

COMPLIMENTARY SHUTTLE SERVICE

As we sail through this exciting itinerary, we would like to inform you of the arrangements for going ashore at select upcoming ports of call where shuttle services are required for your comfort and convenience. To better anticipate demand for these complimentary shuttle services, Holland America Line has implemented a planning procedure and kindly requests your cooperation.

We ask that you indicate your intention to go ashore using the complimentary shuttle via the Navigator App at least one day prior to each applicable port call. A list of ports requiring shuttle service can be found at the back of this letter. This information will assist us in optimizing the number of shuttles provided for each destination.

How to Reserve Your Shuttle via Navigator App:

1. Log in to your Navigator app.
2. Go to the Shore Excursions option.
3. Select the date of the port call when the shuttle service is available.
4. Choose "Shuttle Bus" and book the ticket/s.

Alternatively, you can make your reservation via your stateroom TV:

1. Go to In Port, Shore Excursions, and select Book Shore Excursions.
2. Choose the port where the complimentary shuttle service is offered and book your ticket/s.

We kindly ask that you familiarize yourself with this new system, as it will be the most effective way to secure a seat on the complimentary shuttle services throughout the Grand Voyages.

As additional shuttle details become available in the coming days, booking options will be opened in the Navigator App and on your stateroom television. We encourage you to regularly check the Navigator App for updates. In addition, our Travel Guide will remind you of this process during presentations for each applicable port of call, and the next day's *The Daily* program will also include a reminder under the Shuttle Information section.

We thank you for your attention and cooperation, and we wish you smooth sailing and an enjoyable voyage onboard the *Volendam!*

Regards,

Neptune Lounge Concierge

DATE	PORT	DATE	PORT
12-Jan	Icoaraci (Belem), Brazil	29-Mar	Da Nang, Viet Nam
15-Jan	Recife, Brazil	30-Mar	Halong Bay, Viet Nam
23-Jan	Buenos Aires, Argentina	8-Apr	Amami, Japan
10-Feb	San Antonio,	13-Apr	Shimizu, Japan
7-8 Mar	Sydney, Australia	26-Apr	Sitka, Alaska, USA
11-Mar	Townsville, Queensland, Australia	9-May	Acajutla, El Salvador
27-Mar	Phu My, Viet Nam	14-May	Cartagena, Colombia

IMPORTANT NOTES AND REMINDERS:

- If you are participating in a Holland America Line Shore Excursion, please be at the designated meeting place at the time listed on your Navigator wallet. Most of the time, shuttles are not required during the duration of your Holland America Shore Excursions.
- Shuttle service is provided on a first-come, first-served basis.
- Changes may occur. Depending on the ship's pier assignment, additional ports may require shuttle services, or shuttle service may no longer be necessary. Any additional ports requiring shuttle service will be communicated through *The Daily* program.
- If you have any questions, please contact your Neptune Lounge Concierge by pressing the speed dial on your suite phones.