

Guide to Cruising

Welcome

This guide is designed to help you
make the most of your cruise.

ON BOARD

Finding Your Way	4
The Essentials	6
Food & Drink	8
Entertainment.....	10
Activities.....	11
Facilities.....	11
What to Wear.....	12
Announcements.....	13
Staying Connected.....	14
A Few More Things.....	15

PORT INFORMATION

Up Close Presentations	16
Live Port Briefings.....	16
Shore Excursions Talks	17
Port Profiles	17
Port Essentials	17

IN PORT

Before Arrival

Passports & Immigration	18
-------------------------------	----

Upon Arrival

Gangways	19
Shuttle Buses.....	19
Tenders	19

While Ashore

Shore Excursions	20
Safety Ashore.....	20
Returning to the Ship.....	20
Accessibility	21

END OF CRUISE

Checking Your Statement.....	22
Preparing Your Luggage	22
Time to Disembark.....	22
Luggage Storage.....	22

Finding Your Way

STATEROOM NUMBERS

Ship maps are located next to every elevator. The stateroom numbers go lower as you move forward on each deck.

Even numbered staterooms are on the port side of the ship, or on the left when facing the bow.

PORT SIDE
Even Numbers

STARBOARD SIDE
Odd Numbers

HELPFUL HINT

PORT, LEFT and **EVEN** all have **FOUR** letters, which will help you remember that the port side is on the left - where the even numbered staterooms are located.



FORWARD IS TOWARD THE FRONT
OF THE SHIP (THE BOW)

Many of the ship's entertainment
options are found toward
the front.

PORT

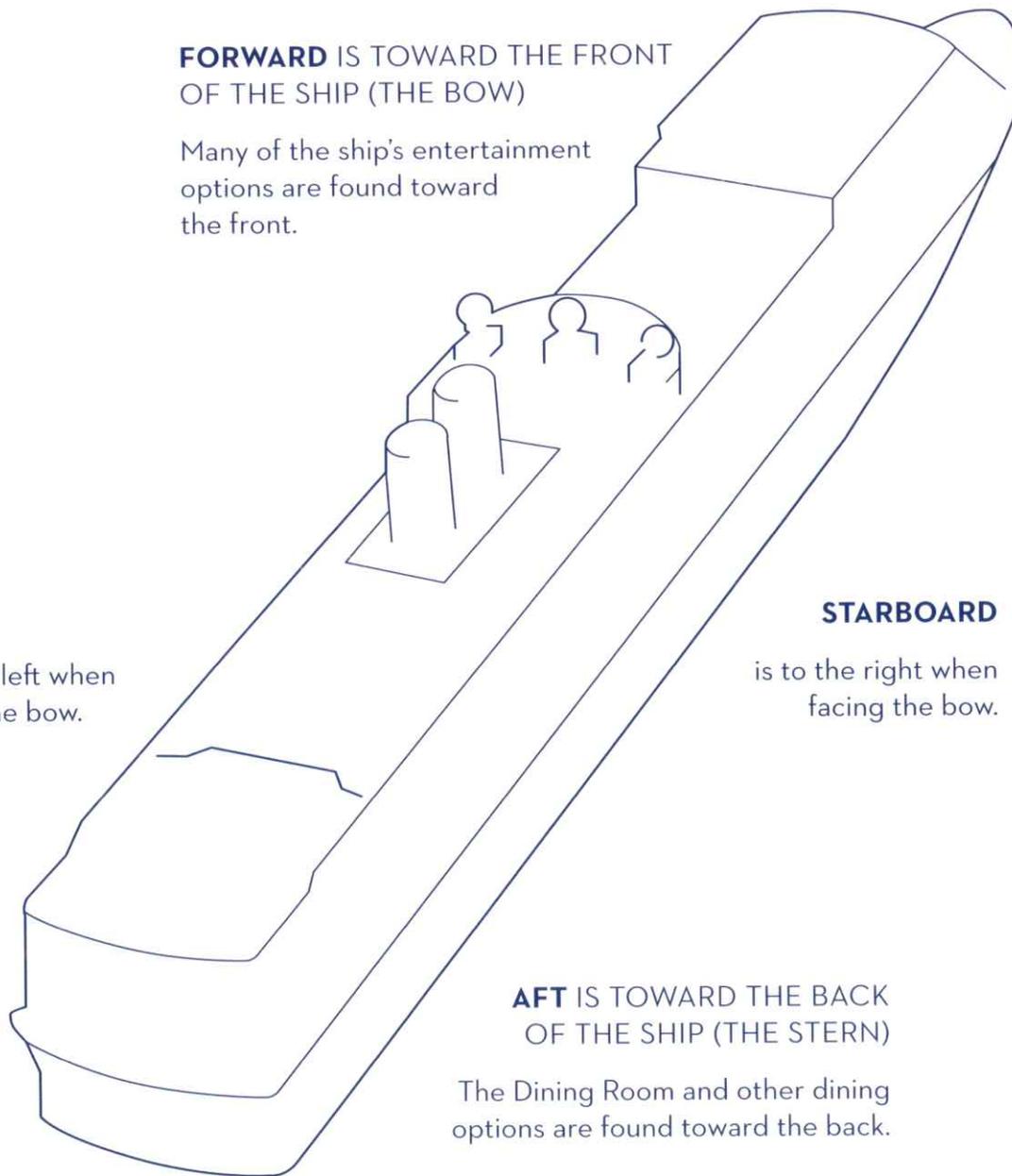
is to the left when
facing the bow.

