

YOUR 2024
GRAND WORLD
VOYAGE GUIDE



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COUNTDOWN-TO-CRUISE CHECKLIST

90 DAYS BEFORE EMBARK:

- Check your passport validity. See page 7.
- Confirm you have all required visas and immunizations. Use CIBTvisas to ensure accuracy. See pages 7 and 8.
- Organize pre- and post-cruise travel arrangements (hotel, car, flights, train, etc.). See page 17.
- Request prescriptions or other medications that you may need during the voyage.
- Arrange for any special dietary needs by contacting Ship Services. See page 14.

60 DAYS BEFORE EMBARK:

- Download the Navigator™ app. See page 21.
- Book shore excursions early as spots fill up quickly. See page 21.
- Book any spa services at the Spa & Salon. See page 22.
- Make reservations for specialty dining or Beverage Packages. See page 14.

NOTES:

30 DAYS BEFORE EMBARK:

- Register your valuables with customs. See page 8.
- Explore our deck plans on the Navigator app to discover the exceptional onboard venues awaiting you.

7 DAYS BEFORE EMBARK:

- Download any apps you may need, such as rideshare services or map apps.
- Request the post office hold your mail or arrange to have a friend collect it.
- Alert banks and/or credit cards and home alarm companies that you are traveling abroad.
- Make copies of your passport, airline e-ticket itineraries, traveler's checks and credit cards.
 - o Keep one set of copies with you for reference and leave another set with a trusted person.
- Distribute the ship's emergency contact information to friends and relatives. See page 30.

3 DAYS BEFORE EMBARK:

- Complete Online Check-in. See page 7.
- Print your boarding pass and luggage tags.
- Place your name and address on both the inside and outside of your luggage, along with your luggage tags.
- Pack all necessary prescription and over-the-counter medications in their original containers and keep them in your carry-on luggage.
- Ensure all health documentation, including a list of your prescriptions and insurance information, is in your carry-on luggage.
- Verify that your identification, all travel tickets and boarding passes are in your carry-on bag.
- Verify your flight numbers, and departure and arrival times.
- Prepare to arrive early at the airport to ensure you don't miss your flight.

NOTES:

The tips and information contained in this document have been provided as a brief countdown to your sailing and may not contain everything you need to sail. While we make every effort to ensure the most up-to-date information is included, it is each guest's responsibility to know and understand their cruise contract as well as any documentation for travel. You may view your cruise contract at HollandAmerica.com.



GET TRAVEL READY

Get ready to enjoy one of the most fascinating travel experiences imaginable: a Holland America Line Grand World Voyage! Review this travel guide to ensure you are ready for your Grand Voyage and help you make the most of your time on board.

REQUIRED TRAVEL DOCUMENTS

Confirm the following documentation is up to date and valid beyond the disembarkation date of your cruise.

Holland America Line Documents

Your Holland America Line boarding pass and cruise documents are available approximately 50 days before you embark – provided you have completed Online Check-in and your cruise booking is paid in full.

Online Check-in: Please visit HollandAmerica.com/en_US/log-in/ss0-log-in.html?login=olci or scan the code below. Your boarding pass is also available in our Navigator™ app.



Scan to visit the Online Check-in page.

Government-Issued Photo ID

Passport: You are required to carry a passport that is valid for at least six months beyond your disembarkation date, and it must have sufficient blank pages to accommodate all arrival and departure stamps. Non-U.S. citizens who have previously been admitted into the United States for permanent residence must also carry their

Permanent Resident Card (Form I-551), commonly known as a Green Card. For assistance with renewing your passport and obtaining visas for your voyage, we recommend you use CIBTvisas.

For information on its services and contact info, go to cibtvisas.com/HollandAmericaLine, or scan the code below.



Scan for more information on CIBTvisas.

Holland America Line Travel Tip: We highly recommend bringing additional photo identification. Passports may be collected and held at Guest Services upon embarkation; moreover, shore-side security may require photo ID when getting on and off the ship, so guests are advised to bring additional (government-issued) photo ID such as a driver's license. Guests from countries that do not have additional (government-issued) photo IDs are advised to bring a clear photocopy of their passport for identification purposes. Photocopies of other forms of photo ID will not be accepted. We also recommend that you make copies of your passport, airline tickets, traveler's checks and any credit cards you plan to

use. Please bring them with you for your records and leave a copy of them with a family member or trusted friend.

VISAS & VACCINATIONS

Obtain & Maintain Your Visa: Certain countries require that you obtain official authorization, such as a visa or electronic travel authorization (eTA), before entering the country regardless of whether you plan to go ashore in that particular port or not. Please scan the code below for more information. 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.

For more information on visas and vaccinations, please visit HollandAmerica.com/grandvoyages24world, or scan the code below.



Scan for more on visas and vaccinations.

Foreign nationals entering the United States may qualify for the Visa Waiver Program (VWP), which allows entry to the United States with an approved electronic travel authorization via Electronic System for Travel Authorization (ESTA). For more information on eligibility and how to secure an ESTA, please visit the U.S. Department of Homeland Security's Visa Waiver Program page at cbp.gov/esta, or scan the code below.



Scan for more on the Visa Waiver Program.



Visa Service Information

Don't put your travel plans at risk; Holland America Line recommends that you use a visa service to secure your required documentation. We have partnered with CIBTvisas to assist with the collection of necessary documents. For more information, please visit our website, or scan the code on the previous page.

Reach CIBTvisas by phone:

Australia: 1 300 964 164
Belgium: 0902 150 45
France: 0144107272
Germany: 800 3202233
Netherlands: 0800-2524632
Singapore: 6603 1096
Spain: 902 113 829
Switzerland: 41 (0) 22 884 18 70
UK: 0800 1218239
USA and Canada: 866-935-8472

By email:

HollandAmerica@cibtvisas.com

Vaccinations

Vaccination requirements change frequently, and these requirements are established by the countries you will be visiting rather than by Holland America Line. Guests are responsible for acquiring all required vaccinations, and we encourage guests to consistently review the Centers for Disease Control and Prevention website to stay informed about the latest guidelines, changes

and vaccination requirements for every country you will visit.

For more information on visas and vaccinations, please visit our Essential Information section at <https://www.HollandAmerica.com/grandvoyages24world>, or scan the code on the previous page.

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 cdc.gov/travel.



Scan for more on staying healthy while traveling.

Please be advised that a yellow fever vaccination is an international health requirement for all persons on this itinerary due to entry to Devil's Island. A valid, original Certificate for Yellow Fever Vaccination or waiver must be presented during check-in. 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 Yellow Fever letter may result in denial of boarding. More information can be found at cdc.gov/yellowfever.



Scan for information about yellow fever.

CUSTOMS INFORMATION

In order to make returning home as smooth and easy as possible, please take note of the following tips. For more information, consult your customs agency. Guests returning to the United States can also check the official website at cbp.gov, or scan the code below.



Scan for U.S. customs information.

Register Your Valuables: We strongly recommend registering your valuables with customs before leaving home. This should be done well in advance of travel at a customs office near your home. Customs officials will not be available at the ship during check-in to register valuables. Items that should be registered generally include those not manufactured in your country. If you cannot prove that you owned an item prior to departure, customs officials may charge you a duty to bring it back into your country. Customs pays particular attention to cameras (including special lenses and video equipment), binoculars, radios, laptop computers, foreign-made watches and other similar items.

Transporting Your Currency: You may bring as much currency as you wish; however, if you take out or bring into the United States more than US\$10,000, you are required by law to file a report with U.S. Customs and Border Protection. Canadian residents will need to declare if they take out or bring into the country more than CAD\$10,000. Many

other countries have similar policies, and all guests will be subject to each destination's currency allowances at the current exchange rate. For additional information concerning currency restrictions, please contact the customs agency in that country.

Customs Allowance: Each U.S. resident is usually allowed a duty-free exemption of around US\$800, depending upon itinerary and recent travel outside the country. An additional US\$1,000-worth of articles may be brought in and taxed at a reduced flat-duty rate. After an absence of seven days or more, Canadian citizens may return with up to CAD\$750-worth of duty-free merchandise. Guests who are neither U.S. nor Canadian citizens should check with the customs agency in their country for allowance information before departing.

Tobacco & Alcohol: A traveler may include up to 100 cigars and 200 cigarettes (one carton) in the US\$800 duty-free exemption. Additional cigars and cigarettes may be brought into the country, but they will be subject to duty and taxes. Cigarettes may also be subject to a tax imposed by state and local authorities. Bidis – essentially, flavored cigarettes – are not generally

permitted entry. Generally, one liter of alcohol per person may be entered into the United States duty-free by travelers who are 21 years of age or older, although travelers coming from the U.S. Virgin Islands or other Caribbean countries are entitled to more. Additional quantities may be entered, but they will be subject to duty and IRS taxes.

