

# PHONE

## IMPORTANT NUMBERS

Emergency	911
Guest Services	90
In-Room Dining	92
Dining Reservations	88
Staterooms	O + stateroom number For 5-digit stateroom numbers, dial directly

## SHIP TO SHORE

Calls to US, Canada, and Caribbean	Dial 25. Wait for the tone. Then 1 + area code + number
Calls to other countries	Dial 25. Wait for the tone. Then 011 + country code + area code + number

All calls inbound and outbound, including "Toll Free" numbers, are subject to satellite charges. Please do not use a credit card or phone card; your onboard account will be billed in addition to the cost of the phone card or charges to your credit card. Collect calls are not possible from the ship.



## CELLULAR / MOBILE PHONE AT SEA

Cellular/mobile service is available when the ship is at sea, in international waters. All charges will be conveniently billed to you by your mobile device provider. Roaming charges apply.

*Turn on roaming if you would like to:*

- Make and receive calls.
- Send and receive text messages.
- Access email using your provider's service plan.

Additional fees and roaming charges from your home service provider may apply. To avoid additional roaming charges from your carrier, be sure to set your device to Airplane Mode. For frequently asked questions about cell phone service on board, please go to [www.wmsatsea.com](http://www.wmsatsea.com) (accessible without internet plan).

# MOBILE NAVIGATOR



## THE EASIEST WAY TO MAKE THE MOST OF YOUR CRUISE

The free mobile *Navigator* is your best way to learn about the ship, our services, and upcoming activities. Simply connect to the ship's Wi-Fi, open a web browser on your mobile device, tablet, or laptop computer, and your home page should default to *Navigator*.

Using *Navigator*, you can:

- Personalize your itinerary.
- Make restaurant reservations.
- Check your account balance.
- Purchase an internet plan.
- Learn about shore excursions, onboard events, spa services, and more!

No internet or cellular minutes are used when using the mobile *Navigator*.

## THE DAILY NAVIGATOR

Each evening, a companion printed version is delivered to your stateroom, listing the next day's events and other important information.



# WI-FI AND SATELLITE INTERNET

## CONNECT TO WI-FI

Place your device in airplane mode to avoid roaming charges.

Select the Wi-Fi network that is your ship's name followed by the word "Guest".



## CREATE AN ACCOUNT

Your internet browser should open to the *Navigator* homepage automatically. If not, type and enter "**LOGIN.COM**" in the address field.

Create a new account by selecting **MY ACCOUNT**, then **REGISTER**.

- Use your first and last name as it appears on your keycard.
- Create a PIN.
- Choose a secret question.
- Take note of your assigned User ID.

## CONNECT TO INTERNET

After registering, click the "Connect to Paid Internet" button on the *Navigator* homepage.

- Select a plan that suits your needs or access the complimentary websites.
- Use your plan on your own device or on terminals in the Explorations Café.

Don't forget to log out to preserve your plan!

- Click the logout button or type and enter "**LOGOUT.COM**" in your browser address field.
- When you log out, you will be provided a summary of usage.

## CONTENT LIMITATIONS

Internet speed is much slower than on land because of limited shared bandwidth.

Some websites, applications, and features may not be accessible such as:

- Adult sites
- Streaming video content
- File sharing
- Online gaming



# WHAT TO WEAR

DAYTIME DRESS ON BOARD  
IS CASUAL ...



Shirts/cover-ups and footwear are required indoors.



For time ashore, layered clothes, rain gear, and a hat are recommended.

MOST EVENINGS, SMART CASUAL  
ATTIRE IS APPROPRIATE ...



Shorts, pool/beachwear, distressed jeans and men's tank tops are not permitted in fine dining restaurants.

FOR GALA NIGHTS AND  
FINE DINING RESTAURANTS ...



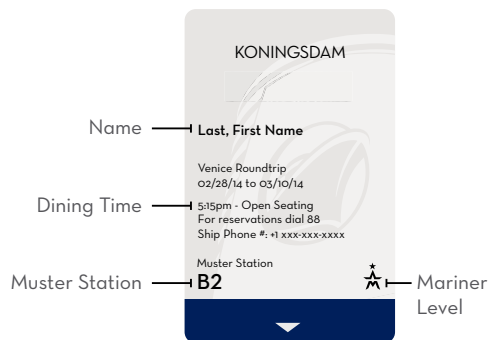
Collared shirts and slacks are required for gentlemen.



For ladies, elegant dresses, skirts, or slacks are all acceptable.

## YOUR KEYCARD

- Is scanned at gangways to ensure ship security.
- Opens your stateroom door.
- Activates the electricity in your stateroom by inserting into the slot by the door.
- Charges onboard purchases, services, Journeys Ashore™, and casino play.
- Must be presented at emergency drills and musters.



If you have an issue with your keycard, visit Guest Services.







FOOD  
AND DRINK



# RESTAURANTS

FINE DINING		Breakfast	Lunch	Dinner	Hours
Dining Room	International Cuisine	✓	✓	✓	Consult your <i>Navigator</i>
Tamarind	Asian-Fusion			\$	Dial 88 for reservations
Pinnacle Grill	Pacific Northwest Steak & Seafood		\$	\$	Dial 88 for reservations
Taste of De Librije	Menu by Chef Jonnie Boer			\$	Dial 88 for reservations
Canaletto	Italian Small Plates for Sharing			\$	Dial 88 for reservations
Sel de Mer	French Brasserie			a la Carte	Dial 88 for reservations
Dinner at the Culinary Arts Center	Farm to Table			\$	Dial 88 for reservations

CASUAL DINING		Breakfast	Lunch	Dinner	Hours
Lido Market	International Cuisine	✓	✓	✓	Consult your <i>Navigator</i>
New York Deli & Pizza	Handmade Pizzas & Sandwiches	✓	✓	✓	Consult your <i>Navigator</i>
Dive-In	Gourmet Burgers & Hot Dogs		✓	✓	Consult your <i>Navigator</i>
In-Room Dining		✓	✓	✓	24 hours

✓ - Included in cruise fare

\$ - Charge applies







# BARS

Share stories from the day's onshore adventures while enjoying a drink. Whichever setting you choose, either outside on the deck or in one of our many unique indoor venues, our expert bartenders will remember your preferred cocktail or help you discover a new favorite.

## OUT ON DECK

### LIDO BAR

Sip refreshments poolside, or have your drink delivered to your sunny chaise lounge.

### PANORAMA BAR

Take in the view from this bar overlooking the Lido Pool.

### SEA VIEW BAR

Relax outside, your favorite drink in hand, next to the Sea View Pool.

### SUN BAR

Soak up the rays or just enjoy the fresh air on the expansive Sun Deck.

## INDOORS

### OCEAN BAR

Enjoy the sounds of our talented pianist in this perfect venue for pre-dinner cocktails.

### CROW'S NEST

The panoramic view takes center stage at the top of the ship, where you can sit back and relax with your favorite drink.

### EXPLORER'S BAR

Elegant and refined, this destination serves cocktails, wine, and champagne.

### NOTES

A lounge for whisky-lovers, NOTES offers a carefully curated selection of 120 of the finest whiskies and classic whisky cocktails from around the world.



Holland America Line's Culinary Council® is an innovative team of acclaimed chefs from around the world assembled to guide and enhance all aspects of the shipboard culinary experience.



Rudi Sodamin  
Master Chef and  
Culinary Consultant



Jonnie Boer



David Burke



Jacques Torres



Elizabeth Falkner



Mark Best



## DINING ROOM

For an elegant breakfast, leisurely lunch or unforgettable dinner, the two-tiered Dining Room is your destination for sophisticated dining on board. The restaurant offers a flexible/open dining service for dinner daily, and hosts two evening seatings. Check your *Navigator*. Guests selecting flexible open seating may make reservations up to 4:00pm by dialing 88 or can simply walk up anytime during dining hours.

# FINE DINING

*Dial 88 for reservations. Please ask about our fine dining packages.*



Pinnacle Grill represents the pinnacle of exceptional cruise dining. Make reservations for an intimate lunch or dinner with dishes inspired by America's Pacific Northwest, including delicious seafood and choice, sustainably-raised beef from Washington State's Double R Ranch.

## SEL<sup>DE</sup>MER

Sel de Mer ("Sea Salt," in French) is an intimate new seafood brasserie offering a contemporary twist on timeless French classics, with à la carte dishes ranging from fresh oysters to salt-crusted whole fish and bouillabaisse.



Canaletto restaurant is adjacent to the Lido Market dining area. "Spartire" is the Italian word for sharing; our new menu is designed around this authentic Italian experience and offers a variety of dishes to enjoy and share with family and friends.



Our signature show kitchen transforms to a restaurant at night! Based on the popular farm-to-table movement, dinner at the Culinary Arts Center features fresh, artisanal dishes prepared by chefs at the center of the action.



