, and billing begins immediately.

1. **Dial 1-800-993-5483** from the U.S. or 1-321-837-6106 internationally
2. **Listen** to the announcement.
3. **Select the number** on the menu that corresponds to the correct ship.
4. If you receive a busy signal, please try again.

USING MOBILE PHONES ON BOARD

Holland America Line offers a roaming network on all our ships, allowing you to send and receive messages, access emails, and surf the web while at sea. Using your own phone and number, the Wireless Maritime Services System is available for use in international waters. When a user's phone picks up a shipboard signal, the phone usually displays "cellularatsea," "Shiproam" or "901-18." More information can be found at www.wmsatsea.com.

TIP: Holland America Line strongly recommends that guests keep their phones turned off or in airplane mode unless you want to access the above mobile services. You will be billed at rates similar to international roaming, which will be added to your monthly bill from your cellular company. Holland America Line is not responsible for any charges from your cell phone carrier and does not reimburse cell phone usage on board or in port. For any questions about your cell phone service or billing, please contact your cellular service provider.

AT&T MOBILE PACKAGES 1-800-335-4685 OR 1-314-925-6925

Packages offering discounts on international calls, text, and data while on board are available to guests who use AT&T. For complete details on these plans and full terms and conditions, please visit <https://www.att.com/international/cruise-packages/>.

BY WI-FI

With Holland America Line Connect, it's a breeze to stay in touch with friends and family. Just register through the Navigator App, select "Paid Internet" and choose a Voyage or Daily Plan to fit your needs.

TIP: Voyage Plans cover your entire cruise and are offered for a discount compared with Individual Daily Plans for the same duration. If you have already purchased a Daily Plan and would like to upgrade, simply return to "Paid Internet" and make your new selection.

BY MAIL

Share your journey with friends and family back home — send letters and postcards from ports you visit! Stamps are available for purchase at Guest Relations on board. All mail is subject to local post office procedures and rates in the port mailed.



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