BEST IN
PANAMA CANAL &
CENTRAL AMERICA
2019 CRUISE CRITIC
CRUISERS'

DESTINATION

BEST
CRUISE LINE
CENTRAL &
SOUTH AMERICA
2019 TRAVVY
AWARDS

BEST ITINERARIES 2019 CRUISE CRITIC EDITORS' PICKS AWARDS





PANAMA CANAL



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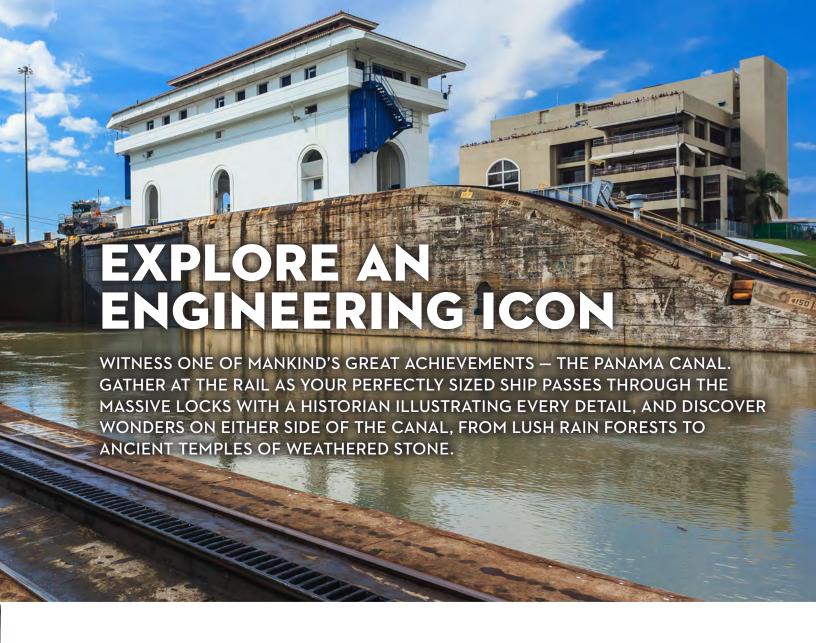
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CALL YOUR TRAVEL ADVISOR OR 1-877-SAIL HAL (1-877-724-5425), OR VISIT HOLLANDAMERICA.COM.



CRUISE WITH THE BEST

HOLLAND AMERICA LINE IS PROUD TO CONSISTENTLY WIN THE CRUISE INDUSTRY'S TOP HONORS.



WHY HOLLAND AMERICA LINE?

WELCOME TO THE CRUISE LINE DEDICATED TO EXPLORERS, FOODIES AND MUSIC LOVERS OF ALL AGES.

DESTINATION EXPERTISE

Discover the best of the Panama Canal and Central America's verdant jungles, colonial cities and Maya ruins on a Holland America Line cruise. Thanks to our exclusive Explorations Central® destination programming, you'll gain a deeper understanding of the places you visit with local cultural insights, insider travel tips, cooking demonstrations, unique shore excursions and more.

UNRIVALED CULINARY EXPERIENCES

Only Holland America Line has a dedicated Culinary Council® of world-renowned chefs — plus experts in wine and spirits who guide our onboard dining experiences*. On board, chefs serve up favorites from across Central America and the Caribbean in our exceptional Dining Room and specialty restaurants. On culinary shore excursions in partnership with FOOD & WINE®, you can visit a cooperative coffee plantation in Costa Rica or feast on shrimp with avocado-tomatillo sauce in Mexico.

THE BEST IN LIVE MUSIC

A great cruise deserves a great soundtrack with the best in live music, and only Holland America Line gives you so many irresistible sounds to choose from. There's music for every taste at Lincoln Center Stage, B.B. King's Blues Club, Rolling Stone Rock Room, Billboard Onboard and more. No matter what you choose, memorable performances from world-class musicians fill your journey with an unforgettable rhythm all its own.