Once per cruise the Pinnacle Grill will be transformed into De Librije. Featuring the cuisine of Culinary Council member and Michelin Star Chef Jonnie Boer and named after Boer's restaurant in the Netherlands, the five-course menu showcases a selection of starters, soups, entrees and desserts from De Librije.

## TAMARIND

Tamarind evokes the rich culinary traditions of Southeast Asia, China and Japan. Recently noted for its "cuisine that rivals the top restaurants on land" by *Condé Nast Traveler*, Tamarind is located on the uppermost deck, providing stunning panoramic views.

# CASUAL DINING

## Lido Market

— ARTISAN FOODS —

The Lido Market's themed stations offer a curated selection of delicious options that you can grab on the go or have made to order – from traditional comfort food to great tastes from around the globe.

## DIVE IN

For a perfectly grilled burger, a great hot dog, or crispy french fries, all livened up with our delicious secret sauce, there's no better place than Dive-In. Located next to the Lido Pool, you can enjoy your meal in the sun or under our insulated sliding glass roof on the cooler days.

## NEW YORK DELI & PIZZA

Enjoy authentic deli sandwiches piled high, delicious thin crust pizzas and creative salads, all served up poolside.

## G GELATO

The classic European dessert is made fresh on board in a variety of delicious flavors and styles.



## GRAND DUTCH CAFÉ

Inspired by blue and white Delftware (and our Dutch heritage), the Grand Dutch Café is the place to enjoy sweet and savory Dutch favorites, draught beers, and a selection of liquors and coffees.

## BLEND BY *Chateau Ste. Michelle*

Wine connoisseurs and novices alike can experience the art of winemaking at BLEND. In collaboration with Chateau Ste. Michelle, Washington State's oldest and most acclaimed winery, the intimate venue will enable guests to blend their own wine and enjoy it at dinner or in the privacy of their stateroom.

# IN-ROOM DINING

As always, In-Room Dining is available around the clock. All selections are included in your cruise fare unless otherwise noted. Sleep in and have breakfast delivered. Have an early dinner on your verandah before an evening shore excursion. Or dial 92 for a salad, sandwich or entrée any time, “just because.”

With advance request, special dietary needs, such as vegetarian, diabetic or gluten-free meals, can easily be prepared or accommodated.



# GOOD MORNING

AVAILABLE 6:00AM TO 11:00AM

*Dial 92 to order*

## CONTINENTAL

assorted pastries, fruit yogurt, sliced fruit

## CLASSIC

scrambled eggs, bacon, sausage, hash browns, white and wheat toast

## HEALTHY START

muesli, cottage cheese, sliced fruit

## HAM AND CHEDDAR OMELETTE

hash browns, white and wheat toast

## VEGETABLE AND GOAT CHEESE OMELETTE

onion, bell pepper, mushrooms, hash browns, white and wheat toast

## COLD CEREALS *your choice of:*

Corn Flakes	Rice Krispies	Cheerios
Frosted Flakes	Special K	Shredded Wheat
Raisin Bran	Fruit Loops	granola

## BEVERAGES

orange juice, cranberry juice, apple juice, coffee, decaffeinated coffee, tea, decaffeinated tea, milk

## ADDITIONAL SELECTIONS<sup>†</sup>

### SMOKED SALMON BENEDICT\* \$7.50

two eggs poached, smoked salmon, red onion, capers, English muffin, hollandaise sauce, roasted potatoes, sliced fruit

### STEAK AND EGGS\* \$9.50

two eggs over easy, 8 oz. New York strip loin, crispy onions, roasted potatoes, white and wheat toast, sliced fruit

### KICK START \$4.95

fresh fruit smoothie with vanilla Greek yogurt, honey, banana, pineapple, berries, peaches

<sup>†</sup> *No charge for Pinnacle and Neptune Suites.*

*\* The US Food and Drug Administration advises that eating uncooked or partially cooked meat, seafood, shellfish, milk, poultry and/or eggs may increase your risk for food borne illness especially if you have certain medical conditions.*

# ALL DAY

AVAILABLE 11:00AM TO 11:00PM

*Dial 92 to order*

## STARTERS

### QUESADILLA

chicken or cheese, guacamole, salsa

### CHEESE AND FRUIT

crackers, assorted nuts, apricot  
chutney

### CHICKEN NOODLE SOUP

assorted crackers

### THREE BEAN CHILI

sour cream, grated cheddar cheese,  
corn bread

### CAESAR SALAD

romaine hearts, shaved Parmesan  
cheese, anchovies, garlic croutons,  
Caesar dressing

### COBB SALAD

romaine, endive, iceberg and  
watercress leaves, crumbled blue  
cheese, bacon bits, grilled chicken,  
chopped egg, avocado, diced tomato

## SANDWICHES

*served with chips and coleslaw*

### CAPRESE PANINI

Italian bread, tomato, mozzarella,  
fresh basil, arugula

### ROAST BEEF PANINI \*

caramelized onions, focaccia roll,  
Gruyere cheese, Dijon mustard,  
shredded lettuce

### BBQ PULLED PORK SUB

torpedo bun, red onions, spicy coleslaw

### CLUB SANDWICH

turkey, ham, bacon, tomato, lettuce,  
Swiss cheese, sourdough bread

## ENTRÉES

### RIGATONI

oven-roasted tomato, sausage,  
bell pepper, Parmesan

### OVEN-ROASTED CHICKEN

quinoa pilaf, herb roasted vegetables,  
pan gravy

## SWEETS

### NEW YORK CHEESECAKE

strawberry compote

### FRESH FRUIT

whipped berry cottage cheese

### CHOCOLATE LAYER CAKE

chantilly cream

### FRESH BAKED CHOCOLATE CHIP COOKIES

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# LATER

AVAILABLE 11:00PM TO 6:00AM

*Dial 92 to order*

## QUESADILLA

chicken or cheese, guacamole, salsa

## CHEESE AND FRUIT

crackers, assorted nuts, apricot chutney

## CAESAR SALAD

romaine hearts, shaved Parmesan cheese, anchovies, garlic croutons, Caesar dressing

## COBB SALAD

romaine, endive, iceberg and watercress leaves, crumbled blue cheese, bacon bits, grilled chicken, chopped egg, avocado, diced tomato

## CLUB SANDWICH

turkey, ham, bacon, tomato, lettuce, Swiss cheese, sourdough bread

## CAPRESE PANINI

Italian bread, tomato, mozzarella, fresh basil, arugula

## CHOCOLATE LAYER CAKE

chantilly cream

## FRESH BAKED CHOCOLATE CHIP COOKIES



# FOR KIDS

AVAILABLE 5:30PM TO 9:30PM

*Dial 92 to order*

## **SUPER DUPER FRESH FRUIT**

orange shell filled with juicy tropical fruit

## **C&C CRAZY DIPPERS**

carrot and celery sticks, ranch dipping sauce

## **EXPLORER'S QUESADILLA**

chicken or cheese, guacamole, salsa

## **"ALL MIXED UP" SALAD**

mixed greens, cherry tomatoes, choice of dressing

## **OOOY GOOEY MAC AND CHEESE**

served with an "All Mixed Up" salad

## **3-2-1 PASTA!**

spaghetti, garlic toast with your choice of marinara, meat or alfredo sauce

## **HOME RUN HOT DOG**

100% all beef hot dog, French fries

## **CHICKEN CLUCKS**

breaded chicken strips, chips with your choice of BBQ, ranch or honey mustard sauce

## **PB&J**

creamy peanut butter, strawberry jam, egg bread, chips

## **FRESH BAKED CHOCOLATE CHIP COOKIES**

## **CHOCOLATE LAYER CAKE**

chantilly cream





*Dial 92 to order*

A TASTE OF  
**TAMARIND**

AVAILABLE 5:30PM TO 9:30PM

**\$9.75** charge per item

**BENTO BOXES**

*Vegetarian*

spinach dumplings • vegetarian spring rolls with Thai chili sauce • vegetable pot stickers • udon noodles with tofu and vegetables seitan and vegetable stir-fry • papaya salad

*Seafood Sushi \**

assorted nigiri • sushi shrimp wrap • crab avocado futomaki crab hosomaki roll • tuna/salmon/halibut uramaki papaya salad

*Land & Sea \**

chicken and beef sate skewers with peanut dipping sauce pork pot stickers • steamed pork wonton • shrimp tempura Thai chili sauce • steamed jasmine rice



\* The US Food and Drug Administration advises that eating uncooked or partially cooked meat, seafood, shellfish, milk, poultry and/or eggs may increase your risk for food borne illness especially if you have certain medical conditions.



