



Voyage U410

Onboard Zuiderdam

January 30, 2024

I am so pleased you are sailing with us for *Zuiderdam's* full 2024 Grand World Voyage and am writing to advise you of some changes to your upcoming itinerary.

As previously communicated, our Global Security team continues to actively monitor the evolving situation in the Red Sea and surrounding region. As always, the safety and well-being of our guests and team members is our foremost priority, and our Security team works in close consultation with global security experts and government authorities to make decisions that prioritize safety.

Based on the current security environment and future uncertainties in the region, we have made the decision to bypass the Red Sea. Your voyage will no longer visit India, the Middle East or the Mediterranean and after our call to Sri Lanka we will reroute the ship around South Africa for our transit back to Fort Lauderdale. While some aspects of the itinerary are pending final confirmation from relevant ports, the revised portion of your itinerary is attached to this letter.

In recognition of the significant changes to your voyage, each guest will receive a non-refundable Future Cruise Credit equal to 15% of the base cruise fare paid for this voyage. This credit only applies to guests who remain on board through Fort Lauderdale. The credit may be applied to any future Holland America Line cruise booked by December 31, 2024, and sailing by December 31, 2025; please see the Terms & Conditions on the reverse side of this letter. Future Cruise Credits may be used toward cruise fare of a future voyage as well as non-cruise fare items such as flexible Flight Ease flights (added before final payment), pre- and post-cruise packages, or Cancellation Protection Plan Standard or Platinum coverage for yourself or other guests on your new booking. Our Future Cruise Consultant is available to assist you in choosing your next voyage.

Each guest will also receive \$500 USD Shipboard Credit to offset the cost of required visas for our new itinerary and to help you book shore excursions for our new ports of call. For guests with Holland America Line tours booked for the canceled ports, you will receive a credit to your shipboard account. Our Shore Excursions team is working to secure tours for our updated destinations, and we will advise you when they are available to book. In the weeks ahead, we will be having presentations about our updated destinations and our Shore Excursions team will then be available to help you pick tours for your time ashore.

Visa Requirements

All required visas for the countries on our updated itinerary will be obtained on arrival and handled by the ship on your behalf, so you do not need to take any action to secure additional visas. Any required fees will be charged to your onboard account.

Vaccination Requirements

As a result of our updated itinerary, a Yellow Fever vaccination or waiver is now an international health requirement for all guests on this itinerary. We are working on arrangements to handle this on board and will update you with additional information in the coming days.

When we create itineraries, especially for special cruises such as our Grand World Voyage, we look forward to taking our guests to the destinations they expect to visit. We share in your disappointment that it was necessary to alter the itinerary. Thank you again for your understanding. I know that Captain van der Hoeven and the whole Zuiderdam family are very much looking forward to continuing to serve you over the coming months of your cruise.

Kind regards,



Gus Antorcha
President, Holland America Line

Future Cruise Credit Terms & Conditions

The value of this credit may be applied as a payment toward a new reservation with Holland America Line and is combinable with any other applicable discount. The new voyage must be booked by December 31, 2024, and sail by December 31, 2025. You may choose any available stateroom category, but the credit may not be transferred or refunded. It may be used as a deposit, for taxes, fees and port expenses, or for optional programs or services such as flexible Flight Ease flights (added before final payment), pre- and post-cruise packages, or Cancellation Protection Plan Standard or Platinum coverage for yourself or other guests on your new booking. It cannot be used for onboard purchases, shore excursions, specialty dining, crew appreciation, restricted Flight Ease flights, or flexible Flight Ease flights made after the booking's final payment date. This credit is attached to your Mariner number and will automatically be credited toward your next new booking. We suggest that you or your travel professional verify this credit at time of booking to confirm that the credit has been applied.

For more information about using Future Cruise Credits and full Future Cruise Credit Terms & Conditions, please visit our website.