SPACIOUS, PERFECTLY SIZED SHIPS

Known for their sophisticated style, spacious public areas and wraparound decks, our perfectly sized ships always have a sunny corner that you can call your own. Each Holland America Line cruise also features gracious, friendly service from a crew whose goal is to always be available but never in the way. Their genuine warmth and personalized attention earn rave reviews that turn first-time guests into loyal Mariners.

• Dining and music venues vary by ship; see hollandamerica.com for details













PANAMA CANAL

TOP REASONS TO CRUISE WITH US IN 2022-2023

BEST IN THE PANAMA CANAL & CENTRAL AMERICA

See a modern marvel with an award-winner. Holland America Line is proud to be named the No. 1 choice for Panama Canal cruises by the experienced travelers of the *Cruise Critic* 2019 Cruisers' Choice Destination Awards.

AN INCREDIBLE PANAMA CANAL EXPERIENCE

Get a front row seat as we open up the bow of our ship to guests during our transit of this epic engineering achievement. We also bring aboard a Canal historian to narrate the daylight passage and share amazing stories of the Canal's construction.

CENTRAL AMERICA TREASURES AND CARIBBEAN GEMS

A wide range of exciting destinations await on either side of the Canal. On an exclusive FOOD & WINE* culinary excursion, taste street food favorites in Cartagena, Colombia, that mix African, Spanish, Caribbean and Middle Eastern influences in delicious ways. From Corinto, Nicaragua, hike to the top of an active volcano or explore the cafés and cathedrals of León.

CHOOSE YOUR ADVENTURE

Find your ideal cruise among an array of Panama Canal voyages with varied lengths, sailing months and departure/arrival ports. Pack a lifetime of adventure into a two-week voyage between San Diego and Ft. Lauderdale, or enjoy longer options with additional ports and the opportunity to start or end your cruise in Vancouver or Seattle.

DISCOVER MORE ON BOARD

Your ship is a destination in her own right. On board, delve deeper into the history, native cultures and vibrant cuisines of the region with our Explorations Central® programming. Plus, unrivaled dining and the best live music at sea make your nights as exciting as the day's discoveries.

FROM CASUAL TO FINE DINING, PERFECTION IS SERVED



Whether it's a classic meal with an imaginative twist or bold new flavors inspired by places you visit, the world's best dining experiences happen here.

FINE DINING

The Dining Room

Our premier restaurant is the perfect venue for breakfast, lunch or an unforgettable dinner.

Pinnacle Grill*

Refined and intimate, Pinnacle Grill represents the height of fine dining.

CASUAL DINING

Lido Market

Choose from a wide range of options for breakfast, lunch, dinner, snacks or grab and go.

• A nominal fee is charged for lunch and/or dinner.

Canaletto*

Enjoy an authentic Italian menu with classic favorites.

Rudi's Sel de Mer*

A pop-up in the Pinnacle Grill on select evenings, Master Chef Rudi Sodamin's lively brasserie offers modern twists on classic French dishes.

Dive-In

Our poolside grill features the perfect burger, hot dogs and fries.



THE BEST IN LIVE MUSIC AND SO MUCH MORE

All-star musicians, captivating performances and enriching presentations ensure your evenings on board are as enthralling as your day's discoveries.

WORLD STAGE

Showcasing music, film, dance and more, innovation meets entertainment in the World Stage.



Step One Dance Company

Contemporary dance and cutting-edge video technology come together with Step One Dance Company.



BBC Earth In Concert[▼]

Experience the world's natural wonders through our groundbreaking concerts and films.

MUSIC WALK®

Music Walk features unforgettable performances by world-class artists — with each venue just steps away. \blacksquare



Lincoln Center Stage

Lincoln Center Stage showcases outstanding programs of chamber music, from classical to contemporary.



B.B. King's Blues Club

Direct from Beale Street, B.B. King's All-Star Band brings the best of Memphis R&B to sea.



