

RESERVATIONS ACCOUNTING

Phone: 1-888-663-5384

Fax: 1-206-270-6038

E-mail: Reservation_accounting@hollandamerica.com

Hours: Monday – Friday 7:00 am – 5:00 pm

For all reservations related accounting discrepancies and non-system generated refund requests. Primary reference for Cancellation Protection Plan inquiries.

SHIP INVENTORY

Fax: 1-800-547-4720 or 1-206-298-3015

Requests for “guaranteed” stateroom, issues pertaining to stateroom assignments and confirmation of waitlisted staterooms.

SHIP SERVICES

Phone: 1-800-541-1576

Fax: 1-800-207-3547

E-mail: Hal_ship_services@hollandamerica.com

Hours: Monday - Friday 7:00 am – 5:00 pm

For all individual guest services including special diets and dining requests. To book gift orders online, visit www.hollandamerica.com.

SHORE EXCURSIONS

Phone: 1-888-425-9376

Hours: Monday - Friday 6:00 am – 6:00 pm

To view shore excursions and book online, visit www.hollandamerica.com.

TRAVEL AGENT HEADQUARTERS

Website: www.travelagentheadquarters.com

Book cruises, cruisetours and shore excursions. Set up standard group allocations and manage existing groups. Search commission refunds and cruise pricing. Order sales materials. Download images, customizable promotional materials and forms (e.g. AirPlus, group dining, medical needs, gifts). Register for @ Home with HAL (for home-based travel professionals) and HAL Academy agent training program.

WORLD CRUISE RESERVATIONS

Phone: 1-800-522-3399

Fax: 1-206-281-0627

E-mail: worldcruisereservations@hollandamerica.com

Hours: Monday – Friday 6:00 am – 5:00 pm

For availability, and sales assistance for Grand Voyages.

HOLLAND AMERICA LINE

300 Elliott Avenue West

Seattle, WA 98119

1-206-281-3535

www.hollandamerica.com



Holland America Line

A Signature of Excellence

Contact Information for Travel Professionals

ACCESS & COMPLIANCE

Phone: 1-800-547-8493
Fax: 1-800-577-1731
E-mail: halw_access@hollandamerica.com
Hours: Monday - Friday 8:00 am - 5:00 pm

Your contact for arrangements regarding guests with disabilities, once you have submitted the Special Requirements Information form.

AIR/SEA

Phone: 1-800-628-4771
Domestic Itinerary Fax: 1-206-298-3008
International Itinerary Fax: 1-206-298-3991
E-mail: airsea_web_airplus@hollandamerica.com
Hours: Monday - Friday 5:00 am - 5:00 pm; Saturday/Sunday 5:00 am - 4:00 pm

For air itineraries in conjunction with cruises or cruisetours for guests who have purchased Holland America Line's Fly Cruise Plan. This department processes all Airplus® (deviation) and upgrade requests (please submit via e-mail or fax).

BROCHURES & SALES MATERIALS

In U.S. phone: 1-800-626-9900
In Canada phone: 1-800-663-5384
Hours: Monday - Friday 6:30 am - 4:00 pm

To request brochures and sales materials. You can also view and order online at www.travelagentheadquarters.com.

BUSINESS DEVELOPMENT SERVICES

Phone: 1-800-544-0443
Fax: 1-206-286-3288
E-mail: sales@hollandamerica.com
Hours: Monday - Friday 6:00 am - 5:00 pm

To contact your Business Development Representative.

DOCUMENTATION

Phone: 1-800-207-3542 x 3212
Fax: 1-206-286-3918
Hours: Monday - Friday 7:00 am - 5:00 pm

For Guest Document Packages inquiries for Holland America Line. Also visa information, including mailing and referral to visa processing company. Please note: Documents are mailed approximately 45 days prior to departure on fully paid bookings. Payment inquiries should be directed to the Reservations Department.

GROUP ADMINISTRATION

Phone: 1-888-425-9477
E-mail: groups@hollandamerica.com
Hours: Monday - Friday 7:00 am - 5:00 pm

To set up new group allocations, including non-standard category allocation requests. Use to select initial GAP amenities, questions regarding outstanding allotments and recalls occurring prior to 90 days, and finalization of groups.

To set up standard groups and manage existing groups using POLAR ONLINE, please see Travel Agent Headquarters.

GROUP AIR/SEA

Phone: 1-800-628-4771
Fax: 1-206-298-3991
E-mail: airsea_groups@hollandamerica.com

GROUP SHORE EXCURSIONS

Phone: 1-888-253-4780
E-mail: HAL_Group_Shore_Excursions@hollandamerica.com
To customize group shore excursions to suit your group's special needs.

GUEST RELATIONS

Phone: 1-800-599-8256
Fax: 1-206-301-5327
E-mail: guestrelations@hollandamerica.com
Inquiries, compliments and complaints on current or past sailings.

INCENTIVES & CHARTERS

Holland America Line Phone: 1-800-445-3731
Hours: Monday - Friday 7:00 am - 5:00 pm
Inquiries and bookings for incentive groups and ship charters.

OMBUDSMAN

E-mail: ombudsman@hollandamerica.com
Inquiries and issues that have not been resolved through normal channels.

ONBOARD EVENT SERVICES

Phone: 1-877-885-4259
Fax: 1-206-301-5516
E-mail: onboardeventservices@hollandamerica.com
Hours: Monday - Friday 7:00 am - 5:00 pm
To set up group events, cocktail parties, and reserve onboard meeting space.

OPERATIONS SUPPORT

Fax: 1-206-281-0619
E-mail: operations_support@hollandamerica.com
Hours: Monday - Friday 6:00 am - 5:00 pm
For inquiries regarding Travel Agency set-up and maintenance.

PUBLIC RELATIONS

Phone: 1-800-637-5029
Announcements regarding emergency situations are posted on the Holland America Line website.

RESERVATIONS — HOLLAND AMERICA LINE

Phone: 1-800-426-0327
Alaska Reservations: 1-800-391-6258
Fax: 1-800-628-4855
Hours: Monday - Friday 5:00 am - 7:00 pm;
Saturday and Sunday 7:00 am - 3:30 pm

For pricing, availability and sales assistance for group and FIT reservations. Also for general inquiries relating to product, destinations and existing cruise reservations.

RESERVATIONS GDS

Phone: 1-800-207-3545
Fax: 1-800-628-4855
Adding or removing pseudo city codes to Amadeus, Apollo, Galileo, Sabre, Worldspan. Assistance with Travel Agent Headquarters.
Galileo® Leisureshopper® LSAC/V:HAL
Worldspan Cruise Select Holland America Line
Sabre® Cruise Director Holland America Line
Amadeus Cruise Reservations Holland America Line