STARBOARD

is to the right when
facing the bow.

AFT IS TOWARD THE BACK
OF THE SHIP (THE STERN)

The Dining Room and other dining
options are found toward the back.



The Essentials



COFFEE & TEA

Complimentary drip coffee and tea is available anytime in the **Lido Market**. Specialty coffees and teas are available at the **Crow's Nest Café**, **Library Café** or **Grand Dutch Café** for an additional charge. Pinnacle and Neptune Suite guests will find refreshments in the **Neptune Lounge**.



INTERNET

On your device, simply connect to the guest Wi-Fi network. A screen will appear with your internet plan options.



NEWS

A selection of news channels, along with sports and entertainment, are available on your stateroom TV. You can also find complimentary global newspapers and magazines through the **PressReader** service on the Navigator app.



PUZZLES

Daily crossword and number puzzles, curated by **The New York Times**, are available in the Library, the cafés, and at Guest Services.



BOOKS

Touted as one of the finest at sea, the Library's selection is curated specifically for each cruise. Help yourself to recent and classic fiction, stories about the places we sail, or a surprise gem. Just remember to return all books before the end of the cruise.

We've also partnered with **Audible** to bring a selection of audio books, podcasts and originals to your stateroom TV.



SHOPS

A variety of shopping is available, including the essentials. Customs regulations require that the shops are closed when in or near port. Check your Daily Program or Navigator app for location and daily hours of operation.

Food & Drink

The following dining options are **included in your cruise fare**:
New York Pizza is only available on select ships.



DINING ROOM

Global Flavors and
Familiar Favorites



Lido Market

Casual Dining



DIVE IN

Burgers & Hot Dogs



NEW YORK PIZZA

Hand-Made Pizzas & Salads

\$ Premium offerings available

BREAKFAST

Breakfast is served daily in the **Lido Market**
and **Dining Room**.

Pinnacle and Neptune Suite guests may also enjoy
breakfast daily in **Club Orange** or **Pinnacle Grill**
depending on your ship.

ROOM SERVICE \$ Premium offerings available

We offer complimentary room service 24/7 for you to
enjoy from the comfort of your stateroom. Menus are
found on your stateroom TV. To order, simply dial 92.

DINING TIMES

Restaurant hours are listed in the Daily Program and on
the Navigator app.

We also present **world-class specialty restaurants** available for an additional charge \$:

A list of restaurants available on your cruise can be found in the Daily Program and the Navigator app.