TRAVEL PROTECTION

Cancel your vacation plans, for any reason, and receive a refund with a Holland America Line Cancellation Protection Plan (CPP). Learn more about our plans at HollandAmerica.com/en_US/pre-post-travel-cruise/cancellation-protection-plan.html or by scanning the code below. If your final payment has already been made, we suggest you purchase travel insurance elsewhere.



Scan for more on travel protection.

GUESTS WITH DISABILITIES AND LIMITED MOBILITY

If you have a disability or plan on bringing a wheelchair or scooter on

the ship, please complete our Special Requirements Information form, which you can find at book.HollandAmerica.com/specialServices/login.action or by scanning the code below.



Scan for the Special Requirements Information form.

For specific information regarding wheelchair-accessible route maps; mobility equipment; ship transfer options; shore-side mobility, including airports and train stations as well as land tours and shore excursions; service animals; blind or low vision; deaf or hard of hearing; oxygen; and food allergy information, please visit the Accessibility section of our website at HollandAmerica.com/en/us/about/our-company/accessibility, or scan the code below.



Scan for more on accessibility for all.



Colombo, Sri Lanka





Curaçao

For the safety of all guests and crew, all mobility equipment needs to be securely stored and charged in the guest's stateroom. Please review the information regarding accessible and standard staterooms in the Accessibility section of our website to ensure you have selected a room to meet your needs and that will accommodate your mobility device. Size and weight guidelines for scooters are listed there. For your safety as well as the safety of fellow guests and crew, guests using powered mobility devices should exercise caution by utilizing reduced speed settings on their mobility device while on board and in terminal facilities.

Please also be aware that certain ship transfer operations (e.g., during tendering and at the gangways) may not be fully accessible to wheelchairs or scooters. When a ship is unable to dock, guests are taken on shore on smaller boats called tenders. Some guests with mobility limitations may find it difficult to embark or disembark the ship at certain times while at the dock or while tendering due to steep gangways and steps, particularly during low or high tide. Also, please note

Zuiderdam does not have a wheelchair lift for tender operation. Guests must be able to manage 16 steps in order to get to the tender platform.

Situations may occur in which guests with limited mobility may not be able to go on shore due to circumstances including, but not limited to, weather conditions, sea conditions, ship's location and weight of the guest or their mobility device. For the safety of all concerned, the Captain shall make the final determination regarding whether or not it is advisable to aid guests with mobility limitations or to carry their mobility assistance device (wheelchair, scooter, walker, etc.). While every effort is made to assist guests, we are unable to provide crew members who can spend all or most of their time working with a single guest in order to address ongoing special needs. Guests who are unable to care for their own basic needs (e.g., dressing, eating and visiting their muster station) MUST have a capable traveling companion.

In limited situations (either on board or on shore), we may find it necessary to ask an individual guest to make alternate travel arrangements, such as

if an individual with a disability is unable to satisfy certain specified safety and other criteria, even when provided with appropriate auxiliary aids and services. The medical staff on board is not available for daily care unless an individual is hospitalized in the ship's Medical Center.

SERVICE ANIMALS

With the exception of qualified service animals for guests with disabilities, animals or pets are not allowed on board our ships. If you plan to bring a service animal, you must call our Guest Accessibility Department and will need to provide health documentation for the animal in your ports of call.

Please note: Your itinerary may include ports of call that have very strict requirements that need to be met prior to your service animal being allowed off the ship. Please be sure you understand these requirements. The best places to obtain specific information on required documentation and immunizations for your service animal are the U.S. Department of Agriculture, local customs offices in the specific ports

and your service animal's veterinarian. For more information, please visit ask.usda.gov/s/article/What-are-the-requirements-for-traveling-overseas-with-a-service-or-emotional-support-animal, or scan the code below.



Scan to learn more about traveling with a service animal.

All documentation and immunization requirements are established by government authorities and not by Holland America Line.

IMPORTANT REMINDER WHEN PACKING

Packing Advice:

- All luggage must be stored in your stateroom, and furniture will not be removed; pack accordingly. We recommend using collapsible suitcases or duffels.
- Place articles in clear plastic bags inside your luggage to minimize handling by airport security screeners.
- Pack shoes on top of other contents in your luggage to expedite the screening process.
- Label the inside of your carry-on and checked luggage with your name and contact information.

Firearms, explosives, fireworks, other weapons, knives or sharp blades over two and a half inches long, and illegal drugs of any kind are prohibited without exception. For safety reasons, hoverboards, drones or similar devices/toys are not allowed on board our ships. For more details, please visit our website at HollandAmerica.com/en_US/faq/know-before-you-go.html, or scan the code below.



Scan for our Know Before You Go page.

Items to Keep with You: Passports, travel documents and medications should remain with you while in transit, either in a purse or carry-on bag – never place them in your checked luggage.

We also suggest not storing important items such as cash, debit/credit cards, jewelry, valuables, laptops, mobile devices and other electronic equipment in your checked luggage, but keeping them in your possession.

Every stateroom is equipped with a safe in which to store your valuables.

About Medication: In the event of unexpected travel delays and emergencies, please bring additional prescription medication for at least two weeks beyond the length of your scheduled itinerary, and transport it in the original container(s). Should a medical emergency occur, this allows our medical department to ascertain your medications and assist you more readily. It is also a good idea to carry a clearly legible, written list of your medications in a different location in case they are lost. The list should include the name of the drug, dosage and times taken. In case of emergency, and for an additional charge, Holland America Line will assist in filling your prescriptions. However, specific medications may be limited in supply or not available on board and, in most cases, may be difficult to obtain in various ports. If you have

refrigerated medications, please contact Guest Accessibility to make storage arrangements for your medications. (URL listed on page 9.)

In the event that you have either surplus or expired medications, it is important that they are not disposed of in toilets, sinks or other drains on board. Strict regulatory requirements prohibit Holland America Line from assuming possession of surplus or expired guest medications. Additionally, the environments in which we sail, as well as the wastewater treatment equipment employed on board, can be sensitive to the introduction of such medications. The best method for handling surplus or expired medications is to retain them in the containers with which you traveled to the ship and dispense with them properly upon your return home.

Please note: Persons in possession of illegal drugs are subject to immediate disembarkation and reporting to law enforcement authorities. This could result in legal proceedings. Keep in mind that the drug laws in many countries can be very restrictive and the penalties severe. For these purposes, cannabis, even if prescribed for medicinal purposes, is considered an illegal drug, as it is prohibited under both U.S. law as well as the laws of all or most of the countries that the ship visits. Prescription Marinol®, which is used by some as an alternative to cannabis, is permitted.





Hong Kong, People's Republic of China

Mobility Equipment: If you will be bringing a scooter or wheelchair, please refer to the GUESTS WITH DISABILITIES AND LIMITED MOBILITY section on page 9 for important information.

ELECTRICAL APPLIANCES

All staterooms are equipped with North America standard 110 AC and 220 AC outlets. We recommend bringing converters and/or adaptors for any regions you may be staying in. We provide hair dryers in each stateroom; however, electric kettles and irons are not permitted. For hot water, complimentary Room Service is available. In addition, full laundry and valet services are available at special package rates. Electrical devices* such as small fans, power strips, multi-plug box outlets/ adaptors, and extension cords without surge protectors are allowed on board when used with proper caution.

*If such devices are determined to pose a hazard, they will be removed and returned the last day of the cruise prior to debarkation.

LUGGAGE POLICIES

Airlines, limousines and other transfer vehicles have luggage allowance policies that may limit the number of pieces or the weight of the luggage you may take with you, and they may impose luggage charges. Please keep in mind when packing that you are responsible for complying with these policies as well as for arranging to have your excess luggage transferred to the ship.

Luggage Service: Door-to-door luggage service is available to/from Ft. Lauderdale only via Holland America Line for all full-voyage guests residing in the United States or Canada. Guests who booked with our early-booking offer on the full 128-Day Grand World Voyage in categories PS-VH by June 1, 2023, will receive an early-booking offer that includes complimentary luggage transportation to and from your ship and your home, provided by Luggage Forward, Holland America



Line's dedicated luggage delivery vendor. Guests who booked the full voyage with our early-booking offer in categories VA-E by June 1, 2023, receive complimentary delivery for two pieces of luggage per guest. Luggage Forward will be contacting guests who booked the early-booking offer to schedule the complimentary shipment. The booking deadline for complimentary service is November 27, 2023. For those who do not qualify for the early-booking offer or who miss the deadline, service can still be scheduled with Luggage Forward at your own expense by visiting luggageforward.com/book/holland-america-line.

Luggage Forward, Inc.

Phone: From the United States, dial toll-free 1-877-466-2247

From the United Kingdom, dial toll-free +44 (0) 203-375-4769

Elsewhere in the world, dial +1-617-482-1100

Email: support@luggageforward.com

Book Online: luggageforward.com/book/holland-america-line



Scan to book your luggage service online.

