

CONTACT INFORMATION FOR TRAVEL PROFESSIONALS

All times are shown in Pacific Time.

Access & Compliance

Phone: 1-800-547-8493
Fax: 1-800-577-1731
Email: 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
Fax: 1-206-298-3008
Email: airsea_customer_service@hollandamerica.com
Hours: Monday – Friday 5:00 am – 7:00 pm;
Saturday – Sunday 6:00 am – 5:00 pm

For air itineraries in conjunction with cruises or Land+Sea Journeys for guests who have purchased Holland America Line's Fly Cruise Plan.

Brochures & Sales Materials

U.S. phone: 1-800-626-9900
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 travelagentheadquarters.com.

Business Development Services

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

To contact your Business Development Representative.

Documentation

Phone: 1-877-425-2236
Fax: 1-206-286-3918
Hours: Monday – Friday 7:00 am – 5:00 pm

For Guest Cruise Document inquiries for Holland America Line. Also visa information, including mailing and referral to visa processing company.

Group Administration

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

To set up new group requests, including non-standard category allocation requests. Use to select initial GAP amenities, direct 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 Shore Excursions

Phone: 1-888-253-4780
Fax: 1-206-281-5192
Email: 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
Email: guestrelations@hollandamerica.com

Inquiries, compliments and complaints on current or past sailings.

Incentives & Charters

Phone: 1-800-445-3731
Hours: Monday – Friday 7:00 am – 5:00 pm

Inquiries and bookings for incentive groups and ship charters.

Ombudsman

Email: 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
Email: 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: 1-206-377-7080
Email: operations_support@hollandamerica.com
Hours: Monday – Friday 7:00 am – 5:00 pm

For inquiries regarding travel agency set-up and maintenance.

Public Relations

Phone: 1-800-637-5029
Email: pr@hollandamerica.com
Hours: Monday – Friday 8:00 am – 5:00 pm

For media inquiries. Announcements regarding emergency situations are posted on the Holland America Line website.

Reservations: Accounting

Phone: 1-888-663-5384
Fax: 1-206-270-6038
Email: 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.

Reservations: GDS & Agency Profile Registration

Phone: 1-866-930-2332
Fax: 1-800-628-4855

For help registering or updating agency information with Holland America Line. Adding or removing pseudo city codes for GDS/API systems such as Amadeus, Apollo, Galileo, Sabre, Revelex and Worldspan. Assistance with Travel Agent Headquarters.

Reservations: Holland America Line

Phone: 1-800-426-0327
Alaska Phone: 1-800-391-6258
Fax: 1-800-628-4855
Hours: Monday – Friday 5:00 am – 7:00 pm
Saturday – Sunday 6:00 am – 5:00 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: World Cruise

Phone: 1-800-522-3399
Fax: 1-206-281-0627
Email: worldcruisereservations@hollandamerica.com
Hours: Monday – Friday 6:00 am – 5:00 pm

For availability and sales assistance with Grand Voyages.

Ship Inventory

Email: ship_inventory@hollandamerica.com
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
Email: hal_ship_services@hollandamerica.com
Hours: Monday – Friday 7:00 am – 5:00 pm

For all individual guest services including special diets, dining requests and gift orders. Order forms are available online at hollandamerica.com.

Shore Excursions

Phone: 1-888-425-9376
Hours: Monday – Friday 6:00 am – 6:00 pm
Saturday – Sunday 8:00 am – 4:30 pm

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

Travel Agent Headquarters

Website: travelagentheadquarters.com

Book cruises, Land+Sea Journeys 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.

Holland America Line

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Seattle, WA 98119
1-206-281-3535

hollandamerica.com