**Pinnacle
Grill**

The Best of Land,
Sea, and Destination
Dining™



TAMARIND

Evoking the Rich
Culinary Traditions
of Asia



Canaletto

Italian Pasta
Made Fresh Daily



Rudi's
— SEL DE MER —

Mediterranean Bistro



**Morimoto
by SEA**

A Celebration of our
Global Fresh Fish
Program

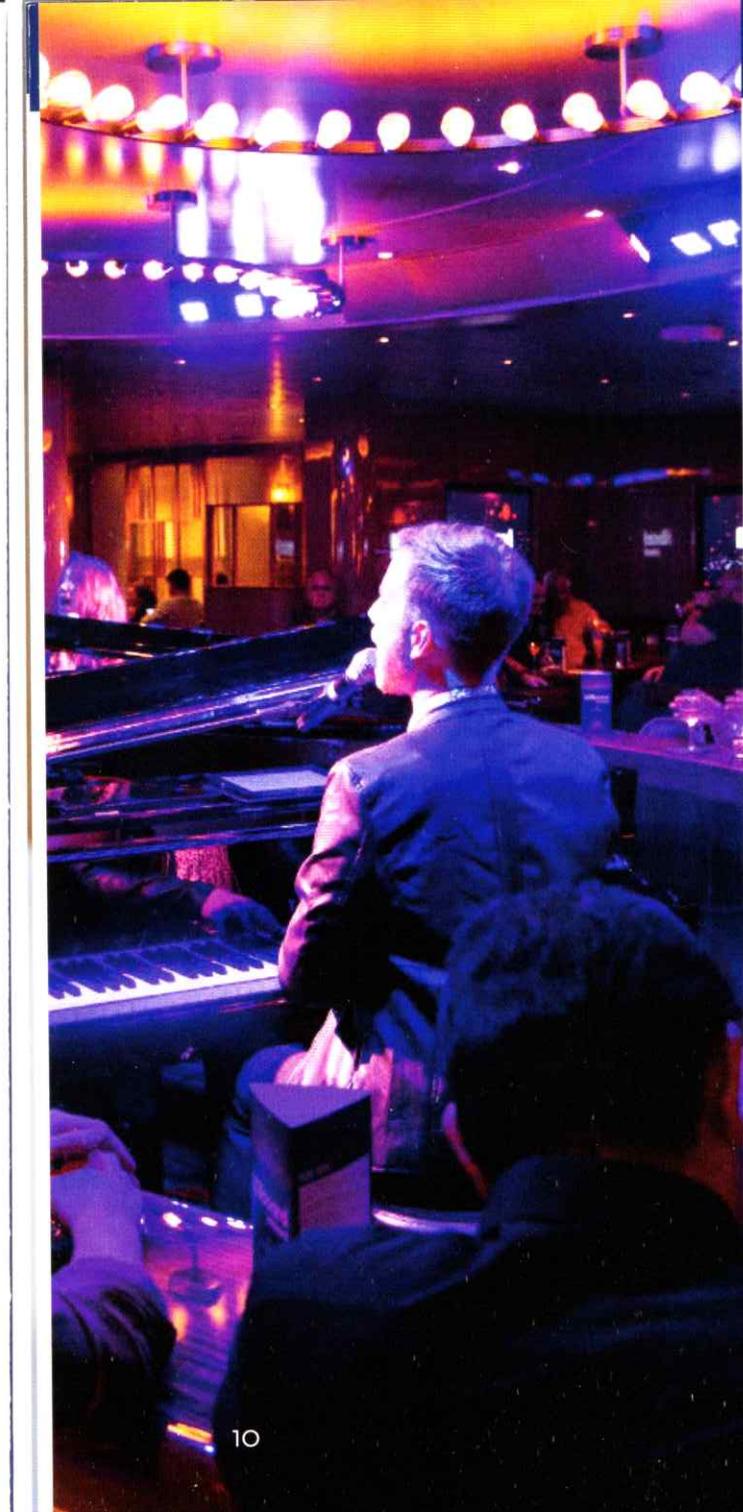
DRINKS

Drinks and bottles are charged individually in bars and restaurants. Drink packages are available for purchase during the first two days of your cruise. Information on packages is found on your stateroom TV or by asking your server.

Drip coffee, teas, and juices are included in your cruise fare. Water dispensers are available in the Lido Market.

Dial 88 for reservations.

Please inform your server if you have any special dietary needs or restrictions.



Entertainment

Each evening, choose from multiple live performances ranging from **music, comedy, dance** and more, all included in your cruise fare. Seating is first come, first choice at all performances.

WORLD STAGE



Experience dynamic shows in the evening and thought-provoking presentations throughout the day. Most evenings feature multiple performances to accommodate your dinner plans.