BEVERAGE POLICIES

Guests of legal drinking age* may bring wine and Champagne on board, but

a corkage fee of US\$20.00 (which is subject to change without notice) will be applied to each bottle (750 ml in volume or less). Limitations apply. Wine or Champagne brought in quantities deemed to be excessive by the vessel or security will be refused. Guests are also prohibited from bringing water, sodas and other non-alcoholic beverages on board that are packaged in any form including, but not limited to, paper, plastic, glass or aluminum bottles, cans, and/or cartons. However, an allowance of six (6) liters of water [twelve (12) cans or cartons (500 ml in volume or less) or six (6) cans or cartons (1 liter in volume or less)] are allowed per stateroom. Any amount in excess of this allowance will not be allowed on board. Guests will be asked to discard open beverages in plastic containers prior to boarding. Beverages contained in plastic bottles will not be permitted on board in any quantity, including beverages obtained while in ports of call.

*For voyages that depart from and return to Australia and/or New Zealand, this policy applies to guests 18 years and older. For voyages which depart from The Seychelles and return to Europe, China, Hong Kong, Singapore or Taiwan, this policy applies to guests 18 years and older; and for voyages which depart from and return to Japan, this policy applies to guests 20 years and older.



Beverage Packages Are Available: We offer reduced-price stateroom beverage packages for in-stateroom consumption of alcoholic beverages. An 18% service charge will be added on all beverage items and on packages with beverages.

DINING

Our As You Wish® dining allows you to select the venue and style that suit your every mood, from a festive multi-course affair to an intimate meal for two.

The Dining Room is our main table service restaurant for breakfast and dinner, with lunch served on days at sea.

You have two dining-style options for dinner, fixed or open seating, which can be pre-selected at the time of booking:

- Fixed seating provides the traditional cruise experience with pre-set dining times of 5:00 p.m. and 7:30 p.m. You may request your seating time and table size and indicate with whom you wish to dine. These requests should be made through your travel advisor before sailing. Requests will be confirmed or waitlisted at the time of booking. Table number and table size are available on request only and will be assigned on board by the Maître d'. The status of your seating request will be listed on your Cruise Contract. Your seating assignment will be noted on your guest card upon boarding.
- Open seating is available from 5:00 p.m. to 9:00 p.m. each evening with the

same gracious service and sophisticated dining experience. You are welcome to arrive any time during dinner service or make a reservation in advance.

Dining Attire on Board:

Casual – Smart casual attire is appropriate. Shorts, pool and beachwear, distressed jeans and tank tops are not permitted in table service restaurants.

Dressy – On these evenings, we take it up a notch and recommend slacks, skirts, dresses, blouses, collared shirts and jackets.

Formal – On these nights, jacket and tie or dresses are recommended.

Special Diets and Meals: Kosher*, vegetarian, vegan, salt-free, fat-free, sugar-free and other special dietary needs can be accommodated only if we are notified prior to departure.

The daily menu will incorporate some dietary considerations; however, due to the number of guests, we can only cater to daily deviations from the menu based on portion size or on special dietary needs if arrangements have been made prior to the start of the cruise. Furthermore, the galley's "special kitchen" cannot accommodate a request for the preparation of a current-day menu item over the next days to come. To arrange for special dietary needs, please contact the Ship Services Department at 1-800-541-1576 at least 90 days prior to departure.

While we will do our utmost to fulfill all requests, some requested items may not be available. An additional charge, including shipping and handling, may be applied. Reconfirm any special requests with the Maître d' after you board.

*Kosher meals are prepared off the ship in a kosher kitchen, frozen and brought to the table sealed in their original containers. There is no kosher kitchen on board, nor do we have kosher dishes, utensils, pots or pans on the ship.

Dining with the Officers

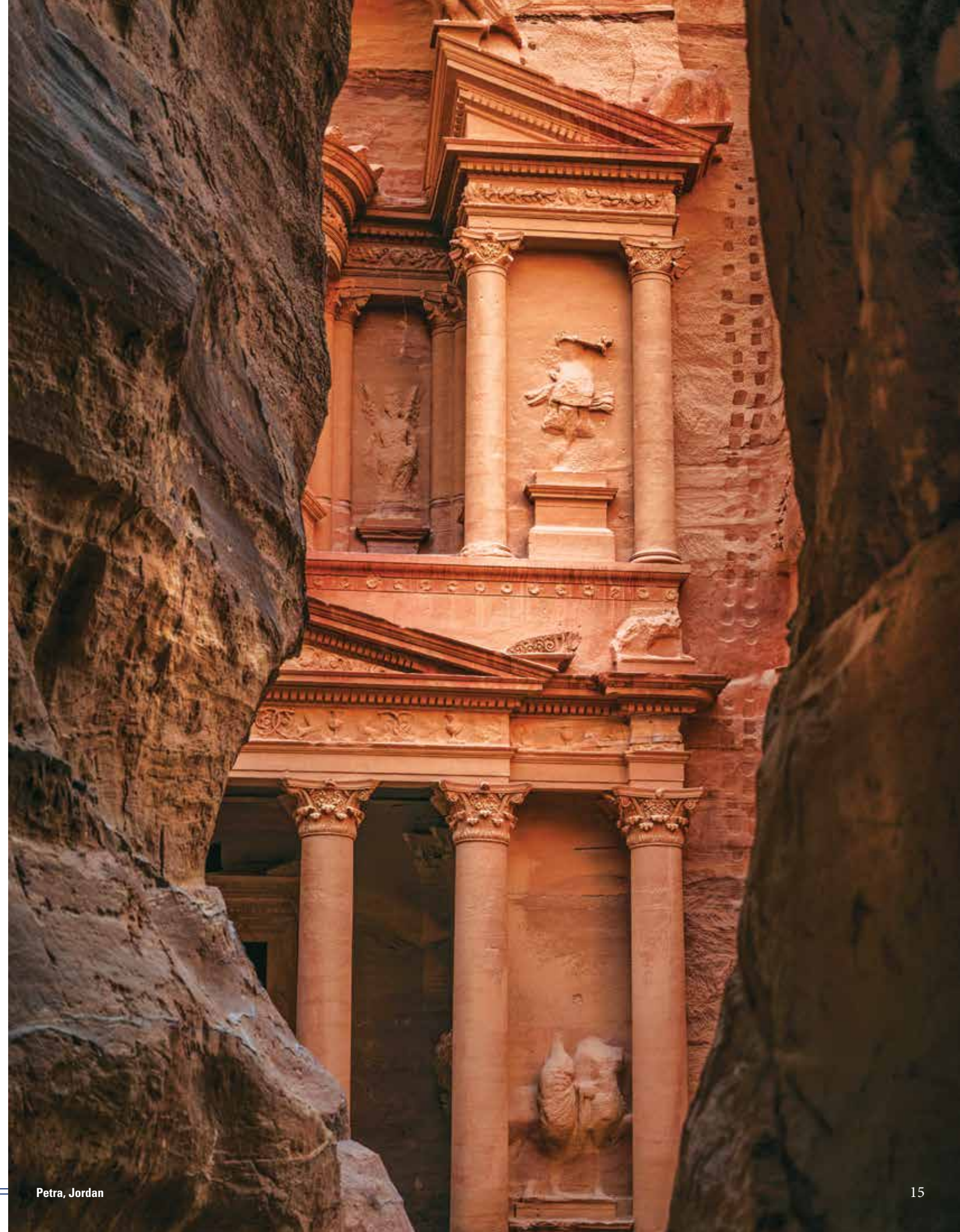
At the discretion of ship management, we feature officer-hosted tables on Grand Voyages. Over the voyage, there will be nights where officers may host a table in the Dining Room. On casual nights, non-staff officers may be invited to the Dining Room, provided there is availability. Similarly, officers may also be invited to dine in the Pinnacle Grill or Canaletto at the standard cover charge to the inviter. No more than two crew members may be invited to a table. Should you wish to invite members of our crew to dine with you, please arrange this via the Maître d'.

COCKTAIL PARTIES

Private cocktail parties are a tradition on Grand Voyages. The Crow's Nest has been designated for this purpose, so please book your party early to ensure availability of these public rooms. For pricing and availability or to make advance arrangements, please contact Onboard Event Services at 1-877-885-4259. Alternatively, your ship's Group & Events Coordinator will be delighted to assist you once you are on board. (All prices and availability are subject to change.)

CITY STAYS

Offering a seamless experience ashore, City Stays and Pre/Post Overland Packages make it easy to explore more before or after your cruise. Visit [HollandAmerica.com](https://www.hollandamerica.com) for more information, or have your travel advisor call World Cruise Reservations at 1-800-522-3399 or 1-206-626-7353 to add to your itinerary.





TRAVEL TO AND FROM THE SHIP

For arrival instructions specific to your voyage, please consult your cruise documents.