*Dial 92 to order*

## DIVE IN BURGERS

AVAILABLE 24 HOURS

**\$4.95** charge per item

### THE HIGH-DIVE \*

American cheddar cheese, lettuce, sliced tomato on a toasted brioche bun with Dive-In sauce

### THE CANNONBALL \*

Gouda cheese, applewood smoked bacon, caramelized onions, lettuce, sliced tomato on a toasted brioche bun with Dive-In sauce

### THE BACK FLIP \*

grilled chicken breast, guacamole, lettuce, tomato on a toasted brioche bun with Dive-In sauce

### THE DIVE-IN DOG

Nathan's hotdog, mustard, relish, crispy onions in a poppy-seed bun

*Each served with Naked Fries, Dive-In sauce, and ketchup.*

*Gluten-free bun available on request. Please be advised that items are not cooked in a gluten-free environment.*



*Dial 92 to order*



## pinnacle GRILL



AVAILABLE 5:30PM TO 9:30PM

**\$15** charge per steak order

**\$20** charge per lobster order

### NEW YORK STRIP 12 OZ \*

### FILET MIGNON 10 OZ \*

make it surf and turf by adding a 5 oz. lobster tail (\$10 supplement)

*served with classic whipped potatoes, sautéed mushrooms, and creamed spinach*

### 12 OZ MAINE LOBSTER TAIL \*

prepared steamed or broiled, served with lemon-garlic butter

\* The US Food and Drug Administration advises that eating uncooked or partially cooked meat, seafood, shellfish, milk, poultry and/or eggs may increase your risk for food borne illness especially if you have certain medical conditions.

# BEVERAGES

*Dial 92 to order*

## **SODA \$2.25**

Coke, Diet Coke, Sprite, ginger ale, orange soda

## **BEER 16 OZ \$5.95**

Budweiser, Bud Light, Coors Light, Miller Genuine Draft, Miller Lite

## **BEER 12 OZ \$5.75**

Blue Moon, Heineken, Beck's, Stella Artois, Corona, Molson, Amstel Light, Peroni

## **CIDER**

Crispin, Strongbow Cider \$5.75

Rekorderlig Pear, Rekorderlig Strawberry-Lime \$6.50

## **SHIRLEY TEMPLE \$4.50**

ginger ale and grenadine

## **MIMOSA \$3.95<sup>†</sup> 7:30am - 11:00am**

## **SIGNATURE BLOODY MARY \$7.95**

## **SPARKLING WINE SPLIT, HENKELL \$9.50**

*A service charge will be automatically added to your bar and beverage purchases.*

*<sup>†</sup> No charge for Pinnacle and Neptune Suites.*

## **COFFEE**

### **DECAFFEINATED COFFEE**

### **TEA**

### **DECAFFEINATED TEA**

### **MILK**

### **CHOCOLATE MILK**

### **WATER**

### **ICED TEA**

## **FRUITY & FROZEN \$4.95**

*(non-alcoholic)*

### **BANANA BLAST**

banana and piña colada

### **BERRY DELIGHT**

strawberry "daiquiri"

### **PINEAPPLE PASSION**

sweet coconut milk and pineapple juice







# DRINK PACKAGES

*Dial 92 to order*

For the convenience and value of paying one price per day for beverages, we offer the below packages for the duration of the cruise.

## **SIGNATURE BEVERAGE PACKAGE**

All drinks \$8 and under.

## **ELITE BEVERAGE PACKAGE**

All drinks \$15 and under.

## **QUENCH BEVERAGE PACKAGE**

All non-alcoholic drinks including made-to-order espresso drinks.

## **UNLIMITED SODA PACKAGE**

Unlimited fountain sodas including a souvenir cup.

## **CHOOSE FROM:**

- A variety of wines, beers, spirits and cocktails (including non-alcoholic) from our many lounges, bars and restaurants
- Made-to-order espresso drinks from Explorations Café and restaurants
- Refreshing sodas and beverages poolside

Beverage packages are excluded when ordering through In-Room Dining, Mini Bar, Draft Serve, or on shore at Half Moon Cay. Terms and conditions apply.

A service charge will be automatically added to your bar and beverage purchases.

## LIQUOR & MIXER PACKAGES

### **GIN AND TONIC PACKAGE \$37**

one bottle of Bombay Original London Dry and three cans of tonic

### **SCOTCH AND SODA PACKAGE \$39**

one bottle of Cutty Sark and three cans of soda water

### **VODKA AND TONIC PACKAGE \$37**

one bottle of Smirnoff or Stolichnaya and three cans of tonic

### **BOURBON AND COKE PACKAGE \$45**

one bottle of Jim Beam and three cans of Coke

### **RUM AND COKE PACKAGE \$43**

one bottle of Bacardi White and three cans of Coke

## BEER PACKAGES

### **BEER 16 OZ (PACK OF SIX) \$32**

Budweiser, Bud Light, Coors Light, Miller Genuine Draft, Miller Lite

### **BEER 12 OZ (PACK OF SIX) \$30**

Heineken, Beck's, Stella Artois, Amstel Light, Corona, Molson, Peroni







## WINE PACKAGES

Holland America Line's Navigator and Admiral's Choices enable you to purchase a number of wines from our special selection while saving up to 25% off.

### NAVIGATOR'S CHOICE

3 bottles - \$89

5 bottles - \$149

7 bottles - \$199

### ADMIRAL'S CHOICE

3 bottles - \$119

5 bottles - \$199

7 bottles - \$269

Piedra Negra Torrontes, AR  
Danzante Pinot Grigio, IT  
Caliterra Chardonnay, CL  
Dreaming Tree Chardonnay, CA  
Greystone Sauvignon Blanc, CA  
Danzante Moscato, IT  
Puerto Viejo Carménère, CL  
Frescobaldi Remole, IT  
Chateau des Trois Tours Bordeaux, FR  
Deakin Estate Shiraz, AU  
Los Riscos Merlot, CL  
Tapeña Tempranillo, SP  
Deakin Estate Pinot Noir, AU  
Toro de Piedra Cabernet Sauvignon, CL

Tangley Oaks Chardonnay, CA  
Grace Lane Riesling, WA  
Estancia Pinot Grigio, CA  
Nobilo Sauvignon Blanc, NZ  
Franciscan "Equilibrium", CA  
Domaine Les Salices Chardonnay, FR  
Wild Horse Chardonnay, CA  
Spellbound Cabernet Sauvignon, CA  
Wente "Sandstone" Merlot, CA  
Estancia Pinot Noir, CA  
Frescobaldi Castiglioni Chianti, IT  
Decero Cabernet Sauvignon, AR  
Cuarto Dominio Lote 44 Malbec, AR  
Wente "Beyer Ranch" Zinfandel, CA





# SERVICES





# YOUR STATEROOM

Your stateroom features an abundance of conveniences:

- Daily housekeeping & turndown service
- Power outlets for both 110v (North American) and 220v (Continental Europe)
- USB ports to charge devices
- Luxurious bathrobes\*
- Hair dryer
- Elemis Aromapure bath amenities
- A safe for your valuables

\* Available for purchase through your stateroom attendant or by visiting Guest Services.

## COMPLIMENTARY

- Video on demand TV system
- Fresh fruit on request
- 24-hour In-Room Dining
- Shoeshine service
- Ice service

## LAUNDRY

We offer several laundry service options. A laundry bag and form are located in your stateroom closet.

## FORGOT SOMETHING?

Did you forget your toothbrush, sunscreen, or some other essential toiletry? We've got you covered in The Shops, where you can find a range of items.

# THE SUITE LIFE

Guests in Pinnacle and Neptune Suites enjoy the following exclusive amenities:

- Access to the Neptune Lounge and its business center facilities
- A Welcome Cocktail Reception
- Complimentary mimosas with your in-suite breakfast
- Expanded in-suite breakfast menu
- Coffee and espresso machine
- Bose docking station - SoundLink Mini
- Professional binoculars
- Additional Elemis bath amenities
- Upgraded bathrobe
- Premium chocolate turndown
- Deluxe bedding and pillows
- Complimentary laundry, pressing, and eco-friendly dry cleaning
- Expedited tender transfers and disembarkation service
- Breakfast at the Pinnacle Grill
- Honor bar available from 12 noon with soda and non-alcoholic options, from 4:00pm with wine, beer and spirits





## HOTEL SERVICE CHARGE

Our crew works very hard to make sure that every aspect of your cruise meets the highest standards. A daily Hotel Service Charge is automatically added to each guest's account. This will be shared amongst those staff who serve you directly, from wait staff to stewards, and those who work behind the scenes to make your cruise a success. A Bar Service Charge is automatically added to bar and wine purchases, which goes directly to bar staff. If our service exceeds or fails to meet your expectations, you are free to adjust the service charges at the end of each segment and/or voyage.

