

GRAND WORLD VOYAGE: IMMIGRATION INFORMATION

Once again, we are delighted to welcome you onboard the Volendam! As we set sail on this exciting journey, our goal is to ensure that your experience is both enjoyable and seamless. Below, you'll find important information about the requirements for the unique ports we'll be visiting, and these will be communicated further to you via specific letter, so you can plan accordingly.

PASSPORT COLLECTION & RETURN

Immigration officers in multiple ports will require all passports to be collected for stamping or inspection. This process will involve collecting, and sometimes, returning passports in different regions, and we will ensure you are notified in advance.

If your passport is collected for a port, you will not require it for going ashore during that port call. However, we recommend keeping a digital copy or photo of your passport's bio page for your reference.

If you hold dual passports, kindly inform your Neptune Lounge Concierge so we can update your immigration records accurately based on the passport you intend to use for your visit.

GUESTS WITH HOLLAND AMERICA LINE OVERLAND TOURS & OVERNIGHT STAYS

For ports wherein passports are collected, your passports will be handed over to our Shore Excursions team for the purpose of your HAL overland or overnight Shore Excursions.

INDEPENDENT OVERLAND TOURS & OVERNIGHT STAYS

If you plan to go on an INDEPENDENT overland trip, overnight stays, or disembark in one port and rejoin the ship in another, kindly submit a copy of your travel arrangements to your Neptune Lounge Concierge on Neptune Lounge, Deck 7, at least 7 days prior your planned trip. This is necessary as local port authorities in various countries we will be visiting mandate that we furnish them with this information ahead of time.

LANDING CARDS/PASS

Several ports may require a landing card, electronic pass, or shore pass when going ashore. This document will be sent to your staterooms ahead of time prior calling to the port. For your convenience, we will provide detailed instructions through a letter on how to complete the landing card / shore pass.

FACE TO FACE IMMIGRATION INSPECTION

As with airport procedures, some ports require a face-to-face immigration inspection. This inspection may occur upon arrival, en route, or during departure from the last port of call. Immigration Officers will determine whether the inspection takes place onboard or at the terminal ashore.

DOCUMENTS NEEDED TO GO ASHORE

In every port, the documents required to go ashore will always be published on the front page of *The Daily* program for your guidance.

please see reversed side

NOTES:

- Above information is based on the details we have gathered from the Immigration Offices through our Port Agents. Any changes, or additional requirement, guests will be notified officially via letter.
- Shipboard personnel may assist with the immigration inspection by providing authorities with the required documentation and information about the ship, its guests, and crew. However, please be advised that immigration inspection procedures and decisions are under the sole discretion of local authorities. They reserve the right to grant or deny entry to the port based on their assessment. Therefore, we appreciate your cooperation and understanding in this matter.

Regards,

Neptune Lounge Concierge
Volendam