AIRLINE DELAYS

From time to time, guests encounter transportation delays in getting to their cruise ship. If it is your day of embarkation and this happens to you, please follow these guidelines:

- Advise your airline at the earliest opportunity that you are a cruise guest destined for a sailing that day and verify if they are able to arrange alternative flights.
- If you believe a delay will cause you to arrive at the port of embarkation less than two hours before the ship's scheduled departure or if you are concerned for any reason that the ship may leave before you arrive, our representatives may be able to advise you of arrangements to minimize disruptions in your vacation plans.
- Ask the airline to immediately advise our Travel Services Department or call us yourself at 1-800-628-4771 or 1-206-286-3294. Travel Services representatives are available 24 hours a day, seven days a week and 365 days a year.

These numbers are provided for emergency use only; please do not call unless it is your day of departure, and you are experiencing a delay. All other questions and concerns regarding air arrangements should be directed to your travel advisor. For further information on our relationship with airlines, please refer to your Cruise Contract. If you have purchased air transportation independently from Holland America Line, you will be responsible for any and all expenses incurred when joining the ship in progress.

EMBARKATION PROCEDURES

You'll need to complete the Online Check-in process by logging in to your account at [HollandAmerica.com](https://www.hollandamerica.com). Once

complete, you will be given the option to print your boarding pass and luggage tags. An electronic version of your boarding pass will also be available on the Navigator™ app two weeks before sailing.

You will need to have the following documents ready to present at check-in:

- Your printed or electronic boarding pass
- Credit card to be used for your onboard account (if not pre-registered)
- Current passport (must be valid for six months beyond the duration of your cruise and must have enough blank pages to accommodate all countries you will visit to prevent you or the vessel from experiencing clearance issues and/or receiving fines)
- Applicable visas and vaccination records as required for your itinerary

Please arrive at the pier at the assigned check-in time on your boarding pass, which must be at least 90 minutes prior to scheduled sailing time to guarantee that you have time to complete the check-in process. If you do not complete

the Online Check-in process ahead of time, you will be manually checked in at the terminal. In addition, you will be requested to establish a mode of payment. This procedure at the terminal can delay your embarkation. Additionally, you may receive documentation from immigration when arriving at certain airports. If you do, please have it available during check-in. Your stateroom keycard, which serves as your identification for security procedures when embarking and disembarking the ship, will be in the mailbox outside your door when you board and is also used for making purchases on the ship.

DISEMBARKATION PROCEDURES

In order to coordinate transfers and luggage handling with post-cruise arrangements, a disembarkation form will be distributed to guests for whom we have no disembarkation information or guests for whom we have no flight schedule. Please fill out the form and return it to Guest Services as soon as





Great Wall of China

possible. We will provide additional disembarkation information prior to the end of your cruise. For those without pre-arrangements, we recommend purchasing a transfer on board before disembarking. In many ports, taxi lines can be long and private transportation can be hard to reach. If you have some extra time before your flight, you may want to consider an optional shore excursion with airport transfer, available in some disembarkation ports. Please contact the shore excursions desk to see if this option is available in conjunction with your flight schedule.

On the last night of your cruise, you will need to place your luggage, with the provided luggage tags, outside your stateroom before you retire. Please **DO NOT** place your luggage over the emergency floor lighting. Keep your luggage tags on your luggage, as they contain your departing flight

information, and please remember that valuables should not be put in the tagged luggage you place outside your stateroom. Also, you will need your ship ID card in hand and ready to be scanned one final time at the gangway when you disembark.

Again, Holland America Line recommends that each guest keep all personal identification, airline tickets, customs forms, medications and other important items, along with the clothes and shoes you intend to wear the next day, separate from your tagged luggage. Place these items in your carry-on bag or keep them with you so you can access them easily. For more information, please read the **IMPORTANT REMINDER WHEN PACKING** section on page 11 and **LUGGAGE POLICIES** section on page 13.

After *Zuiderdam* docks, all luggage must be unloaded and the ship must be cleared by local authorities before any

guests may disembark. You should plan on being able to leave the ship three to four hours after the time of docking indicated on your Cruise Contract. Outbound flights should be scheduled with plenty of time for transfers from the ship to the airport and flight check-in. The amount of time you allow depends upon the disembarkation port.

For guests with a final disembarkation in a non-U.S. port, the clearance process and luggage handling is much quicker. Therefore, you may schedule leaving the ship in a non-U.S. port three hours after arrival. At the end of your cruise, your final statement is available in your Navigator™ app or on your stateroom TV. For more information about your onboard account and a form of payment, please visit Guest Services on board.



Abu Dhabi, United Arab Emirates



SHIPBOARD LIFE

SHIP CREW CONTACTS

Captains: Frank van der Hoeven and Friso Kramer gezegd Freher

Hotel General Manager: Henk Mensink

Cruise & Travel Director: Kimberly Wells

HOLLAND AMERICA LINE NAVIGATOR™

Our free mobile app is a great way to enhance your cruise experience. Make dinner reservations, book spa appointments, view your shore excursion tickets, check the Daily Program or simply read a digital newspaper or magazine from our complimentary electronic catalog. We also have internet packages available for purchase that can be accessed through Navigator. Download or update Navigator from the App Store or on Google Play™ before your cruise. For guests who have purchased a shore excursion, your Digital Tour Tickets will be available under “Wallet” in Navigator. For more information about Navigator, visit HollandAmerica.com/en_US/onboard-activities/cruise-activities/holland-america-line-navigator.html, or scan the code below.



Scan for more on the Navigator app.

ONBOARD SAFETY

For 150 years we have safeguarded the well-being of people and the oceans upon which we sail with ongoing training and adherence to rigorous standards within a comprehensive regulatory system. Learn more about our safety and security procedures at HollandAmerica.com/en_US/faq/know-before-you-go.html, or scan the code on page 11.

Emergency Muster Drill: Know where to go and what to do to ensure your safety during your cruise. This drill is mandatory for all guests, and attendance is verified; please note



Tokyo, Japan

that non-attendance may result in disembarkation. Maritime law requires this drill to be repeated for every 30 days guests are on board.

Stateroom Door Decorations: Decoration or ornamentation of guest stateroom doors is not permitted due to fire prevention regulations. The ship's security team may remove any décor deemed a fire risk without prior notification.

SHORE EXCURSIONS

With a wide range of award-winning shore excursions, we provide

priceless experiences around the world. Professional local guides and independent tour operators lead each tour. Our shore excursions provide worry-free experiences that guarantee your return to the ship and maximize your time ashore. Our dedicated shore excursion reservation agents and onboard staff offer expert support. Call

United States/Canada:
1-888-425-9376 or 1-206-626-7320

Australia: 1-800-260-639



Shore excursion reservation agents are available Monday through Friday, 6:00 a.m. to 6:00 p.m. (Pacific Time), and Saturday and Sunday 8:00 a.m. to 4:30 p.m. (Pacific Time). Tours purchased through Holland America Line are also backed by our Best Price Guarantee up until seven days before your cruise begins. Find a better price on any tour we offer, and we'll refund you 110% of the price difference in the form of onboard credit. Learn more about our tours and shore excursion programs and book your excursions by visiting HollandAmerica.com/en_US/shore-excursions.html. Please log in to purchase your shore excursions up to three days before sailing.



Scan to log in and book shore excursions.

Port Clearances: Please note that arrival times are approximate and subject to change due to unforeseen circumstances such as changing weather conditions or local immigration and customs formalities. A delay such as this may mean that even though our official vessel arrival time has been met, local conditions can set back guests' individual or group arrangements in ways that are beyond the control of the ship's officers. These arrangements can also be subject to last-minute changes, even during the morning of our arrival. The same caveats apply to the ship's departure times.

Accessibility: Holland America Line is committed to providing safe, easy and accessible accommodations for all persons with disabilities, to the extent that is feasible. The activity icons that appear at the beginning of each tour description provide a general idea of the level of activity to expect. It is important to keep in mind that tour operators are subject to the laws of their own country with respect to accommodating the needs of guests with disabilities. In most foreign countries, the laws are not as

stringent as those in the United States. We cannot guarantee that all excursions are able to provide facilities that are accessible to individuals with disabilities. For detailed information on accessibility of shore excursions, we strongly recommend contacting our shore excursions reservations department well in advance of embarkation at 1-888-425-9376 (or at 1-206-626-7320). Once on board, please visit the shore excursions office. For more information on accessibility, see the GUESTS WITH DISABILITIES AND LIMITED MOBILITY section on page 9.

KIDS CLUB

Kids Club is not offered on Grand Voyages. We will offer a limited selection of children's activities throughout the voyages for any children who may be on board.