## LANGUAGE ASSISTANCE

Staff who speak Dutch, Spanish and German are available to assist you on select sailings. Please inquire at Guest Services about the availability of information translated into these languages.

## RELIGIOUS SERVICES

In order to serve the spiritual needs of our guests, we provide the following services. Your *Daily Navigator* will list times and locations.

### *Catholic*

Mass is held daily.

### *Interdenominational*

An interdenominational service is conducted each Sunday and on appropriate religious holidays.

### *Jewish*

A Sabbath Eve service is held each week. Anyone wishing to volunteer to lead this service should contact Guest Services. A rabbi is on board for High Holiday services.

Religious services may not be able to be held on embarkation/disembarkation day. Please contact Guest Services for more details.

## POOLS

*Pools are open 7:00am – 10:00pm, and hot tubs from 9:00am – 10:00pm.*

The ship features two pools:

- The Lido Pool is domed by a retractable glass roof for swimming, sunning and lunch al fresco even in chillier climates.
- The Sea View Pool is an open-air experience overlooking an endless expanse of the horizon.

Pool and beach towels for use ashore are placed in your stateroom on the first day and replaced as needed. Towels are also available by the pools. Please ask your stateroom steward if you require additional towels.

Please do not reserve deck chairs for more than 30 minutes. Unattended belongings will be turned into Guest Services.



*Available 8:00am – 10:00pm, by appointment  
Dial 94 for reservations*

Relax in our contemporary spa featuring a full service salon, body and facial treatments, thermal suite including heated ceramic lounges and treatment rooms facing the sea.

All professional services at our luxury day spa are offered from 8:00am until 10:00pm. Appointments are strongly suggested, particularly for Gala nights.

\* A 15% gratuity is added to The Greenhouse Spa, Salon & Fitness services.

## FITNESS CENTER

*Available 6:00am – 9:00pm*

Take a class in yoga, Pilates, and more from our professional Fitness Center staff, or enjoy your own workout using the latest cardio and weight machines.



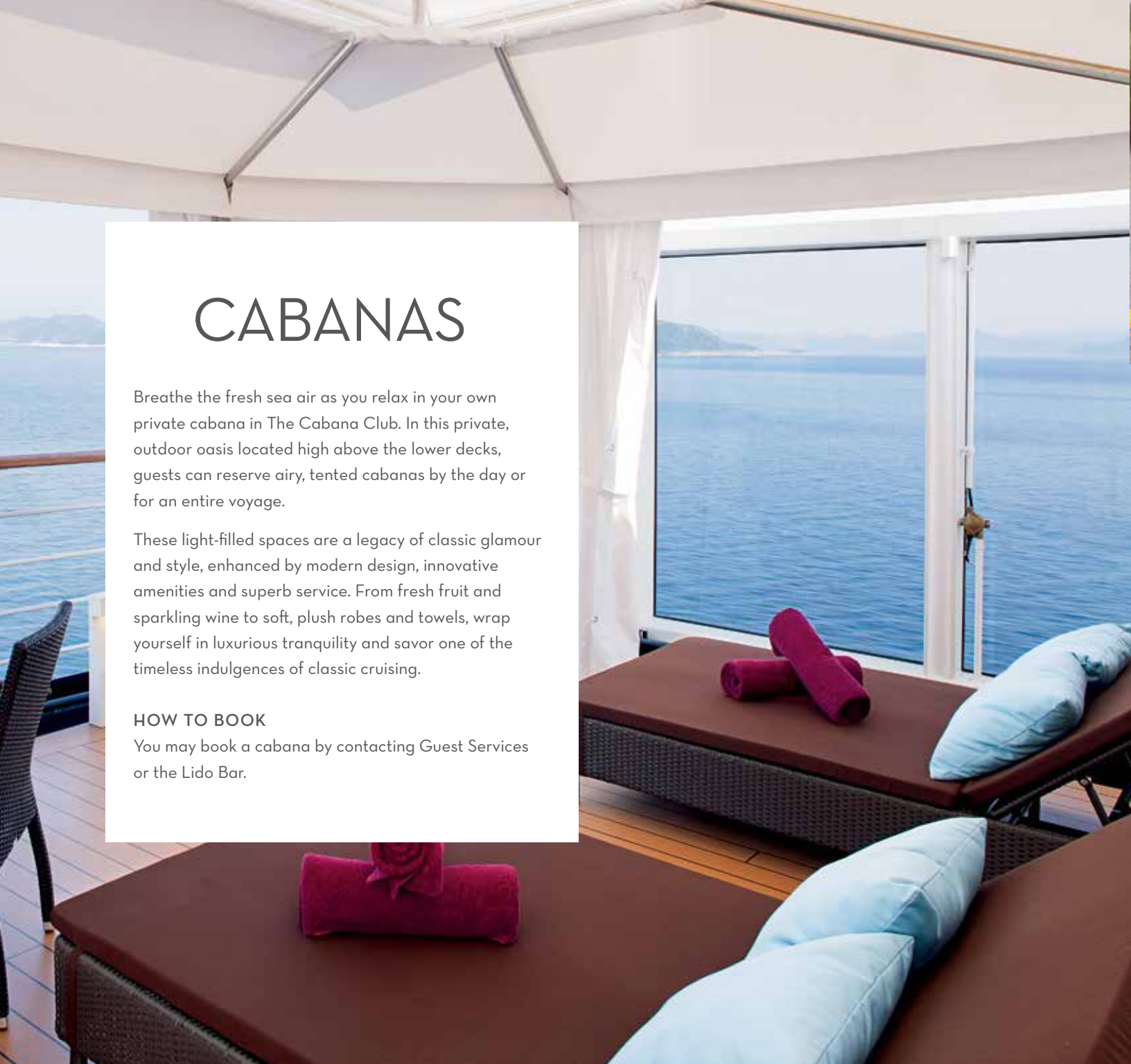
# CABANAS

Breathe the fresh sea air as you relax in your own private cabana in The Cabana Club. In this private, outdoor oasis located high above the lower decks, guests can reserve airy, tented cabanas by the day or for an entire voyage.

These light-filled spaces are a legacy of classic glamour and style, enhanced by modern design, innovative amenities and superb service. From fresh fruit and sparkling wine to soft, plush robes and towels, wrap yourself in luxurious tranquility and savor one of the timeless indulgences of classic cruising.

## HOW TO BOOK

You may book a cabana by contacting Guest Services or the Lido Bar.





# JOURNEYS ASHORE™

Our carefully crafted Journeys Ashore™ will help you connect deeply with the people and places you'll visit and offer a level of comfort, care and convenience you won't find anywhere else.

## **GUESTS LOVE US**

Award-winning excursions consistently rated "excellent" by guests.

## **VARIETY & CHOICE**

Choose a guided excursion or explore on your own with a private driver.

## **ALL-IN-ONE PRICING**

With no extra fees, you pay one competitive and inclusive price for your entire excursion.

## **LOCAL EXPERTS**

Get a unique perspective and access to exclusive opportunities.

## **MORE TIME TO EXPLORE**

No need to buy tickets, negotiate fares or wait in lines.

## **GUARANTEED RETURNS**

We will always get you back to your ship. Every tour. Every time.

## **EXPERT SUPPORT**

Our onboard staff offers answers and advice.

To learn about and book excursions for your itinerary, check out the Navigator app or visit the Journeys Ashore™ desk in the Atrium (deck 1).



MERABELLA  
LUXURY COLLECTION



Find one-of-a-kind treasures at Merabella, a luxury jewelry boutique featuring high-end watches and pieces from noted designers. Enjoy a wide variety of duty-free shopping in The Shops of Holland America.

# THE SHOPS

— of Holland America —

Exploring parts unknown means being prepared for the unexpected. When the sudden opportunity to go wine tasting or an impromptu visit to a grand museum arises, The Shops of Holland America should always be your first stop.

We've filled our shops with pieces handpicked precisely for the adventures that await you on your cruise. An all-weather coat to keep you dry and on trend as you explore a coastal metropolis and a crossbody bag that leaves your hands free to touch, feel and indulge. Wine tasting, anyone? JourneyWare is more than travel essentials, because like the memories you make on your cruise, these picks are bound to become the pieces you reach for over and over again.