Billboard Onboard

Our pianists rock the house with the hits you know and love. It's off the charts. Literally.

LIVE MUSIC ON VOLENDAM AND ZAANDAM

Sing along to your favorite songs in the Piano Bar, enjoy a stirring performance by our violin & piano duo or dance to the rollicking sounds of our Ocean Band. Music is front and center on *Volendam* and *Zaandam*.

- Volendam and Zaandam have unique entertainment experiences that do not include Music Walk.
- ▼ The BBC and BBC Earth in Concert are trademarks of the British Broadcasting Corporation and are used under license. BBC logo © BBC 1996.

MORE WAYS TO EXPLORE ON BOARD

Explorations Central®

Get a deeper understanding of the places you'll visit through exclusive programming with our own experts and local insiders.

The Greenhouse® Spa & Salon

Pamper yourself with one of many signature spa treatments or salon services.

Fitness Center

Take a class or work out on cardio and weight machines. Head outdoors to the sport courts and pools.

Port to Table Food & Drink Experiences

Join culinary experts for regionally focused cooking demos, food tastings, wine pairings and more.

On-Demand TV

Catch up on popular movies or television shows on your in-room TV. *

Casino Action

Find games for all levels of experience as well as complimentary lessons.

Club HAL®

Kids ages 3 to 17 can enjoy an array of exciting activities and entertaining events while supervised by professionally trained staff.

^{*} On-demand TV is not available on Zaandam.



2022-2023 PANAMA CANAL CRUISES

SHIP	CRUISE	DAYS	CRUISE FROM	CRUISE TO	DEPARTURES
Nieuw Amsterdam	Fall Panama Canal	23	Vancouver	Ft. Lauderdale	2022: Oct 2
Nieuw Amsterdam	Fall Panama Canal	17	San Diego	Ft. Lauderdale	2022: Oct 8
Eurodam	Fall Panama Canal	21	Seattle	Ft. Lauderdale	2022: Oct 8
Eurodam	Fall Panama Canal	20	Vancouver	Ft. Lauderdale	2022: Oct 9
Eurodam	Fall Panama Canal	16	San Diego	Ft. Lauderdale	2022: Oct 13
Zuiderdam	Fall Panama Canal	14	San Diego	Ft. Lauderdale	2022: Nov 17
Zaandam	Panama Canal	16	Ft. Lauderdale	San Diego	2023: Jan 5
Zaandam	Panama Canal	14	San Diego	Ft. Lauderdale	2023: Jan 21;
					Feb 18; Apr 4
Zaandam	Panama Canal	14	Ft. Lauderdale	San Diego	2023: Feb 4; Mar 4
Eurodam	Spring Panama Canal	20	Ft. Lauderdale	Seattle	2023: Apr 9
Eurodam	Spring Panama Canal	19	Ft. Lauderdale	Vancouver	2023: Apr 9
Eurodam	Spring Panama Canal	15	Ft. Lauderdale	San Diego	2023: Apr 9
Nieuw Amsterdam	Spring Panama Canal	21	Ft. Lauderdale	Vancouver	2023: Apr 9
Nieuw Amsterdam	Spring Panama Canal	17	Ft. Lauderdale	San Diego	2023: Apr 9
Volendam	Spring Panama Canal	21	Ft. Lauderdale	Vancouver	2023: Apr 15
Volendam	Spring Panama Canal	17	Ft. Lauderdale	San Diego	2023: Apr 15



FALL PANAMA CANAL

VANCOUVER/SAN DIEGO TO FT. LAUDERDALE

Nieuw Amsterdam

2022:

Oct 2 23-Day Vancouver to Ft. Lauderdale Oct 8 17-Day San Diego to Ft. Lauderdale



FALL PANAMA CANAL

SEATTLE/VANCOUVER/SAN DIEGO TO FT. LAUDERDALE

Eurodam

2022:

Oct 8 21-Day Seattle to Ft. Lauderdale
Oct 9 20-Day Vancouver to Ft. Lauderdale
Oct 13 16-Day San Diego to Ft. Lauderdale



FALL PANAMA CANAL

SAN DIEGO TO FT. LAUDERDALE

Zuiderdam **2022:** Nov 17



PANAMA CANAL

FT. LAUDERDALE TO SAN DIEGO

Zaandam

2023: Jan 5



PANAMA CANAL

SAN DIEGO TO FT. LAUDERDALE

Zaandam

2023: Jan 21; Feb 18; Apr 4*

 This itinerary varies and does not include Half Moon Cay; see hollandamerica com for details.



PANAMA CANAL

FT. LAUDERDALE TO SAN DIEGO

Zaandam

2023: Feb 4; Mar 4



SPRING PANAMA CANAL

FT. LAUDERDALE TO
SAN DIEGO/VANCOUVER/SEATTLE

Eurodam

2023:

Apr 9 20-Day Ft. Lauderdale to Seattle Apr 9 19-Day Ft. Lauderdale to Vancouver

Apr 9 15-Day Ft. Lauderdale to San Diego



SPRING PANAMA CANAL

FT. LAUDERDALE TO SAN DIEGO/VANCOUVER

Nieuw Amsterdam

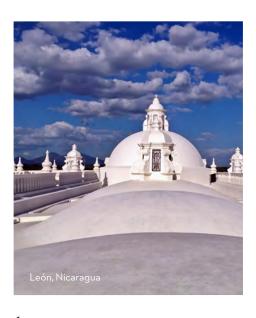
2023:

Apr 9 21-Day Ft. Lauderdale to Vancouver Apr 9 17-Day Ft. Lauderdale to San Diego

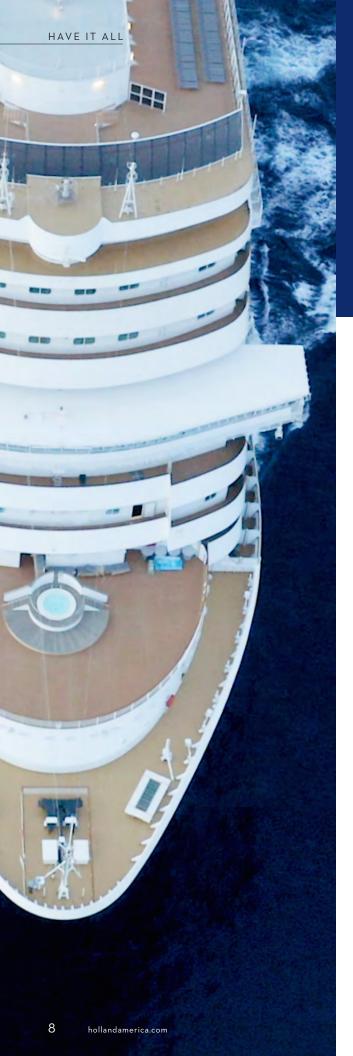
Volendam

2023:

Apr 15 21-Day Ft. Lauderdale to Vancouver Apr 15 17-Day Ft. Lauderdale to San Diego



For the most up-to-date details and fares see hollandamerica.com.



Have DRINK PACKAGE SPECIALTY DINING WI-FI

- > SHORE EXCURSIONS

Our best amenities included in your fare*

More value and convenience — now you can Have it all.

Introducing a new way to experience the world of

PER PERSON, PER DAY **INCLUDED**

Holland America Line while enjoying amazing savings. For one simple fare, you can enjoy a premium package with four high-value amenities included in your fare*:



Shore Excursions

The longer you cruise, the more you can explore. Cruise 6 to 9 days and get 1 shore excursion; 10 to 20 days and get 2 shore excursions; 21 days or more and get 3 shore excursions!



Drink Package

Choose from a large selection of wine, beer, spirits and cocktails, plus non-alcoholic options like sodas, coffees and more — with service charges included.