SMOKING POLICY

Smoking cigarettes, cigars, pipes, vaping devices and e-cigarettes is permitted only in designated smoking areas. All staterooms are non-smoking, and guests in violation will be charged a US\$250 per-day cleaning fee. Smoking is permitted in the Sea View Bar, found on Deck 8 on *Zuiderdam*. Please comply with all posted signs, placards and announcements. We

reserve the right, at any time, to modify the smoking policy on board or to alter the locations where smoking is permitted.

SPA & SALON

The Spa & Salon is a refined and relaxing day spa with professional services available from 8:00 a.m. to 10:00 p.m. Appointments may be made in advance on our website or app, or once on board, and are strongly suggested, particularly for Dressy or Formal nights.

MEDICAL FACILITIES & SERVICES

Our ships have an onboard Medical Center staffed by two physicians and two registered nurses. While not a full-service hospital, the Medical Center is well-equipped to handle most emergencies as well as routine medical procedures.

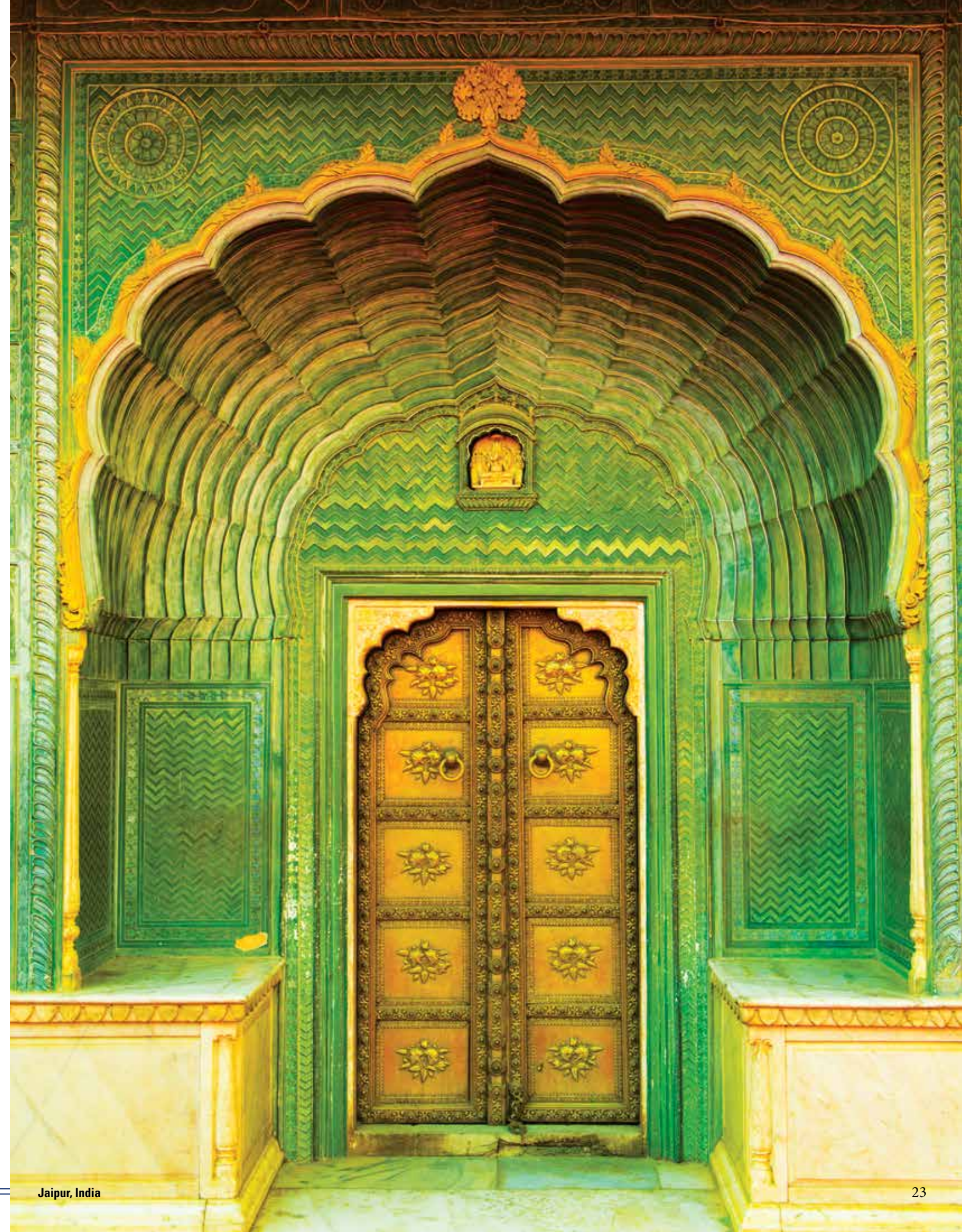
For information regarding medications available via the Medical Center, guests with chronic conditions, and advice on medical storage, please visit HollandAmerica.com/en_US/faq.html, or scan the code below.



Scan for more on medical services on board.



Spa & Salon



Jaipur, India



Istanbul, Turkey

Travel Well®: When traveling internationally, there are a number of simple steps to avoid potential health problems before and during travel.

- Consult with a physician at least six to eight weeks before departure to receive current health information on the countries you plan to visit, to obtain vaccinations and preventive medications as indicated, and to address any other special needs. Be certain to bring along a record of all your vaccinations.
- Washing hands frequently with soap and water will greatly reduce the risk of contracting illnesses and infections while traveling. In the absence of running water, use alcohol-based hand sanitizers, especially before and after meals or whenever you are in contact with commonly shared surfaces, after

handling money and pens, and after using the restroom.

Travelers' diarrhea (TD) is the most common illness to affect travelers. The onset of TD may occur at any time, even after returning home. If you experience any symptoms of TD during your cruise, please contact the ship's Medical Center for consultation.

There are high-risk destinations – such as developing countries of Latin America, Africa, the Middle East and Asia – where chlorinated tap water is not available or where hygiene and sanitation are poor. Travelers should be aware that only the following may be safe to drink: hot brewed beverages, such as tea and coffee made with boiled water or canned or bottled beverages, including water, carbonated mineral water and soft drinks. Other consumables of concern may

include ice made from local water; fresh, uncooked salad greens; raw vegetables or sliced fruit that has been washed in local water; and various dairy products such as milk, cream or ice cream products that have not been pasteurized.

SHIPBOARD ACCOUNT

All onboard purchases and services are charged to your account by using your stateroom keycard. Cash is not accepted for individual transactions (e.g., bars, the Shops, spa, shore excursions) but it is accepted in the Casino. Registering a credit or debit card as part of your pre-cruise check-in process activates your keycard. The day you board, Holland America Line places an initial hold on your credit or debit card of US\$30 per person per cruise day. Once you've spent the initial hold

amount, we will authorize your card for the total of your onboard purchases to date plus an additional US\$30 per person per day for the remainder of your cruise*. Please note that there may be multiple authorizations throughout your cruise, and that some banks may keep the hold in place for up to 30 days.

If you do not want to use a credit or debit card, on the day of boarding, you will need to visit Guest Services and deposit US\$30 in cash per person per cruise day. Any excess deposit will be refunded to you at the end of the cruise. Traveler's checks may be cashed at Guest Services. Personal checks are not accepted on board, but you may bring a prepaid gift/rewards card to pay for your onboard charges. Please bring the prepaid gift card (with the Visa, Mastercard, American Express or Discover logo) to Guest Services for processing and do not register it online. The card can only be settled for the amount of the prepaid gift card. We cannot process refunds on these cards.

At the end of your cruise, you will receive a final statement, and your card will be charged only for the actual amount of your purchases. Refunds for purchases of onboard products and services will be credited to your onboard account whether purchased prior to or during your cruise. The final amount billed may take up to 24 hours following disembarkation. For questions about how long the hold remains in effect or how your available credit is affected, please contact your card issuer.

*Applies to all guests 18 years of age and over.

CURRENCY EXCHANGE

For your convenience, foreign currency exchange services are available at Guest Services. Note that we only carry the euro, U.S. dollar, Japanese yen and Singapore dollar (EUR, USD, JPY and SGD). No other currencies will be available.

The U.S. dollar is the only currency accepted on board Holland America Line ships. We will accept U.S. traveler's checks. In most ports of call, you may easily exchange U.S. dollars into the local currency at banks, airports and major hotels. In many countries, you can also use your ATM card to obtain local currency. Most locations will accept major credit cards, and some will accept U.S. dollars. If you choose to use U.S. dollars, Holland America Line recommends that you carry smaller denominations such as ones, fives, tens and twenties.

Cash Advance: Cash advances are available at Guest Services. All cash advances are subject to restrictions. A 3% service fee will be added to your onboard account for all cash advances.