MUSIC CLUBS



As the leader in live music at sea, we present up to ten unique performances each evening in our clubs and lounges. From rock and roll, pop and country to classical and contemporary.

MOVIES



Movie screenings are held most days with complimentary fresh-popped popcorn in the theater. Also, there are over 150 on-demand movies on your stateroom TV.

Activities

Dozens of daily activities, including our award-winning **Up Close** presentations, are included in your cruise fare. They include:

- Game shows and trivias
- Pickleball lessons and sports tournaments
- Tai Chi, shuffleboard, and ping pong
- Variety of workshops including art and crafts, tastings and dance classes
- Daily games of Party Bridge and Mahjong

The **Game Room** is filled with a wide variety of games and puzzles. There is also a dedicated **Art Studio** on board.



Facilities

Your cruise fare includes use of the

- Gym
- Swimming pools
- Hot tubs and saunas
- Sport Court
- Public rooms

The **Neptune Lounge** is reserved for Pinnacle and Neptune Suite guests.

Tours of the **Bridge** and **Engine Control Room** are available on a limited basis. Please contact Guest Services. Charges apply \$.

A variety of relaxing and rejuvenation spa services are available by appointment. Charges apply \$.

What To Wear

Shirts/cover-ups and footwear are always required indoors.

DURING DAYTIME

Dress is casual.

IN THE EVENING

The dress for each evening is listed in the Daily Program and on the Navigator app.



WHEN SUGGESTED ATTIRE IS CASUAL

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



WHEN SUGGESTED ATTIRE IS DRESSY

We take it up a notch and recommend slacks, skirts, dresses, blouses, collared shirts and jackets.



Announcements

IN YOUR STATEROOM

We **won't** broadcast non-emergency announcements into your stateroom. If you'd like to hear announcements in your stateroom, simply select the Bow Camera channel on your TV.

WHAT TO LISTEN FOR

On arrival in port, an announcement will be made once you can start going ashore. When we arrive before 8:00am, you can start going ashore at the posted time.

On days at sea, announcements will be given to highlight the day's events and the Captain will join the midday announcement to provide navigational information.

You may hear additional announcements when we pass points of interest or spot wildlife.



Staying Connected

WILL MY MOBILE PHONE WORK?

You will receive a signal while the ship is at sea, but roaming and data charges will apply.

CALLING FROM YOUR STATEROOM

Instructions on how to make a call from your stateroom telephone can be found in the Services Directory on your stateroom TV.

HELPFUL HINT

If you want to use your mobile phone's signal when in port, turn off the ship Wi-Fi. When Wi-Fi is on, your phone will attempt to access the internet through the ship's Wi-Fi, not your cellular data. To get online using ship Wi-Fi, you must purchase an onboard internet plan.



A Few More Things



KEEP IT ON THE SHIP

Never throw anything overboard, and be ready for wind gusts when you step outside.



ACCOUNT STATEMENT

You may review your account statement on your stateroom TV or on the Navigator app.



NEED CASH?

If you can't wait for an ATM ashore, visit Guest Services to arrange an advance on your credit card (fees apply).



NEED TO WRITE SOMETHING DOWN?

A pen and notepad are available in your stateroom, or just ask at the Guest Services desk.