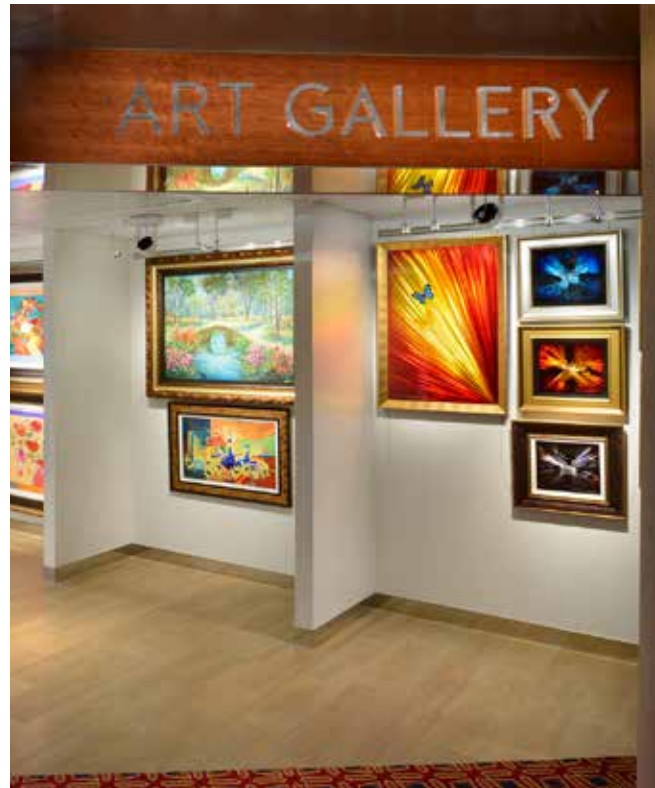
At The Shops of Holland America, you can also take advantage of incredible savings on your favorite spirits and liquors, designer fragrances, exquisite jewelry, and stylish watches—tax and duty free.

## PHOTO GALLERY

The Photo Gallery on board offers print and digital photos, photo packages and DVDs of your cruise itinerary and voyage. Be sure to take home memories that will last a lifetime.



Attend a photography session with your loved ones in our onboard specialized studio. Black Label's photographers are specially trained to connect art to soul, capturing the essence of all who come before their lenses. There is no session fee and no obligation to purchase. Available by appointment.

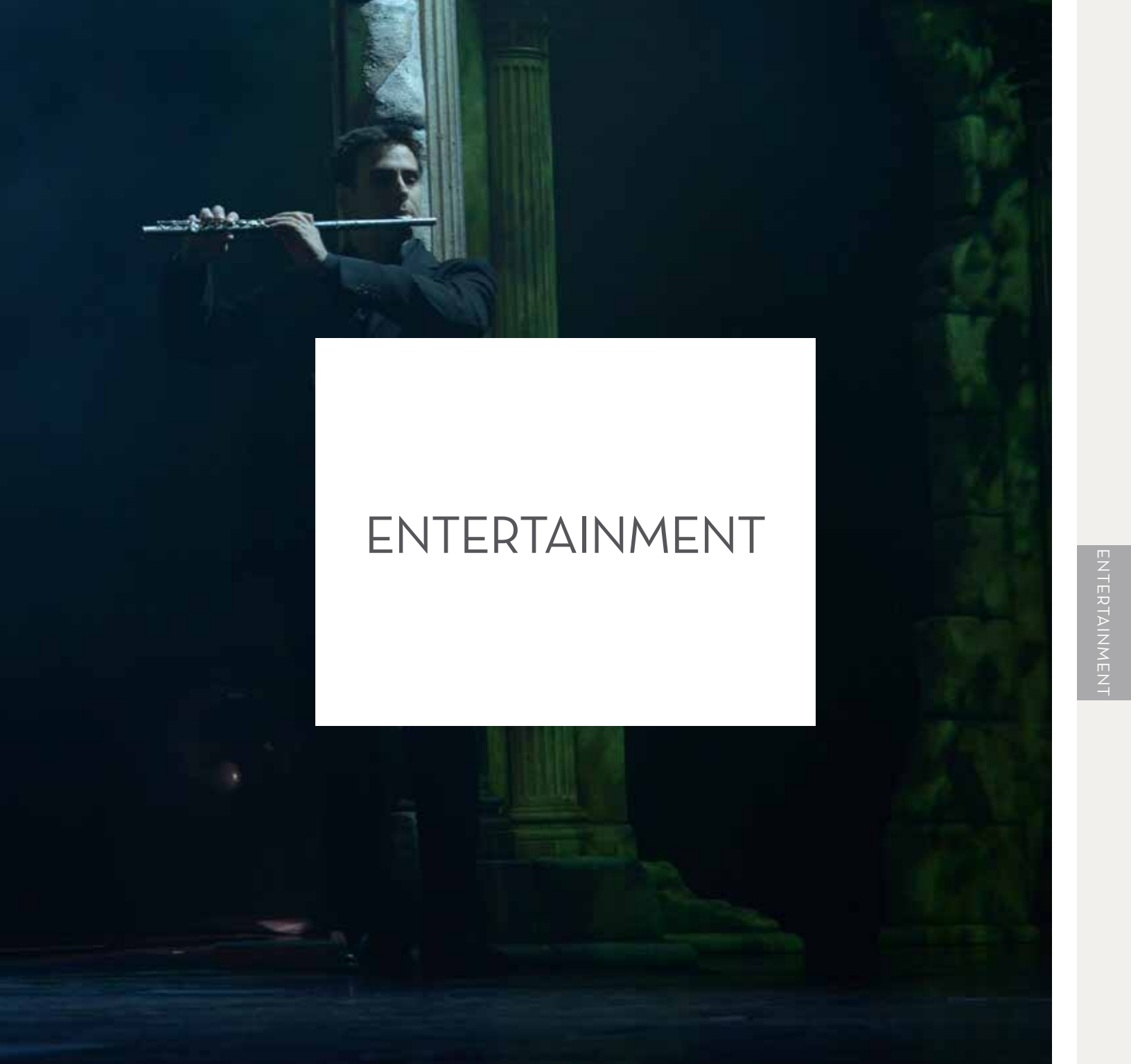


## ART GALLERY

We are proud to offer a variety of paintings, drawings, watercolors, mixed-media works, sports memorabilia and animation art at exceptional values on board. Participate in exciting live auctions, attend gallery exhibitions, learn more about art at educational seminars, or join an intimate gathering to connect with other art aficionados.







# ENTERTAINMENT



Lincoln Center Stage

## THE WORLD STAGE

Showcasing music, song, dance and more, the World Stage, the ship's center for entertainment, presents myriad performances and presentations to entertain and inform throughout your voyage. Check your *Daily Navigator* for performances.

## Lincoln Center Stage

In an exclusive partnership with the world's leading center for the performing arts, we proudly present Lincoln Center Stage, showcasing outstanding musicians performing multiple programs of chamber music each evening, as well as afternoon recitals during leisurely days at sea.

## billboard onboard

Fifty years of chart-topping hits rock the house as live musicians – including two pianists – play music that you know and love. It's all part of Billboard Onboard, an interactive experience made possible by a partnership with *Billboard*, the leading global destination for charts, news, trends and innovation in music.



Direct from Beale Street, B.B. King's All-Stars Band brings the best of Memphis music to sea. From funky and fast to soulful and smooth, this eight-piece band performs nightly in the newly reimagined Queen's Lounge where you can enjoy specialty cocktails like the Lucille and Rock Me Baby.



B.B. King's Blues Club



World Stage



Billboard Onboard



# ENRICHMENT



The Culinary Arts Center, presented by Food & Wine® magazine, offers a groundbreaking experience that combines a love of food and wine with unique and engaging programs. Join us in our state-of-the-art demonstration kitchen for events like hands-on cooking classes, appearances by special guest chefs, winetasting and mixology, regionally-inspired workshops, and Culinary Arts Center programs for kids and teens.

## Digital Workshop



Drop by the Digital Workshop powered by Windows and learn new technical skills taught by Microsoft-trained hosts. These small-group sessions, designed for all abilities, translate the latest technology into useful tips everyone can use. Each stand-alone, 50-minute session takes place in our dedicated Digital Workshop, equipped with the latest technology. From photo editing and movie/slide show creation, PC organization, Cloud Storage and security, choose to attend all or drop in as you please. Each session is offered several times throughout each cruise.

## EXPLORATIONS CAFÉ

POWERED BY *The New York Times*

Relax in the comfortable coffeehouse atmosphere of Explorations Café, powered by *The New York Times*, featuring the daily crossword puzzle, internet terminals, custom espresso drinks, savories, and a comprehensive selection of books and travel guides.



experiences

Discover the wonder of our natural world through a series of captivating and entertaining onboard activities with BBC Earth Experiences. From concerts and behind-the-scenes films, to game shows and quizzes, embark on a thrilling journey, revealing incredible stories and connecting you to our amazing planet.

# GAMES

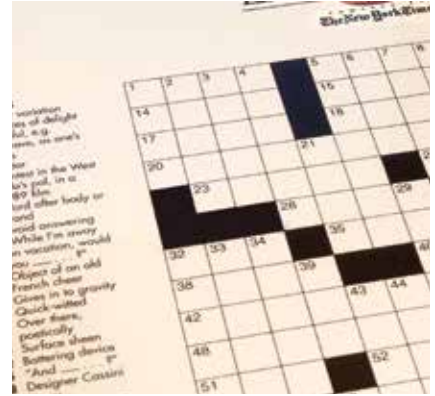


## TRIVIA

Team Trivia contests and the daily quiz offer fun, social, and friendly competition.