HOTEL SERVICE CHARGE

Our crew works very hard to make sure that every aspect of your cruise meets the highest standards. This includes those crew members who serve you directly, such as the Dining Room waitstaff and the stewards who service your stateroom each day, but there are also many others who

support their efforts whom you may never meet, such as galley and laundry staff. To ensure that the efforts of all of our crew members are recognized and rewarded, a daily Hotel Service Charge is automatically added to each guest's onboard account. The daily Hotel Service Charge is US\$16.00 per guest per day for non-suite stateroom guests and US\$17.50 per guest per day for suite guests. Additionally, an 18% Bar Service Charge is automatically added to bar charges, the Dining Room wine purchases, the Spa & Salon and fitness services. These charges are subject to change without notice. For more details, please visit "Shipboard Life" in the Frequently Asked Questions on our website at HollandAmerica.com, or scan the code on page 11 to visit our Know Before You Go page.

SHUTTLE BUS SERVICE

In select ports, Holland America Line will provide a daytime bus service between *Zuiderdam* and a selected location in town. This information will be posted on board, as it depends upon the docking location of the ship.



VOYAGE ACTIVITIES



FITNESS CENTER

Stop by the professionally staffed Fitness Center equipped with the latest cardio and weight machines. Try one of our classes on indoor cycling, Pilates and more, or work out at your own pace.

GRAND WORLD VOYAGE ACTIVITIES GALORE

With so many thrilling onboard activities to look forward to, you may be wondering just how to plan – and how to pack! Here's a helpful guide to what you can expect at sea.

Our talented crew will introduce you to a daily supply of new activities, from the kitchen to the ballroom. Our roster of qualified professionals includes

- A resident priest, minister and rabbi holding services regularly
- Watercolor & crafts instructors
- ACBL-sanctioned Bridge instructors
- Tai chi (and qi gong) leaders
- A sports director
- Guest presenters
- Resident dancers to lead classes & host dancing

Gala Celebrations and Formal Theme

Nights: Pull out your ball gown, top hat or tropical shirt. Holland America Line theme nights are guest favorites, and we've already planned a list of them, giving you ample time to prepare. We encourage you to "dress the part."

Swimming: *Zuiderdam* has two swimming pools and whirlpools, as well as plenty of deck chairs and beach towels available for your use. Should you need anything – a refreshing beverage or a lap blanket – an attentive deck steward is never far from your side. If you would like a beach towel to take ashore, towels will be available at the gangway.

Please note: Children or adults who wear any type of diaper including swimming diapers or incontinence protection, or who are not toilet-trained, are not allowed into the swimming pool and whirlpool areas.

Stateroom: Your air-conditioned stateroom is furnished with a ship-to-shore telephone that enables you

to call anywhere in the world, 24 hours a day (satellite signal permitting), for a fee. You'll also find ample closet space, a safe in which to store your valuables and important documents, and a flat-screen television for viewing movies and onboard features. (BBC World News, ESPN, HGTV, Travel Channel, PRIME, Fox News and MSNBC are available, subject to satellite transmission.) We will do our utmost to comply with all reasonable requests to make your stateroom accommodations as comfortable as possible other than changes that affect the integrity of the stateroom or damage floors, walls and ceilings. Sofas and mattresses cannot be removed from your stateroom. On your stateroom TV, enjoy live television as well as movies and shows on demand. Mini-bar setups are standard for many staterooms within all categories.

Please note: If guests have their own medicine that requires refrigeration, please contact Ship Services or Guest Accessibility prior to departure day. Holland America Line is not liable for any damage done to medications stored in your stateroom's mini-bar cooler.

The Shops of Holland America: The Shops on board *Zuiderdam* provide a variety of extraordinary merchandise from around the world. During the voyage, we frequently feature special jewelry and itinerary items from renowned brands. The Shops offer a great selection of fine jewelry, remarkable watch brands, sensational fragrances, premium liquor and more. You'll also find exclusive Holland America Line souvenirs to commemorate your voyage. Each item is authentic, and many are branded with designer names you've come to trust. Our knowledgeable specialists will gladly answer all your questions and are dedicated to providing you with world-class service. Visit the Shops during the posted hours (only while the ship is at sea*) and take advantage of duty-free and tax-free prices.

*Please note that the Shops are open during the posted hours while the ship is at sea and are not allowed to open while in port in accordance with customs regulations.

Casino: A wonderful world of chance and skill awaits you in our Casino. A gamut of games – from sizzling slots with huge progressive jackpots to a parade of poker games – is here for your enjoyment. Our friendly international crew will teach you how to play, entertain you in a tournament, or patiently wait while you decide whether to hold or fold. The Casino is not open in port and certain restricted waters, and you must be 18 years of age or older to play.

Religious Services: In order to serve the spiritual needs of our guests, we provide the following services. Times and locations can be found in Navigator™ and the Daily Program.

Catholic – Mass is held daily.

Interdenominational – Each Sunday an interdenominational service is led by the congregation. A minister is on board during Grand Voyages and Legendary Voyages.

Jewish – A Sabbath Eve service is held each week. Anyone wishing to volunteer to lead this service should contact Guest Services. A rabbi is on board during Grand Voyages and Legendary Voyages.

Please note: Religious services may not be able to be held on embarkation/disembarkation day. Please contact Guest Services for more details.

Future Cruise Consultant – Booking

on Board: The best time to book your next cruise is while cruising with Holland America Line. Please speak to the Future Cruise Consultant to arrange your next Holland America Line cruise. We appreciate the relationship you have with your travel advisor and want to assure you they will be credited for bookings made on board – just let us know. In addition, Holland America Line will honor any fares or amenities that your travel advisor extends in addition to your onboard offers. Full-cruise guests may also take advantage of a special reduced deposit when booking another Grand Voyage while on board. To book or for more information, simply visit your Future Cruise Consultant.



COMMUNICATION AT SEA

GENERAL COMMUNICATION

Emergency Phone Numbers:

The following emergency phone numbers are available for your use. Representatives are on hand to assist you in any way they can, including helping with travel delays and contacting loved ones.

- World Cruise Reservations (Monday – Friday, 7:00 a.m. – 5:00 p.m. PT): 1-800-522-3399 or 1-206-626-7353
- 24 hours a day, seven days a week and 365 days a year: 1-800-628-4771* or 1-206-286-3294*

*These numbers are for air and sea emergencies only; please do not call unless you are experiencing an emergency of a critical nature.

Holland America Line Connect: Stay in touch with family and friends via satellite internet through Holland America Line Connect. Simply register through the Holland America Line Navigator™ app, select “Paid Internet” and select a Voyage Plan or a Daily Plan that fits your needs. Voyage plans cover your entire cruise and are available at a discount when compared with individual daily plans for the same duration.



Amazon River

Mobile Phones: Holland America Line, through an agreement with Wireless Maritime Services, proudly offers an advanced roaming network on board all Holland America Line ships, allowing you to make and receive calls, send and receive text messages, and access emails and surf the web while at sea using your own mobile phone and telephone number. The Wireless Maritime Services system is available for use when the ship is in international waters. When your device picks up the shipboard signal, the display will usually show “cellularatsea,” “Ship Roam” or “901-18.” You will be billed at rates similar to international roaming, which will be added on your monthly bill by your home network. For frequently asked questions about cell phone service on board, please go to wmsatsea.com, or scan the code below.



Scan for more on
cellular at sea.

For questions about your service or about billing, please contact your home network customer service.

AT&T Mobile Packages: Guests with AT&T service may choose from a selection of packages offering discounted rates for international calls, texts and data while on board. Choose from options for calling only; calling and messaging; or calling, messaging and data. For complete details on plans and full terms and conditions, please visit att.com/cruiseships, or scan the code below. To add a package, call 1-800-335-4685 or 1-314-925-6925 (a free call from any AT&T wireless phone, including while on board the ship).



Scan for more
on AT&T mobile
packages.

Mail: Letters and postcards may be mailed from the ship while in most ports of call. Guests may buy stamps in port or purchase stamps when available from





Mykonos, Greece

Guest Services by charging their onboard account. All mail is subject to local postal office procedures and rates in the port mailed. You may receive mail on board *Zuiderdam* as well.

IMPORTANT INFORMATION FOR FRIENDS AND RELATIVES

At some point during your travels, your friends, relatives or business associates may wish to contact you. With this in mind, we have compiled the following information to use as a guide for communications.

Sending Mail to the Ship

Parcels: Sending parcels is discouraged due to unpredictable transit times. To minimize inconvenience to the guest, it is advisable not to send parcels containing dutiable articles.

Registered Letters: Registered letters may take much longer in transit than ordinary letters; therefore, such letters should be posted earlier than usual. Usually, registered letters cannot be

delivered to guests on board the ship, and a personal visit to the local post office is required.