SMOKING

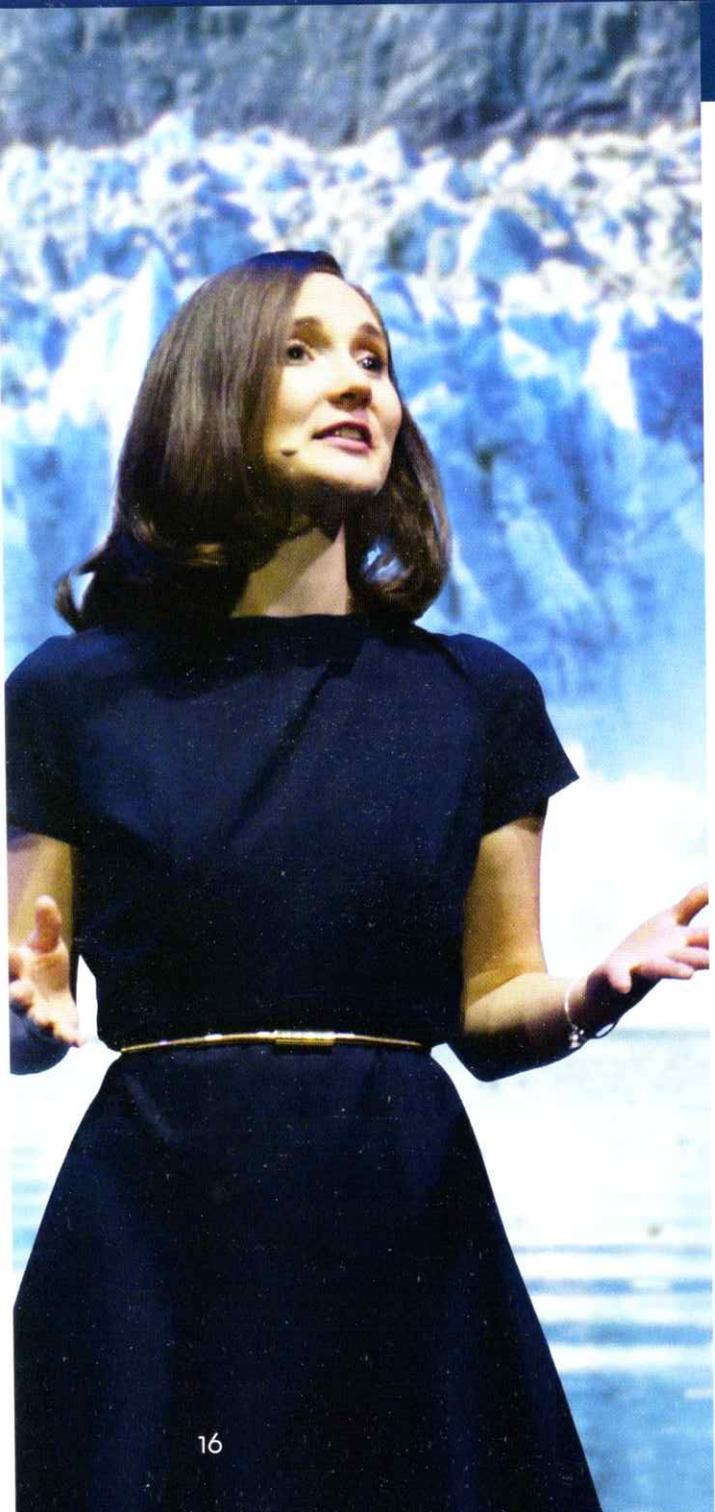
Smoking is allowed in certain areas. Check the Services Directory on your stateroom TV for locations.



MEDICAL SERVICES

Information may be found in the Services Directory on your stateroom TV. If you experience symptoms of Covid-19 or gastro-intestinal illness, please contact our medical staff.

IN CASE OF EMERGENCY, DIAL 911



Port Information

We offer several ways to learn more about our exciting destinations.



UP CLOSE PRESENTATIONS

This award-winning lecture series, created by Holland America Line, takes you beyond the tourist attractions to provide fascinating insights and insider knowledge on the local way of life.



LIVE PORT BRIEFINGS

We provide you with the information you need to make the most of your time ashore and answer commonly asked questions. Check your Daily Program for times and location.



SHORE EXCURSIONS TALKS

The Shore Excursions Team presents recommended tours and useful information at live presentations during your cruise. They are also available at the Shore Excursions desk to answer questions.



PORT PROFILES

Have questions or not sure what to do in our upcoming ports? These videos on your stateroom TV are a great place to start and cover the basics like currency, weather, transportation and points of interest.



PORT ESSENTIALS

In ports where English is not commonly spoken, or where local transportation can be challenging, we provide detailed written information to help you navigate while ashore.

Before Arrival



YOUR PASSPORT

On some cruises we may need to **collect and hold passports** in preparation for local government and immigration inspections. If passport collection is necessary, you will be notified in advance. We recommend you make a color copy of your passport to always have with you – the Guest Services desk is happy to help.