Specialty Dining

Enhance your cruise with award-winning specialty dining at Pinnacle Grill, Canaletto or Tamarind — with service charges included.



Wi-Fi

Stay connected throughout your journey. Surf the web, use social media, check email and send messages to friends and family.



With four amenities included, every cruise is a great value

What's included by cruise length*	Shore Excursion(s) All guests in stateroom	Drink Package All guests in stateroom (includes service charges)	Specialty Dining All guests in stateroom	Wi-Fi Guests 1 & 2 in stateroom
6 to 9 days	1 Shore Excursion (Up to us\$100 value or us\$100 off any 1 tour)	Signature Beverage Package	1 Night Specialty Dining	Wi-Fi Surf Package
10 to 20 days	2 Shore Excursions (Up to us\$100 value per tour or us\$100 off each of any 2 tours)	Signature Beverage Package	2 Nights Specialty Dining	Wi-Fi Surf Package
21 days or longer (Excludes Grand Voyages)	3 Shore Excursions (Up to us\$100 value per tour or us\$100 off each of any 3 tours)	Signature Beverage Package	3 Nights Specialty Dining	Wi-Fi Surf Package

^{*}See below for complete Terms & Conditions.

^{*}Have It All fares are based on Promo(s) N1/U1. Featured fares are per person based on double occupancy, cruise or cruisetours only. Taxes, Fees & Port Expenses are additional. Have It All amenities are subject to availability, available for new bookings only, apply only to the cruise portion of cruisetours, are not combinable with any other discounts and are not transferable or refundable. Have It All fares are applicable on select 2021, 2022 & 2023 departures. Signature Beverage Package has a daily limit of 15 beverages, which includes all beverages priced at us\$11.00 or lower and includes gratuities. Beverage package includes non-alcoholic beverages such as sodas and specialty coffees. Guests must order beverages one at a time and must be 21 years or older for alcoholic beverages. Sharing is not permitted. Beverage management reserves the right to revoke the package if misused and refuse service for any reason, including service of alcoholic beverages to intoxicated guests. Package excludes purchases made in Signature Shops, Mini Bar and In-Room Dining, or beverages on Half Moon Cay. Specialty dining is based on cruise duration and ship type. For 6-9-day voyages, guests will receive one night at Pinnacle Grill or Tamarind. For ships without Tamarind, guests will receive one night at Pinnacle Grill or Canaletto. For 10-20-day voyages, guests will receive two nights: one night at Pinnacle Grill and one night at Tamarind. For ships without Tamarind, guests will receive two nights: one night at Pinnacle Grill and one night at Canaletto. For 21+ day voyages (excluding Grands), guests will receive three nights: one night at Pinnacle Grill, one night at Tamarind and one night at Canaletto. For ships without Tamarind, guests will receive three nights: two nights at Pinnacle Grill, one night at Canaletto. Offer excludes Specialty Dining Events in the Pinnacle Grill such as Sel De Mer, De Librije and Sommelier Dinner. Reservations and dining times will be available to pre-reserve. Shore excursion offer is based on cruise duration. For 6-9-day voyages, guests can choose one shore excursion (up to \$100 value) or apply \$100 off any one tour. For 10-20-day voyages, quests can choose two shore excursions (up to \$100 value per tour) or apply \$100 off each of any two tours. For 21+ day voyages (excluding Grands), quests can choose three shore excursions (up to \$100 value per tour) or apply \$100 off each of any three tours. Tour value in US dollars. If excursion chosen has a value of less than \$100, you will receive any residual credit for purchasing additional tours aboard your cruise. Your shore excursion offer will be available to book pre-cruise or on board. If you or Holland America Line cancel a pre-cruise tour reservation (more than 3 days prior to the cruise departure), we will automatically re-issue your promotional Shore Excursion credit to be used toward another tour selection. If a shore excursion (with the promotional credit applied) is cancelled on board before the published deadline, you will be refunded any amount paid, and your promotional credit will be issued back in the form of a non-refundable onboard credit, to be used toward another tour. Shore excursion credit under this promotion is non-transferable to other guests or bookings. For guests on an Alaska cruisetour, discounts can be applied to optional excursions booked pre-cruise, but not onboard. Wi-Fi Surf Package: Surf your favorite sites including emails, sports, and news and general browsing. All onboard Internet usage is subject to Holland America Line standard policies, which may limit browsing of some sites due to network security and bandwidth usage. Applications that use high bandwidth may be blocked and offerings are subject to change with or without notice. The plan can be activated on any device but only one device can be actively connected at a time. Upgrades are available once on board for a single day or the remaining duration of the voyage or for adding more devices. Offer applies to guests 1 & 2 only in a stateroom. Ships' Registry: The Netherlands.