Airmail: Letters should be airtailed to the address of the applicable port agent well in advance of the scheduled date of arrival indicated on the itinerary. All airmail envelopes should be addressed in the following fashion:

Sender's Name	AIR MAIL
Return Address	
Passenger Name	
<i>Zuiderdam</i>	
(Name & Address of Port Agent)	
Stateroom #	

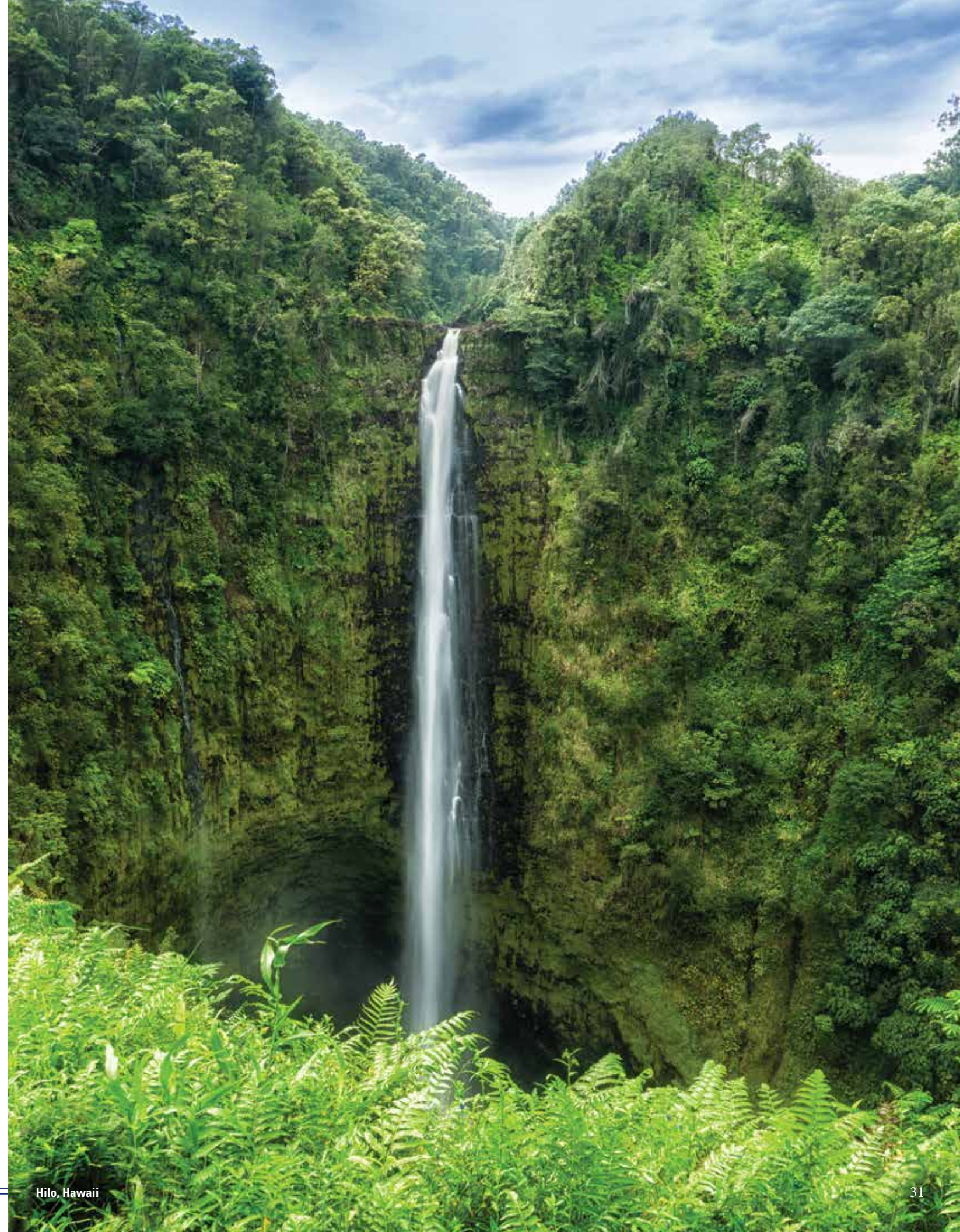
Sudden and unexpected changes in air schedules are always possible, particularly in remote ports of call. As a result, we cannot be responsible for non-delivery of mail due to alterations in air schedules or other causes.

Calling the Ship

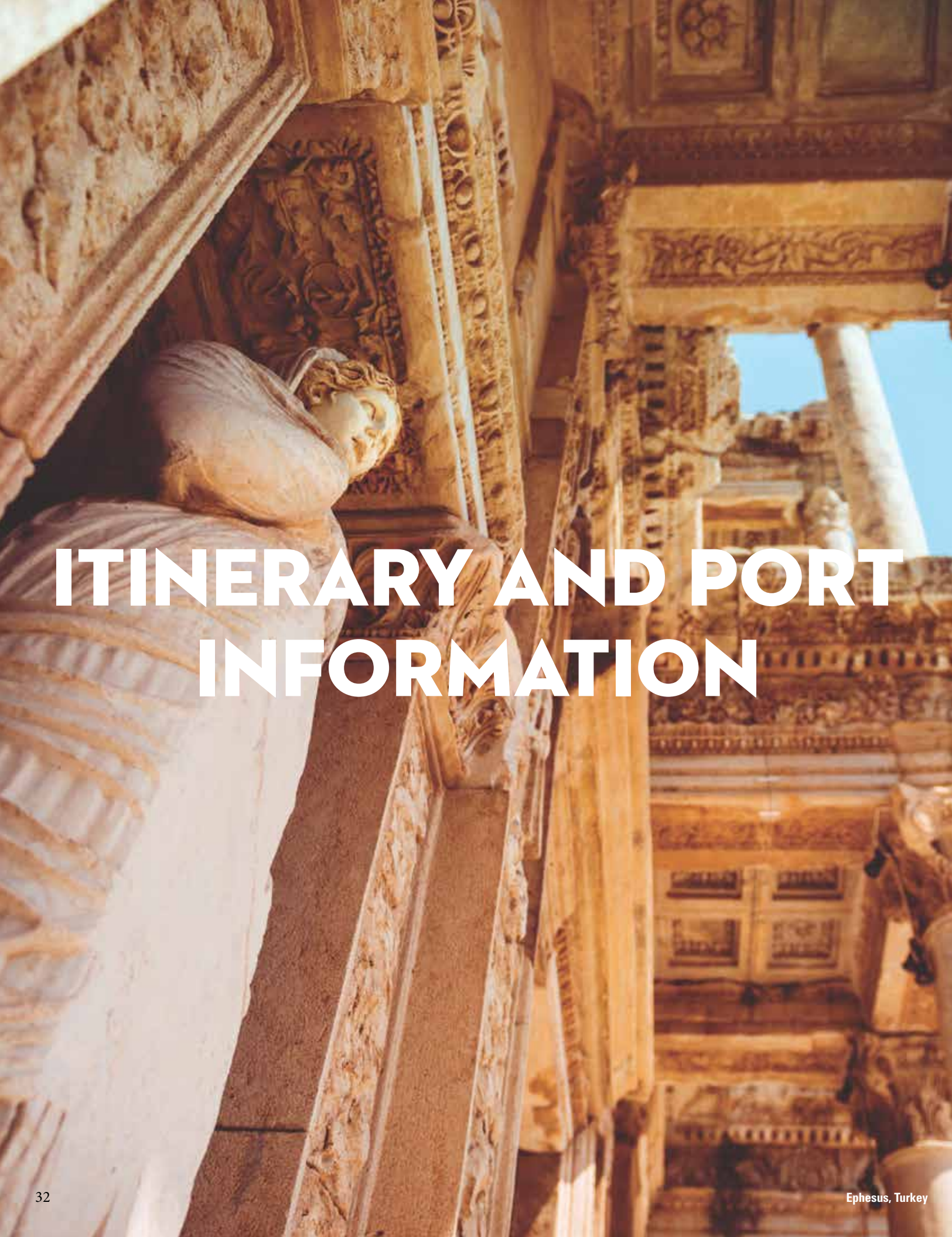
Additionally, you can call the ship directly from the shore; however, we recommend that you use this for the most critical emergencies only. Connecting to a Holland America Line vessel at sea requires a credit card for all inbound phone calls to a ship. The rate is US\$7.95 per minute, and billing begins at the time specified. Please have the ship's name, your party's name and stateroom number before you call.

Instructions:

- Dial 1-800-993-5483 from the United States. Outside the United States, dial 1-321-837-6106.
- Listen to the announcement.
- Listen to the menu and select the number that corresponds to *Zuiderdam*.
- If you receive a busy signal or message, please hang up quickly and try your call again.