IMMIGRATION

As we travel between countries, an immigration inspection may be required. Prior to an inspection, a notice with specific instructions will be delivered to your stateroom, so read them carefully. To allow everyone to enjoy as much time ashore as possible, please:

- follow all instructions
- complete and return any forms provided
- if required by local authorities, report for an in-person inspection at the times and places designated

Failure to comply with mandatory passport collection and immigration procedures could result in delayed ship clearance or your removal from the ship.



Upon Arrival



GANGWAYS

Due to tide levels and dock configurations, you'll enter and leave the ship at multiple gangway locations on the lower decks. The exact location for each port will be announced or posted.



SHUTTLE BUSES

In some ports, due to the distance from the ship to the port entrance, or because local regulations prohibit walking within the port, complimentary shuttles are provided to take you to the gate. However, these shuttles do not necessarily take you to shops, tourist centers or attractions. In select ports we arrange shuttles to those locations for a small fee \$.



TENDERS

In some ports, we use the ship's tenders to move guests between the ship and the pier. To control the flow of guests ashore, we operate tenders on a ticketed basis until demand subsides. More information will be provided prior to tender ports. While our crew will do their best to move guests with restricted mobility on and off tenders, if conditions render this operation unsafe, the Captain has the discretion to deny access to the tenders.

Many ports prohibit guests from taking any food or drink ashore. Please comply with local regulations.

While Ashore

SHORE EXCURSIONS

If you're looking for ways to spend time ashore, we offer shore excursions for all ability levels, and are designed so you never miss the ship. You can book an excursion from the Navigator app, your stateroom TV or by visiting the Shore Excursions desk.

Your tickets are issued electronically and can be found on the Navigator app.

If you haven't downloaded the app, you can always check your stateroom TV under *In Port* for your tour's meeting time and place.

SAFETY ASHORE

To fully enjoy our ports of call, we always recommend Holland America Line Shore Excursions for value and convenience.

When going ashore, always take your stateroom keycard and a government issued photo ID with you.

Bottled water is available for purchase at the gangway and we recommend bringing some with you to stay hydrated during your time ashore.

Information on local consulates and authorities, as well as additional safety precautions, can be found on your stateroom TV.

RETURNING TO THE SHIP

You must be on board before the posted all aboard time which is listed in the Daily Program, the Navigator app, and is posted at the gangway as you exit.

Any spirits you bring on board will be held for you until the end of your cruise. Champagne and wine are subject to a corkage fee.

Accessibility

While the ship itself is compliant with the Americans with Disabilities Act (ADA), neither the ADA, nor the European Accessibility Act (EAA) or Australia's Disability Discrimination Act (DDA) apply outside of those regions, so accessibility in port may vary.

Some gangways, piers, facilities, shuttle buses and points of interest have limited or no accessibility. If you have specific questions, please contact Guest Services or Shore Excursions for details.

HELPFUL HINT

We offer wheelchair rentals on board for a flat fee for the cruise \$. Unfortunately, daily rentals are not available. Contact Guest Services for more information.



End of Cruise

CHECKING YOUR STATEMENT

You can access your onboard statement via the Navigator app or your stateroom TV. If you have any questions regarding your statement, please visit Guest Services the day before you disembark.

PREPARING YOUR LUGGAGE

For any bag you would like transferred ashore, on the final night of the cruise, attach a provided color-coded tag and place it in the corridor outside your stateroom. You will receive a letter with detailed instructions beforehand. You will not have access to tagged luggage again until you pick it up in the terminal ashore.

Remember to set aside the clothing you plan to wear for the following day. Then gather any important documents, chargers, toiletries, medication or personal effects you may need into your carried bag.

TIME TO DISEMBARK

An early breakfast is served on the final morning of your cruise in the Lido Market.

To ease congestion at the gangway and ensure you are quickly reunited with your luggage, you will be assigned a disembarkation group that corresponds to the color and number on the luggage tags you were provided.

To help the crew prepare your room for the following cruise, please wait in one of the bars, lounges or other public spaces until it is time for your group to disembark.

LUGGAGE STORAGE

If you're looking to explore the city after disembarking and need a place to store your luggage, there may be luggage storage services available near the cruise terminal for a small fee.

FOR MORE INFORMATION

including a complete directory of services, explore all of the content on your stateroom TV.



This exclusive small-group tour, offered once per cruise, takes you from the bridge to the engine control room and everywhere in between. Visit Guest Services for more information. Charges apply \$.