## GAMES AND PUZZLES

Sit down and enjoy a board game, test your knowledge with unique travel-related *New York Times* crossword puzzles, or relax with large jigsaw puzzle tables at the Explorations Café.



## CASINO

Whether you are an experienced gambler or betting for the first time on Texas Hold 'em, our Casino offers a variety of games for all levels as well as complimentary lessons from our friendly dealers and tournaments for veteran players.

## SPORTS

Our teak decks are perfect for walkers and joggers, and when you are finished exercising, cool off in one of our pools.

We also offer basketball, ping pong, tennis, and volleyball.



# MOVIES AND TV

Take in a movie on our giant LED screen in the open air on the Lido deck. Or, enjoy our huge selection of complimentary movies available on demand, in the comfort and privacy of your stateroom.



## TELEVISION

Enjoy our complimentary interactive television in the comfort and privacy of your stateroom. Simply navigate the television menus using the remote control and discover a wide range of entertainment and information to enrich your journey.

*On your stateroom television, you can:*

- Watch a huge selection of movies, popular television shows, and informative documentaries on demand.
- View live satellite TV from BBC World News, Fox News, ESPN, CNBC, and MSNBC.
- Learn about onboard dining options, including updated restaurant menus.
- Explore onboard services at The Shops, Greenhouse Spa, Black Label Photography, and the Art Gallery.
- Browse descriptions of the wide variety of Journeys Ashore™ available to enhance your port visits.
- Access practical information, like weather, ship location, and more!

Your stateroom steward will happily answer any questions you may have regarding our stateroom televisions. Guest Services is always available to help 24 hours daily - just dial 90.





# YOUR HEALTH AND SAFETY

# IN AN EMERGENCY

A mandatory Passenger Emergency Muster Drill will be held prior to departure. Guests who are unprepared are more likely to panic and create a risk, not only to themselves, but to others. For this reason, if a guest refuses to participate in this drill, they are not permitted to sail.

## ALARM 1 - FIRST STAGE

In the event of a fire or other incident, the ship's Emergency Response Team is first mobilized. Guests should listen for instructions and announcements. The first alarm is **one short blast followed by a long blast, repeated three (3) times.**



## ALARM 2 - CREW ALERT

Mustering preparation begins with the Second Stage Alarm followed by an announcement by the Captain. The second alarm is **one long blast for 15 seconds or longer.**



## AT THE CREW ALERT ALARM, YOU SHOULD PROCEED TO YOUR STATEROOM



Find your Muster Station on your keycard or on the inside of your stateroom door.



◀ Collect warm clothing, comfortable shoes, and sun protection.



Also collect essential medications, eyeglasses, your guest keycard, and personal photo identification. **Do not bring suitcases, bags, parcels, or luggage of any kind.**



Bring your life jacket, which is stored in one of the closets. **(For the drill only, you do not need to put on your life jacket or bring it with you to your Muster Station.)**



### ALARM 3 - GENERAL EMERGENCY ALARM

Wait in your stateroom until you hear the Third Stage Alarm:  
Seven short tones followed by one long tone



### FOLLOW THE NUMBERED SIGNS

posted in corridors and stairways to your station. Low-level lighting will guide you to the nearest exit. Staff will be located in all stairways to provide assistance.



### WHEN YOU ARRIVE

- A roll call is taken at the station to ensure all guests are accounted for.
- Remain quiet and listen for instructions.
- Smoking, eating, drinking and use of telephones or other electronic devices are all prohibited.

If you are separated from your children, they will be brought to your Muster Station.

### LIFE JACKETS

If you cannot reach your stateroom, life jackets will be issued at your Muster Station. Life jackets for children and infants will be issued at the beginning of the cruise. If one is not provided, or if you need a larger adult size, contact Guest Services and one will be delivered to you.

### LIFEBOATS

In the event of an actual emergency, it is essential that you strictly follow instructions by our specially-trained crewmembers. The crew will ensure that all guests are accounted for by scanning keycards at the Muster Station. Crew will then escort guests single-file to lifeboats. Keycards will be scanned again as you board the lifeboats in an orderly fashion. If your lifeboat is inaccessible, the crew will redirect you to another survival craft. Lifeboats are equipped with food, drinking water, medical supplies and signal equipment. The boats can be lowered even if the ship is leaning over and will remain afloat even if overloaded or filled with water.

### ADDITIONAL INFORMATION

If you need more information regarding our emergency and safety procedures, please ask one of our officers.

# IN CASE OF FIRE

IF YOU SEE A FIRE, IMMEDIATELY DIAL 911



Find the escape route on the back of your door.



Feel the door with the back of your hand and check for smoke seeping under it.



If you feel heat or see smoke, don't open the door; dial 911 and describe the situation.



Place a wet towel under the door to prevent smoke from entering.

IF YOUR DOOR IS COOL

- Take a wet towel to cover your mouth.
- Lean into the door with your shoulder when opening it, in case you have to close it suddenly.
- If you don't see fire in the vicinity, follow the emergency lighting to your escape route.
- Stay close to the floor.



If you encounter a closed fire screen door, follow the lighted strip to the door handle and check the door temperature again.



**IF COOL**, push the handle down to open the door.



**IF HOT**, follow the lighted strip in the opposite direction to your secondary escape route.



# FIRE PREVENTION



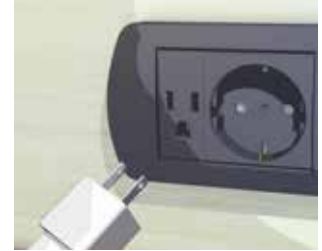
Use extreme caution when smoking.



Be careful with transformers or chargers.



Do not leave belongings on your verandah.



Unplug all electrical devices when you leave your stateroom.



The following devices may not be used in your staterooms:

- Candles, incense and open flames
- Travel irons
- Coffeemakers
- Electric heating devices
- Personal power strips



Do not hang anything on the sprinklers in your stateroom.



Do not place objects on top of light fixtures.



Do not let bedding rest against your reading lights.

At no time are guests allowed to bring or use their own power strip in staterooms, no matter the voltage. Prohibited items discovered during the security screening of your luggage or found in use in your stateroom will be removed and stored until the end of the voyage. Guest Services will be happy to provide you with a Holland America Line approved power strip or adapter plug to borrow during your journey.

## SAFETY TIPS

*When the ship is moving, follow these basic steps to ensure your safety*

- Hold on to railings.
- Never stand on chairs or stools.
- Take care entering or leaving raised seating areas, particularly in the restaurants, especially when lighting is reduced.
- Turn the lights on when moving around your stateroom.
- Secure loose objects.
- Be careful on staircases.
- Take a moment to let your eyes adjust when coming inside from outdoors.

*Wet decks can be slippery*

- Hold on to railings and wear proper, rubber-soled footwear.

*Be careful around doors*

- Many doors have raised thresholds.
- Stateroom, bathroom and automatic doors may open or close suddenly. Keep your hands and feet clear, hold on to door handles (not the frames) and watch your step.

*Children should be supervised*

- Never leave your children unattended.
- Children under 12 are not permitted to use the elevators unless accompanied by an adult.

*Stay off the railings*

- Do not sit or stand on the ship's side rails on open decks or balconies.
- Do not let children sit or climb on the rails, even if held by an adult.

*Pools and whirlpools are not supervised*

- No running, jumping or diving in or near pools and hot tubs.
- Dry your feet before stepping on the deck.

*The gym is not supervised*

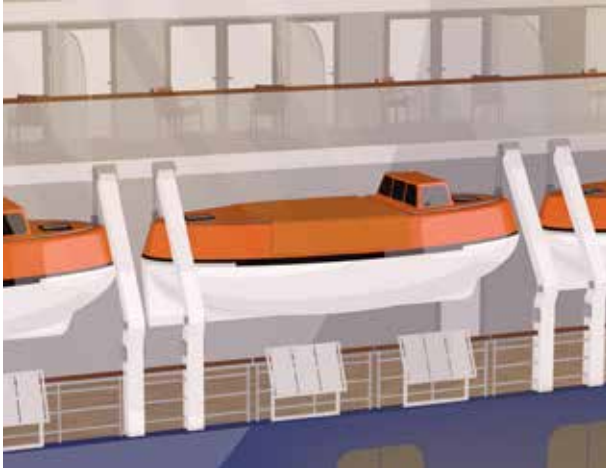
- Be careful with the equipment or ask for assistance.
- Proper/closed footwear is required in the gym.