Hilo, Hawaii



ITINERARY AND PORT INFORMATION



DATES	PORT
Jan 3	FT. LAUDERDALE, FLORIDA, U.S.
Jan 7	Scarborough, Tobago
Jan 9	Devil's Island, French Guiana
Jan 10	Cruising the Amazon River*
Jan 11	Crossing the Equator*
Jan 11	Cruising the Amazon River*
Jan 12	Alter do Chão, Brazil
Jan 13	Boca da Valeria, Brazil
Jan 14	Manaus, Brazil
Jan 15	Parintins, Brazil
Jan 16	Santarém, Brazil
Jan 17	Crossing the Equator*
Jan 17	Cruising the Amazon River*
Jan 20	St. George's, Grenada
Jan 22	Willemstad, Curaçao
Jan 24	Transit the Panama Canal*
Jan 26	Quepos, Costa Rica
Jan 30	Puerto Vallarta, Mexico
Feb 6	Kona, Hawaii
Feb 7	Hilo, Hawaii
Feb 8	HONOLULU, OAHU, HAWAII
Feb 13	Cross International Dateline*
Feb 18	Guam, U.S. Territory
Feb 19	Saipan, Northern Mariana Islands
Feb 23	Ishigaki, Japan
Feb 24 - 25	Naha, Okinawa, Japan
Feb 28 - 29	TOKYO, JAPAN
Mar 1	Omaezaki, Japan
Mar 2 - 3	Kobe (Osaka), Japan

Mar 4	Scenic Cruising Kanmon Strait*
Mar 5	Fukuoka, Japan
Mar 7 - 8	Tianjin (Beijing), People's Republic of China
Mar 9	Dalian, People's Republic of China
Mar 12 - 13	Shanghai, People's Republic of China
Mar 16 - 17	Hong Kong, People's Republic of China
Mar 19	Da Nang, Vietnam
Mar 21	Phu My (Ho Chi Minh City), Vietnam
Mar 23 - 24	SINGAPORE, REPUBLIC OF SINGAPORE
Mar 28	Colombo, Sri Lanka
Mar 31 - Apr 1	Mumbai (Bombay), India
Apr 4	Fujairah, United Arab Emirates
Apr 5	DUBAI, UNITED ARAB EMIRATES
Apr 6	Abu Dhabi, United Arab Emirates
Apr 8	Muscat, Oman
Apr 10	Salalah, Oman
Apr 15	Eilat (Petra), Israel
Apr 16	Aqaba (Petra), Jordan
Apr 18	Transit the Suez Canal*
Apr 19	Ashdod (Jerusalem), Israel
Apr 20	Haifa (Nazareth), Israel
Apr 22	Kuşadası (Ephesus), Turkey
Apr 23	Cruising the Dardanelles*
Apr 23 - 24	Istanbul, Turkey
Apr 25	Mykonos, Greece
Apr 26	Piraeus (Athens), Greece
Apr 28	Naples, Italy
May 1	Málaga (Granada), Spain
May 4	Ponta Delgada, São Miguel, Azores
May 11	FT. LAUDERDALE, FLORIDA, U.S.

*Cruising only



PORT INFORMATION

Letters may be sent to guests in care of the following port agents:

FT. LAUDERDALE, FLORIDA, UNITED STATES

Intercruises Shoreside & Port Services, Inc.
1800 Eller Drive, Suite 550
Ft. Lauderdale, FL 33316, USA

Scarborough, Tobago

Carvalho's Agencies
165A Western Main Road
St. James
Port of Spain, Trinidad and Tobago

Devil's Island, French Guiana

Somarig
BP 81
Cayenne Cedex, French Guiana 97322

Macapá, Brazil (also Boca da Valeria, Manaus, Parintins, Brazil)

ISS Marine Services Ltda.
Rua Franco de Sá, 270 sala 1101 - Ed.
Amazon Trade Center, São Francisco
Manaus AM 69079-210, Brazil

Alter do Chão, Brazil (also Santarém, Brazil)

ISS Marine Services Ltda.
Rua Domingos Marreiros 49, 6 Andar
Edifício Village Empresarial, s/ 601
CEP 66055-210, Belém, PA Brazil

St. George's, Grenada

The Meyer Group
Somers Wharf Complex
14 Water Street
St. George's GE 04 GEBX Bermuda

Willemstad, Curaçao

Armada Port Agency
West Straat 1
Oranjestad, Aruba

Quepos, Costa Rica

Humberto Alvarez Sucs S.A.
50MTS Sur de Mazi Pali
Paseo Colón, San José, Costa Rica

Puerto Vallarta, Mexico

Coordinación Marítima y Turística SA de CV
Erizo 222,
Fidepaz
LA PAZ, B.C.S., Baja California Sur
23094 Mexico

Kona, Hawaii, United States (also Hilo, Honolulu, Hawaii)

Transmarine Navigation Corporation
677 Ala Moana Blvd., Suite 800
Honolulu, HI 96813, USA

Guam, U.S. Territory (also Saipan, Northern Mariana Islands)

Tamuning, Ambyth Shipping & Trading, Inc.
193 Rojas St.
Guam 96913

Ishigaki, Japan (also Naha, Japan)

Okinawa Ship's Agency Corporation
2nd Floor, Naha Port Terminal 2-1
Tondou-cho, Naha
Okinawa 900-0035, Japan

Tokyo, Japan (Omaezaki, Kobe (Osaka), Japan)

Wilhelmsen Ships Service Japan Pte. Ltd.
Gotenyama Trust Tower 13th Floor, 4-7-35, 4 Kitashinagawa, Shinagawa City,
Tokyo 140-0001, Japan

Fukuoka, Japan

4th Floor, Hakata Port Center Building,
12-1, Okihama-Machi, Hakata-Ku,
Fukuoka-City,
Fukuoka-Prefecture, 812-0031, Japan

Tianjin (Beijing), People's Republic of China (also Dalian, Shanghai, People's Republic of China)

China Marine Shipping Agency
Shanghai CO LTD
2/F Room 203 Sinotrans Mansion
No. 188 Fujian Zhong Road
Shanghai, People's Republic of China

Hong Kong, People's Republic of China

Wallem Shipping Hong Kong Ltd.
9/F Dorset House, Taikoo Place
979 King's Road
Quarry Bay, Hong Kong, People's Republic of China

Da Nang, Vietnam

(also Phu My (Ho Chi Minh City), Vietnam)
Hai Nam Shipping Agency Co., Ltd.
81 Huynh Khuong An Street, Ward 3
Vungtau City 790000, Vietnam

Singapore, Republic of Singapore

Ben Line Agencies (Singapore) Pte. Ltd.
200 Cantonment Road, #13-05
Singapore 089763

Colombo, Sri Lanka

Malship Ceylong Ltd.
Level 4 & 7 Valiant Towers 46/7
Nawam Mawatha
Colombo 02, Sri Lanka

Mumbai (Bombay), India

GAC Shipping (India) Pvt. Ltd.
P.O. Box No. 226, G.P.O. Badheka
Chambers 31, Manohardas Street,
Borabazar Precinct, Ballard Estate,
Fort Mumbai, Maharashtra 400001, India

Fujairah, United Arab Emirates (also Dubai, United Arab Emirates)

Gulf Agency Company LLC
P.O. Box 17041
Jebel Ali
Dubai, United Arab Emirates

Abu Dhabi, United Arab Emirates

GAC Shipping and Logistics LLC
701 Guardian Towers, 7th Floor
Al Mustarhim Street
Abu Dhabi, United Arab Emirates 110053

Muscat, Oman (also Salalah, Oman)

Khimji Ramdas Shipping LLC
PO Box 19, Muscat-100 Khimji House
Bldg. No. 165, Way No. 2825
Muscat 100 Sultanate of Oman

Aqaba, Jordan

Gulf Agency Co. Jordan
Abdali Area - Boulevard - Rafiq Al-Hariri
Avenue - Building No. 14 - 7th Floor
Amman, Jordan 11194

Ashdod (Jerusalem), Israel

Ashdod Port Ops
Agents Building No. 1, Suite 302
P.O. Box 4098
Ashdod, Israel 77100

Haifa (Nazareth), Israel

A. Rosenfeld Shipping Ltd.
104 Haatzmout Road, P.O. Box 74
Haifa, Israel

Kuşadası (Ephesus), Turkey

Gülbahar, Cemal Sururi Sk.
Fatih İş Merkezi No:4 D:6
34394 Şişli/İstanbul, Turkey

Mykonos, Greece (also Piraeus (Athens), Greece)

Wilhelmsen Ships Agency
16, Deferas Merarchias, 18535
Piraeus, Attica, Greece

Naples, Italy

Cemar Agency Network
Piazzale Stazione Marittima
Interno Porto
Naples, Italy 80133

Málaga (Granada), Spain

Transcoma Global Logistics
Calle Luis F Pallardo Peinado, 7
Málaga, Spain 29007

Ponta Delgada, São Miguel, Azores

Maritima del Mediterraneo, S.A.U.
CMJ Rieff - Av. Infante D. Henrique
Nr 6 - 1st Floor
Ponta Delgada, Portugal 9500-762

