



## INTRODUCING OUR EXCLUSIVE ONBOARD PROGRAM

Our newest program, Club Orange, offers an added level of luxury on board Holland America Line ships with priority access, exclusive amenities and special events. Club Orange guests can enhance their cruise with:

### CLUB ORANGE PRIORITY ACCESS

- Priority check-in
- Priority line at the Guest Services desk
- Priority access to specialty restaurant reservations
- Priority line at the shore excursions desk
- Priority access to tenders ashore in select ports
- Priority disembarkation

### CLUB ORANGE DINING

- Premium in-room dining breakfast menu
- **Koningsdam and Nieuw Statendam:** private dining venue for breakfast and dinner with an expanded menu
- **All other ships:** priority seating in the Dining Room for breakfast and dinner with an expanded menu

### CLUB ORANGE AMENITIES

- Complimentary stateroom upgrade\*
- Dedicated Concierge Hotline access
- Welcome glass of sparkling wine at dinner on embarkation day
- Premium bathrobes
- Club Orange Key Card
- Exclusive Club Orange Tote Bag (one per stateroom)

### CLUB ORANGE SPECIAL EVENTS

- Invitation to a special onboard event chosen by the ship's captain. These exclusive experiences may include a behind-the-scenes tour of the ship; a private spa and beauty consultation; a complimentary jewelry cleaning; or a coffee chat with onboard musicians, performers or cooking show hosts.

Club Orange must be purchased at the stateroom level for the full length of the cruise for US\$35 per person, per day on *Koningsdam* and *Nieuw Statendam* or US\$25 per person, per day on all other ships. Club Orange charges apply to the 1st and 2nd guests in the stateroom. All guests within that stateroom will receive the Club Orange amenities, including 3rd/4th guests. Single guests traveling alone in a stateroom will only be charged US\$35 or US\$25 per day, depending on the ship. By enrolling in Club Orange, guests who have purchased either Platinum or Standard Cruise Protection are responsible for any increase in cost of the coverage based on the cost of the Club Orange add-on. Club Orange is currently available for cruises booked in U.S. or Canadian dollars.

**Please see the next pages for a roll-out schedule and frequently asked questions about the Club Orange program.**  
**For additional questions or to purchase Club Orange for your clients, please call**  
**Ship Inventory at 1-888-628-8107 or 206-626-7381.**

\* Complimentary stateroom upgrade to the best available room within the meta category at the time of Club Orange purchase.

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### How do I purchase Club Orange for my clients?

To purchase Club Orange for your clients, please contact Ship Inventory at 1-888-628-8107 or 206-626-7381. Club Orange can not be purchased through POLAR at this time.

### Will Club Orange be commissionable?

Yes, Club Orange is a commissionable add-on to the cruise fare and the guest's total booking amount will be adjusted.

### Will Club Orange be available to guests in all suites and staterooms?

Club Orange is available to guests in all suites and staterooms with the exception of Neptune and Pinnacle Suites. Guests in Neptune and Pinnacle Suites will receive all of the benefits of Club Orange, excluding the stateroom upgrade and special onboard event, at no additional charge. Club Orange availability is limited for each sailing.

### How do I explain to guests in the Neptune and Pinnacle Suites why they paid more for their suite upgrade than Club Orange?

Neptune and Pinnacle Suite guests will get their current benefits plus the additional Club Orange benefits, excluding the stateroom upgrade and special onboard event, at no extra charge. They are sailing in the largest staterooms on the ship with larger balconies and exclusive suite amenities, including in-suite coffee/espresso machines; fresh flowers; an expanded line of Elemis bath amenities; access to the private Neptune Lounge; and complimentary laundry, pressing and dry cleaning.

### Do all guests in the stateroom have to buy Club Orange? Will all guests in the stateroom, including 3rd/4th guests, receive the Club Orange amenities?

Club Orange charges will be applied to the 1st and 2nd guests in the stateroom. All guests within that stateroom will receive the Club Orange amenities, including 3rd/4th guests.

### Does this offer apply to all booking

**currencies?** Club Orange is currently available in USD and CAD. CAD rates will depend on the exchange rate in place on the sailing at the time of booking.

### Does Club Orange impact cancellation fees?

Yes, Club Orange is an add-on to the total cruise fare and regular cancellation fees will apply.