*The bottoms of the bathtubs may be slippery*

- Always use the bath mat provided and hold on when entering or exiting the bath.

*Keep corridors free of blockage*

- All scooters, wheelchairs, and walkers should never be left unattended and should be kept inside staterooms.



## TENDER PRECAUTIONS

At some ports of call it is necessary to disembark the ship via smaller boats called tenders. Please follow all instructions from the driver of the tender.

- Do not attempt to board or disembark the tender until directed to do so.
- While the tender is moving, stay seated at all times unless instructed otherwise.
- Keep your arms off the tender's sides.
- No smoking is permitted.
- No food or drinks are permitted.



## MAN OVERBOARD

If you see anyone fall overboard, raise the alarm by shouting, "MAN OVERBOARD!" Immediately throw a life buoy (or anything else that will float) over the side to mark the spot, and then tell a member of the crew what you have seen.



# YOUR SECURITY

IMMEDIATELY REPORT MISSING PERSONS AND  
CRIMINAL ACTIVITY TO GUEST SERVICES (DIAL 90)

## SECURITY ON THE SHIP

### *Basic safety precautions:*

- If you lose your keycard, notify Guest Services immediately.
- Check the peephole of your stateroom door before opening it.
- Each stateroom has a safe for valuables with instructions on it.
- Larger valuables may be stored in the ship's safe. See Guest Services.
- Guests in possession of illegal drugs will be disembarked and reported to law enforcement. Drug penalties in many countries can be severe.
- Marijuana, even if prescribed for medical purposes, is considered an illegal drug.

## VISITING THE CREW AREA

The crew areas are strictly off-limits to our guests. Please refrain from entering these areas, even if a crew member should issue an invitation. Some areas of the ship, such as the Galley, are occasionally open for viewing on particular escorted tours.

## VISITORS

In today's era of heightened security, Holland America Line has implemented a strict policy that visitors are not permitted on board. We apologize for any inconvenience.

## SECURITY

This ship has an experienced Security Officer on board who is supported by trained security staff. These men and women offer 24/7 security efforts, including patrolling the ship and monitoring gangways during port calls.

Access to the ship is tightly regulated. Every person on board, including guests and crewmembers, is placed on an official manifest and may leave or enter the ship only after passing through strict security measures, which includes the screening of ship-issued identification, and the screening of all luggage.

The ship's security plan, prepared by the ship's staff in conjunction with our Senior Director, Fleet Security, must be approved by regulatory authorities before it is put into place. The ship is also equipped with security equipment like closed circuit television cameras, detection devices (including for explosives), and equipment that can be used by the crew to respond to external threats.

Regular inspections of the ship by governmental law enforcement authorities throughout the world, including the U.S. Coast Guard, ensure that we fully comply with the International Ship and Port Facility Security Code, an international law that was enacted after the events of September 11, 2001. Furthermore, we conduct regular security audits on our ships to ensure that systems are being operated in accordance with published procedures.

In the unlikely event that a crime does occur on one of our vessels, it is promptly reported to appropriate law enforcement authorities. This reporting is done in full compliance with U.S. law, including the Cruise Vessel Security and Safety Act of 2010. This law, applicable to international voyages that embark or disembark guests in the United States, requires cruise lines to report certain onboard felonies, tampering with the vessel and missing U.S. nationals. Reports must be made to the Federal Bureau of Investigation (FBI) and U.S. Coast Guard.

These requirements apply to incidents that occur on board in U.S. territorial waters, or on the high seas or in foreign waters if the assailant or victim is a U.S. national. The FBI can assert criminal jurisdiction in all of these circumstances. Each of the nations visited, as well as the vessel's flag state (the Netherlands), may also assert jurisdiction and/or impose additional reporting requirements.

In accordance with U.S. legal requirements, we are providing the following link to the U.S. Coast Guard's cruise line alleged crime statistics:

<http://www.uscg.mil/hq/cg2/cgis/CruiseLine.asp>

Additionally, you can review the Carnival Corporation & plc Voluntary Report of Alleged Crimes:

<http://phx.corporate-ir.net/phoenix.zhtml?c=140690&p=irol-voluntaryreport>

## SECURITY ASHORE

As the ship arrives in each port, it is subject to local customs regulations. This may mean that guests are not able to leave the ship until those formalities are completed.

Clearance of the ship is beyond Holland America Line's control.

Holland America Line monitors and analyzes information about possible safety and security concerns from many sources. We would not go to a port where our guests would be presented with an unreasonable risk to their safety and security. Nonetheless, there are safety and security risks in almost all ports.



### WE SUGGEST THE FOLLOWING PRECAUTIONS:

- Take your photo ID with you.
- Travel only in Holland America Line transportation, public transport or properly labelled taxis.
- Make sure the driver understands and knows your location.
- Always travel in groups.
- Avoid crowds and public demonstrations.
- When using an ATM machine, be observant of surroundings, and give preference to banks with an ATM inside.
- Avoid travel outside tourist areas.
- Stick to well-lit public routes.
- Dress down and minimize jewelry.
- Carry small bills and avoid showing large amounts of cash.
- If confronted by a criminal, remember that money and valuables can be replaced.

If you have any questions on the safety and security in any port, please speak with Guest Services or the Security Officer.



## RE-BOARDING

When leaving and returning to the ship, you will need to have your stateroom keycard with you to be scanned at the gangway. We also suggest you bring a photocopy of your passport or other government photo ID. If you lose your keycard, please report the loss to Guest Services (dial 90) as soon as possible. All personal objects will be subject to security screening when you return to the ship.

## MINORS

If you want to permit a minor traveling with you to go ashore without adult supervision, please discuss this in advance with the ship's Security Officer so that they can make a notation of this in our gangway control system software. Otherwise, our security personnel will generally prohibit minors from leaving the ship without an adult companion although we cannot provide absolute assurances that the minor will be kept on board.

Parents and guardians are strongly discouraged from leaving minor children on board unsupervised. Unattended children should be signed into Club HAL's port day programming if not accompanying their parents or guardians ashore.

## SECURITY RESOURCES

On international voyages that embark or disembark in the United States, Holland America Line is required by U.S. federal law to report missing U.S. nationals and onboard felonies to various federal agencies. Reportable felonies include all serious felonies (homicide, suspicious death, kidnapping, assault with serious bodily injury, sexual assaults as defined by federal laws, firing (arson) or tampering with the vessel, or theft of money or property in excess of \$10,000).

The enumerated incidents must be reported to the Federal Bureau of Investigation (FBI) by telephone as soon as possible, to the U.S. Department of Homeland Security electronically, and to the U.S. Coast Guard in writing. These requirements also apply to incidents that occur on board in U.S. territorial waters, or on the high seas or in foreign waters if the assailant or victim is a United States national. The FBI can assert criminal jurisdiction in all of these circumstances. Each of the nations visited, as well as the vessel's nation of registry (the Netherlands), may also assert jurisdiction and/or impose additional reporting requirements.

For missing persons or serious criminal incidents that occur within countries visited or their territorial waters, and for incidents within U.S. states, you may independently contact local law enforcement authorities. You may also contact the U.S. FBI or U.S. Coast Guard for incidents that arise at any time during the voyage. Holland America Line encourages all guests to learn as much as you can about the local laws and customs of the places you will visit. Good resources are your library, your travel agent, and the embassies, consulates or tourist bureaus of the countries you will visit. In addition, keep track of what is being reported in the media about recent developments in those countries.

Contact information for the FBI, U.S. Coast Guard and the National Sexual Assault Hotline is listed below. Locations of U.S. Embassies or Consulates in the ports visited and contact information for local law enforcement in these ports is listed on your stateroom televisions, on the In-Port Security screen.

**U.S. Federal Bureau of Investigation (FBI) Headquarters, Washington DC**  
(800) 225-5324 | [www.fbi.gov](http://www.fbi.gov)

**U.S. Coast Guard National Command Center**  
(800) 323-7233 | [www.uscg.mil](http://www.uscg.mil)

**National Sexual Assault Hotline Rape, Abuse & Incest National Network**  
(800) 656-4673 | [www.rainn.org](http://www.rainn.org)

# STAYING HEALTHY

The health of our guests and crew are our highest priority. We have implemented several measures on board which are designed to prevent and contain illnesses on our ships. These procedures meet or exceed standards set by the U.S. Centers for Disease Control and Prevention.

Hand washing is the single most important measure you can take to prevent the spread of infections. To help maintain a healthy environment, please wash your hands frequently and thoroughly with soap for at least 20 seconds, and rinse them well. Use a paper towel to turn off the faucet and open the door.



## *Wash your hands before:*

- Eating
- Drinking
- Smoking
- Brushing your teeth

## *Wash your hands after:*

- Going to the bathroom.
- Contacting frequently touched surfaces (e.g. handrails, door knobs, elevator buttons).
- Helping a sick person.

