

# WORRY-FREE PROMISE



Your first voyage back to sea should be nothing short of amazing, and that begins with a seamless booking experience. When you're ready to sail again, our Worry-Free Promise Program gives you **full flexibility** to change your plans, **protection** before and during your journey, and **peace of mind** with enhanced health and safety protocols on board and on shore.

## FLEXIBLE CANCELLATION

Book a cruise by September 30, 2021, that departs through December 31, 2021, and you can cancel for any reason up to 30 days before departure and automatically receive a Future Cruise Credit (FCC)\*. Additionally, you may cancel up to your sailing date if you test positive for COVID-19 and will also receive a Future Cruise Credit.

Also see our generous [cancellation policy](#) and optional [Cancellation Protection Plans](#) for additional reassurance that you can book your next cruise vacation with confidence.

## COVID-19 PROTECTION PROGRAM

If you or a member of your immediate travel party tests positive for COVID-19 within 30 days prior to departure, you can cancel your cruise and receive an FCC for 100% of non-refundable unused services, and a refund to the original form of payment for all taxes, fees, port expenses, and pre-paid onboard experiences and shore excursions purchased through Holland America Line.

COVID-19 Protection Program is valid for bookings made prior to September 30, 2021 and sailing on or before December 31, 2021. Additional terms and restrictions apply; see our [COVID-19 Protection Program page](#) for details.

## TRAVELWELL®

*Staying Healthy While Traveling*

Your health and safety, as well as that of our staff and crew, is our highest priority. We work directly with the U.S. Centers for Disease Control (CDC) and the World Health Organization (WHO) to implement best practices, from enhanced screening prior to embarkation to additional sanitation measures on board. See our [TravelWell page](#) for our latest health and safety protocols.

For complete information about our Worry-Free Promise, visit [hollandamerica.com/worryfreepromise](https://hollandamerica.com/worryfreepromise).



Holland America Line®  
SAVOR THE JOURNEY

\*Flexible Cancellation is available for new and existing bookings made on or before September 30, 2021, for Holland America Line sailings on or before December 31, 2021 (Eligible Cruise). Guests may cancel up to 30 days before the Eligible Cruise's embarkation for any reason and receive a Future Cruise Credit (FCC) in the amount of any applicable cancellation fees and a refund of additional funds received to the original payment method. Within 30 days of embarkation, guests may cancel and receive the FCC if they or someone in their immediate travel party tests positive for COVID-19. Book by September 30, 2021 to qualify for the FCC benefit in lieu of paying cancellation fees. Cruises through September 30, 2021 have a 60-day final payment window. Cruises sailing October 1, 2021 and later retain their published final payment date. Outside of payment 1, standard cancellation policies apply. FCC value shall be determined by the actual non-refundable cancellation fees for the Eligible Cruise's booking, less any amount refunded in the form of original payment. Cancellation Protection Plan or Platinum Cancellation Protection Plan ("CPP"/"CPPP") premiums and reimbursed amounts shall not be included in the value of the FCC. Once verified and processed, the FCC will be applied to the consumer's Mariner number. If consumer does not have a Mariner number, Holland America Line will create a Mariner number for the consumer. Consumer must use the FCC towards a future Holland America Line cruise booking prior to December 31, 2022 or it will be forfeited in its entirety. FCC is only valid on cruises sailing in 2021 - 2022. FCC may be subject to additional terms and conditions as provided by Holland America Line and may not be used for deposits, taxes, fees, or port expenses, or CPP/CPPP. The value of the FCC and the Offer are non-transferrable, are not redeemable for cash, and have no cash value. May not be combined with any other offers. Offer may be modified or withdrawn without prior notice. Any promotion or offer available during or with the Eligible Cruise booking shall not apply to the subsequent booking. May be subject to additional terms and conditions. Consult <https://www.wnc.cdc.gov/travel/notices/covid-4/coronavirus-cruise-ship> for the latest CDC cruise travel advice, warnings and recommendations. Ships' Registry: The Netherlands.