TERMS & CONDITIONS

RESERVATIONS

Accommodations are limited. If you use a travel agent/travel agency ("TA") to book your reservation, you shall pay deposits and payments for Holland America Line's ("HAL") services to such TA. HAL will only issue travel documents if and when it has received full payment from TA. HAL will only make any refunds to the applicable TA based on the amount HAL actually received, less any applicable cancellation fees and charges; guest is responsible for obtaining any refund monies from TA.

DEPOSIT AND FINAL PAYMENT REQUIREMENTS

Deposit is required at the time of cruise booking and final payment of balance must be received no later than 90 days prior to departure.

CANCELLATIONS

Our cancellation policy allows you to cancel your 2022-2023 Panama Canal Voyages up to 91 days prior to departure and receive a full refund. If you cancel your 2022-2023 Panama Canal Voyages within 90 days you are required to pay a cancellation fee (including 3rd and 4th berths) as set forth below. Such fees are based on the fare paid, excluding Taxes, Fees & Port Expenses ("TFPE"), transfers, surcharges, shore & land excursions and most pre-purchased gift(s) and/or special service(s). See more details in the Cruise Contract. For 2022-2023 Panama Canal Voyages the amount of cancellation fees varies based on the timing of cancellation as follows:

2022-2023 PANAMA CANAL VOYAGES				
Number of Days Before Commencing Travel that Guest Cancels Cruise	Amount of Cancellation Fee			
90-76	amount equal to deposit requirement			
75-61	50% of gross fare			
60-31	75% of gross fare			
30 or less	100% of gross fare			

Change to arrangements may be subject to change charges.

CREW INCENTIVE AND SERVICE CHARGES

For your convenience, a **Crew Incentive** will be automatically added to your onboard account to recognize the efforts of a wide variety of crew members in various departments, including those in the Dining, Entertainment, Guest Services, and Galley areas. The amount of the Crew Incentive is based on your stateroom category and is subject to adjustment at your discretion, except as otherwise provided in the Crew Incentive and Service Charge Policy. A **Service Charge** will be automatically added to optional purchases of beverage packages, drinks, dining room and specialty dining, onboard parties, and other services or amenities provided to guests that are not included in the Cruise Fare. The Crew Incentive and Service Charge payments on all vessels in our fleet are pooled and distributed in the form of compensation, including bonuses. For further details, please review our Crew Incentive and Service Charge Policy.

TAXES, FEES & PORT EXPENSES

"Taxes, Fees & Port Expenses" or "TFPE" as used by HAL, may include any and all fees, charges, tolls, and taxes imposed on HAL by governmental or quasi-governmental authorities, as well as third-party fees and charges arising from a vessel's presence in a harbor or port. TFPE may be assessed per guest, per berth, per ton, or per vessel. TFPE are subject to change and HAL reserves the right to collect any increases in effect at the time of sailing even if the fare has already been paid in full.

GUESTS WITH DISABILITIES

Holland America Line seeks to accommodate the needs of guests with disabilities, to the extent feasible. Some accommodations require advanced notification. For more information, visit the <u>Accessible Cruising section</u> of our website.