### Does adding Club Orange affect the price of Platinum or Standard Cruise Protection on the booking?

Yes, by enrolling in Club Orange, guests who

have purchased either Platinum or Standard Cruise Protection are responsible for any increase in the cost of the coverage based on the cost of the Club Orange add-on. The increase in price will be quoted at the time of booking.

### Will guests be able to purchase Club Orange after boarding?

This may be available in the future, but currently we will only offer Club Orange for pre-purchase.

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## CLUB ORANGE ROLL-OUT SCHEDULE

SHIP	FIRST SAILING DATE	COST (Per Person, Per Day in \$US)
<i>Koningsdam</i>	Live	\$35.00
<i>Nieuw Statendam</i>	Live	\$35.00
<i>Eurodam</i>	6/22/19	\$25.00
<i>Oosterdam</i>	6/23/19	\$25.00
<i>Zaandam</i>	7/6/19	\$25.00
<i>Westerdam</i>	8/11/19	\$25.00
<i>Amsterdam</i>	8/12/19	\$25.00
<i>Volendam</i>	8/14/19	\$25.00
<i>Nieuw Amsterdam</i>	9/7/19	\$25.00
<i>Noordam</i>	9/15/19	\$25.00
<i>Veendam</i>	9/21/19	\$25.00
<i>Zuiderdam</i>	9/27/19	\$25.00
<i>Rotterdam</i>	10/5/19	\$25.00
<i>Maasdam</i>	10/17/19	\$25.00





**What if there is not a better stateroom available for the complimentary upgrade?**

Guests will be upgraded to the best available stateroom within the meta category at the time of Club Orange purchase. If a stateroom upgrade is not available at that time, guests will receive an alternative benefit determined by our Ship Inventory team.

**Can priority specialty restaurant reservations be made pre-cruise?**

No, priority restaurant reservations cannot be done pre-cruise. Reservations are only available on board through the Concierge Hotline or the Dining Reservations teams. If a timeslot requested is full, and we need to make a decision who to accommodate, a Club Orange or Suite guest will receive priority.

**What services does the Concierge Hotline provide?**

The Concierge Hotline is there to assist like any other hotel concierge, including to make dining reservations, book shore excursions, answer miscellaneous questions, etc.

**Will a welcome glass of sparkling cider be available for guests who don't drink alcohol?**

Yes, a non-alcoholic beverage will be available.

**How is the premium in-room dining service different than what a guest in a regular stateroom receives?**

The premium dining service breakfast menu has more choices than regular staterooms, plus additional complimentary selections

such as steak and eggs, a smoked salmon benedict and a Kick Start smoothie (which come at an additional charge in regular staterooms).

**How does the private/priority dining differ between Pinnacle-class ships and all other ships?**

On Pinnacle-class ships, Club Orange guests can enjoy breakfast and dinner at an exclusive private dining venue with an expanded menu. Reservations are not required.

On all other ships, Club Orange guests can enjoy priority seating and an expanded menu in the Dining Room for breakfast and dinner. Club Orange guests will be greeted by the host at an exclusive welcome desk and will be seated at the next available table. Reservations are recommended during peak evening dining hours.

**Will Club Orange guests be able to invite non-Club Orange guests to the private dining venue with them?**

No, the Club Orange dining area will remain exclusive to avoid diluting the benefits for Club Orange guests.

**Do guests get to keep their premium bathrobes? How are they an upgrade?**

No, but the premium bathrobes are available for purchase and can be monogrammed. The bathrobes feature upgraded quality fabric and design.



**Club Orange Terms & Conditions:** Club Orange benefits cost US\$35 per person, per day on *Koningsdam* and *Nieuw Statendam* and US\$25 per person, per day on all other ships. If there are two occupants in a stateroom, Club Orange benefits must be purchased by both guests. Third and fourth guests sharing the stateroom with guests 1 & 2 are not required to purchase Club Orange and will receive all benefits except sparkling wine and tote bag. Premium bathrobes are for use during the cruise only and are otherwise available for purchase. Club Orange is capacity-controlled and available on a first come, first served basis. Benefits may be modified or withdrawn without prior notice. By enrolling in Club Orange, guests who have purchased either Platinum or Standard Cruise Protection are responsible for any increase in cost of the coverage based on the cost of the Club Orange add-on. Benefits apply only to the booking number listed and are not transferrable nor refundable. Offer is only valid for cruises booked in U.S. or Canadian dollars. Other restrictions may apply.

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