MEDICAL SERVICES

Each of our ships is equipped with limited medical facilities that are staffed by a physician and registered nurses. Unless otherwise indicated in an active HAL policy (for example, the COVID-19 Protection Program), guest will be charged a fee for all medical services and medications obtained on board. If the onboard physician is unable to care for your needs on board, you will be transferred to medical facilities on shore. If your condition will require that you have special medical apparatus or assistance on board, we must be made aware of that at time of booking in order to determine whether we can accommodate your needs.







PASSPORTS/VISAS/IMMUNIZATIONS

You are solely responsible for securing and having available all proper documentation for the countries visited on your cruise or land tour and for bringing all necessary travel documents such as passports, visas, proof of citizenship, re-entry permits, minor's permissions and medical certificates showing all necessary vaccinations. Guests should check with their TA or the appropriate government authority to determine the necessary documents. Guest will be refused boarding or disembarked without recourse or liability for refund, payment, compensation, or credit of any kind if they do not have proper documentation, and they will be subject to any fine or other costs incurred by HAL that result from improper documentation or noncompliance with applicable regulations.

RESPONSIBILITY

All HAL vessels are owned by HAL Antillen N.V. and operated by Holland America Line N.V. in its capacity as general partner of Cruiseport Curaçao C.V. Transportation aboard the ship is provided solely by the Shipowner and Operator and pursuant to the <u>Cruise Contract</u> that you will receive prior to embarkation. Ships' Registry: The Netherlands.

Non-Holland America Line services (for example shore excursions) are generally performed by independent contractors. These non-Holland America Line services are solely at your risk and subject to the terms or arrangements with the independent contractor. HAL assumes no responsibility with respect to these non-Holland America Line services (including cancellation, injury, or death) even though HAL may collect monies or make bookings.

ACCURACY OF CONTENTS/GENERAL

Contents of this brochure are subject to change at any time at the sole discretion of HAL. Please refer to hollandamerica.com for up-to-date information. **Any advertised offer may be changed or revoked at any time**.

Situations may arise which, in our opinion, make it necessary for us to cancel, advance or postpone a scheduled departure, change itineraries or make substitutions involving hotels, restaurants, ports of call, other travel components, vessels or other modes of transportation. In that event, we do not assume responsibility or liability for any resulting losses, expenses or inconvenience. We are not required to make refunds once travel commences, regardless of the reason for guests being unable to complete their travel.

The ship names and all other trademarks, slogans, logos and imagery used herein are, whether or not registered, owned by Holland America Line N.V.

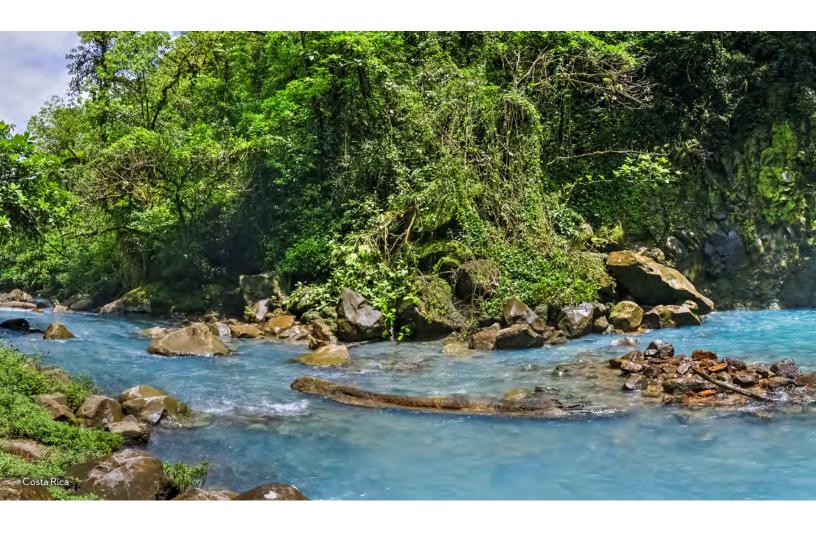
All guests will be required to agree to the <u>Cruise Contract</u> and all information and terms therein.



DOWNLOAD THE NAVIGATOR® APP

The Holland America Line Navigator App is your indispensable tool for cruise planning, essential updates, embarkation, managing your onboard experience and booking shore excursions.





TRANSFORMING THE TRAVEL EXPERIENCE

Go beyond the usual tourist track and experience amazing new places and cultures in an authentic way. Holland America Line's exclusive Explorations Central® destination programming is designed to deepen your understanding of the places you visit. Indispensable travel resources and opportunities to engage with our own experts, as well as local insiders, make exploring each port of call more vivid and meaningful.

EXC TALKS®

Get an insider's perspective and hear the kinds of stories only locals know at these informative onboard talks. Plus, on select ships, EXC Talks feature multimedia presentations that bring each destination to vibrant life with captivating storytelling; expert commentary; and stirring audio, video and imagery.

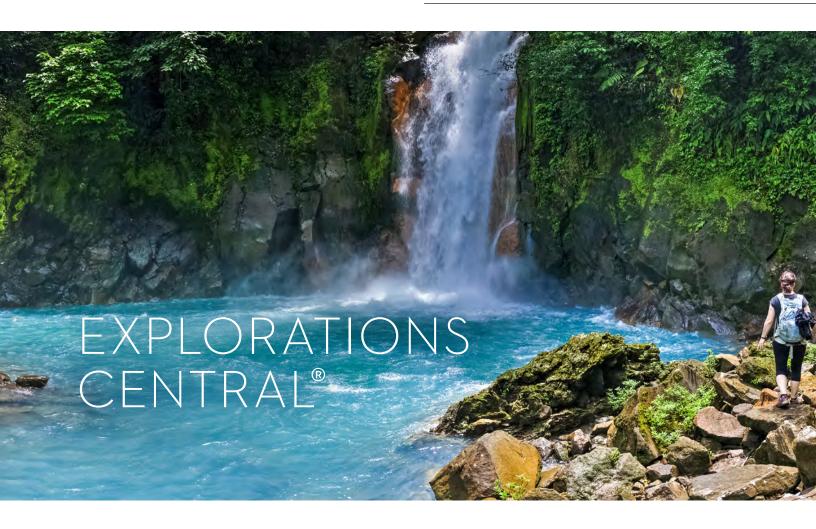
PORT TO TABLE

Food is the gateway to understanding a culture. Delve into each region's culinary traditions through onboard cooking demonstrations and food and wine tastings.

EXPLORATIONS CENTRAL DISCOVERY CENTER*

On select ships, drop by the Explorations Central discovery center in the Crow's Nest and find interactive touchscreens, digital stories and real-time data from the ship's bridge.

◆ This dedicated space is currently available on Eurodam, Nieuw Amsterdam, Nieuw Statendam, Oosterdam, Rotterdam, Westerdam and Zuiderdam.





UNIQUE SHORE EXCURSIONS

Whatever lights up your world, a Holland America Line shore excursion helps you connect deeply with the people and places you visit. Guests who pre-book shore excursions are guaranteed the lowest rates on comparable shore excursions, or Holland America Line will provide an onboard credit of 110 percent of the price difference.

CUSTOM GROUP SHORE EXCURSIONS

Holland America Line's dedicated Group Shore Excursions Team proudly offers custom shore excursions perfectly crafted to groups' needs and interests including art, architecture, history, nature — even shopping! Contact us at HAL_Group_Shore_Excursions@hollandamerica.com for more information or to book a group.

CITY STAYS

Offering a seamless experience ashore, City Stays and Pre/Post Overland Tours make it easy to explore more before or after a cruise.