If water and soap are not available (for instance on shore excursions), use an alcohol-based sanitizer. Use a paper towel to turn off the faucet and open the door.

## *In addition, we strongly encourage you to exercise the following measures:*

- Hand sanitizers are only partially effective against norovirus and should therefore be used after and not instead of hand washing, particularly before eating in the buffet.
- Please try to use your stateroom, rather than public toilet facilities.
- Ensure that you minimize direct contact, such as handshaking, with others during your cruise - both on board and ashore.
- Always cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in a trash bin after you use it and wash your hands. If no tissues are immediately available, sneeze or cough into the top of your arm rather than your hands.
- Should you experience any symptoms of vomiting or diarrhea, it is very important that you return to your stateroom and immediately report your illness to the medical staff by calling Guest Services (dial 90).

In addition to twice daily routine doctor's hours, medical services are available 24 hours a day.

**MEDICAL CENTER**  
**DOCTOR'S HOURS-SEA DAYS\***  
*9:00am - 12 noon*  
*3:00pm - 6:00pm*



\* Hours of operation may vary on port days or for operational reasons. Please consult the *Daily Navigator* or the sign outside the Medical Center.

Charges will apply to medical services provided. You will receive an itemized bill that you can submit to your travel or health insurance.

## MEDICAL CENTER

Our Medical Center is staffed by qualified and licensed doctors and nurses. Our medical services meet or exceed the healthcare guidelines established by the American College of Emergency Physicians. In addition to twice daily routine doctor's hours, medical services are available 24 hours a day. For urgent medical attention 24/7, please dial 911.

## MEDICAL SHARPS AND NEEDLES

For everyone's safety, please do not discard medical needles or sharps in the trash. If required, please ask your stateroom steward or Guest Services for a sharps container.

# OUR YOUNGER GUESTS

## YOUTH PROGRAMS

We provide a variety of supervised fun for our guests ages 3 to 17. Club HAL® offers youth activities scheduled during sea days, plus teens can enjoy their own space, The Loft, in the evenings. Programs also operate when the ship is in port from 8:00am to 4:00pm.

- We do not offer programs or daycare for children under 3.
- Age group placement is based on chronological age at time of sailing.
- Children must be toilet trained, out of diapers and pull-ups, and be fully restroom independent. Youth staff cannot provide restroom assistance.
- Special needs kids requiring one-on-one care must have a parent present.

## POOLS

Children under 16 years of age need to be supervised at all times when using the pools and hot tubs. No lifeguards are on duty. No diapers of any kind, including swim diapers, are permitted in the swimming pools. Only potty-trained children are allowed.

## KEYCARDS

If you are traveling with children, please note that the keycard each guest carries is a chargeable card. If your children have a keycard it can be used to charge such items as internet service, which can become costly if used excessively. We encourage parents to monitor their children's onboard spending, as parents are responsible for any charges their children incur aboard the ship.

## WRISTBANDS

All children ages 12 and under, regardless of their participation in Club HAL, must wear their Muster Station wristband at all times throughout the cruise. In the event that the wristband is lost or damaged, wristbands are available at both Guest Services and Club HAL.

## DINING

A kids' menu is offered in the Dining Room. The Lido Market, Dive-In and New York Deli & Pizza all offer kid-friendly food. In-Room Dining also features a "For Kids" menu.

## BABYSITTING

Limited babysitting may be available through Guest Services. The cost is \$10 per hour for the first child and \$7 per hour for each additional child. Babysitting is not available from Guest Services while the ship is in port.



## AGE RESTRICTIONS

### *Bars*

The drinking age on board is 21, unless otherwise specified. Proof of age may be required. See *A Few Things About... Alcohol* in this book for more information.

### *Casino*

Guests must be 18 to gamble.

### *Fitness Center*

Must be 16 to use the gym. Guests between 16-18 must be accompanied by an adult.

## ACCREDITATION

Our commitment is to create an environment for all children on board that is safe, nurturing and empowering. All Club HAL® activities are supervised by permanent, full-time staff, and are designed to be kid friendly and age appropriate.

Holland America Line has a zero tolerance policy with respect to child abuse. Club HAL is proud to be accredited by Praesidium Inc., the national leader in child abuse prevention. Our decision to exceed national standards of care comes from our strong commitment to protect our staff and Club HAL participants. Strict policies and procedures are in place to facilitate effective monitoring and supervision in order to protect youth from abuse. At no time are adults permitted to remain in the Club HAL Youth Center unless attending to a child with special needs.

## CODE OF CONDUCT FOR MINORS

It is the responsibility of parents and guardians to accept supervisory and financial responsibility for their teens and other children, to ensure that they act in accordance with ship rules.

*Parents/guardians are required to restrain their children from:*

- Engaging in loud or disruptive behavior.
- Running in the public rooms, open decks and passageways.
- Playing in elevators.
- Damaging the vessel.

We reserve the right to disembark any guest(s), including minors, whose behavior is disruptive to other guests or crew or who cause damage to the ship.



# A FEW THINGS ABOUT ...

## ALCOHOL

Each guest 21 years\* and older may bring one bottle of wine or champagne (no larger than 750ml) on board in carry-on luggage at the beginning of the voyage. This bottle will not be subject to a corkage fee if consumed in the stateroom. Additionally, wine or champagne bottles (no larger than 750ml) in carry-on luggage are welcome, but will incur a \$18 USD (subject to change) corkage fee each, irrespective of where they are intended to be consumed. Guests are not allowed to bring beer, boxed wine, or other liquors and spirits on board. Holland America Line reserves the right to remove all alcoholic beverages from any guest luggage that violates this policy. Any alcoholic beverage found will be removed and returned on the last evening of the voyage. Guests will not receive any monetary compensation for alcoholic beverages that were removed from luggage.

\* For voyages that depart from and return to Europe, Australia, New Zealand, China, Hong Kong, Singapore or Taiwan, this policy applies to guests 18 years and older, and for voyages which depart from and return to Japan, this policy applies to guests 20 years and older.

## DRUGS

Persons in possession of illegal drugs are subject to immediate disembarkation and will be reported to law enforcement authorities. This could result in legal proceedings. Please keep in mind that the drug laws in many countries can be very restrictive and the penalties severe. Marijuana, even if prescribed for medicinal purposes, is considered an illegal drug as it is prohibited both under U.S. federal law as well as the laws of all or most of the countries that the ship visits. Prescription Marinol, which is viewed by some as an alternative to marijuana, is permitted.

## SMOKING

For everyone's comfort, all staterooms, suites, and verandahs are non-smoking. Any guest who smokes inside staterooms or on verandahs in violation of our policy will be charged a \$250 per day cleaning fee.

E-cigarettes are permitted in staterooms, otherwise only in designated smoking areas.

## SMOKING IS ONLY PERMITTED IN THE FOLLOWING LOCATIONS:

- Sea View Bar area
- Casino (designated nights, active players only)



# OUR ENVIRONMENT

The ship has an Environmental Officer on board, and is managed and certified in accordance with ISO 14001, the international standard for environmental responsibility. Holland America Line also partners with the Marine Conservation Institute (MCI), who advocates for the protection of our oceans' most fragile ecosystems.

To report any concerns or suggestions, contact the ship's Environmental Officer or call our corporate compliance hotline by dialing 3687 from any ship phone. Call toll-free from shore by calling 1-888-290-5105.

## OUR COMMITMENT TO PROTECT THE ENVIRONMENT

- To protect our oceans, we follow a Responsible Seafood Program for our restaurants.
- We use environmentally friendly cleaning supplies and soy ink for printing.
- Bottles, cans, paper, cardboard, plastic, cooking oils and hazardous waste are recycled.
- Eco-friendly dry cleaning machines use non-chemical detergents.
- Toilets and showers are set to conserve water.
- Waste water is treated to a higher level than is achieved by most municipal systems.
- Reusable items are donated.
- When feasible, we turn off engines while docked in port and instead utilize shore power.



## YOU CAN HELP

- Never throw anything overboard as it is prohibited by law.
- Never feed wild animals.
- Reuse your towels. Towels left on the rack won't be replaced. If you would like a new one, leave the used towel on the floor.
- Close exterior doors when you are not in your stateroom to reduce energy use.
- Dispose of items in the proper waste container to ensure they are recycled.
- Respect the natural environment and indigenous cultures when participating in Journeys Ashore™.
- When the ship is visiting natural environments, do not play music or make loud noises on open decks.
- Do not deface any natural area with carvings or markings.

# ACCESSIBILITY

## SCOOTERS AND MOBILITY DEVICES

For your safety—as well as the safety of fellow guests, staff, and crew—guests using scooters and powered mobility devices should exercise these responsible practices while on board.

- Reduced speeds, similar to a walking pace, should be used while on board.
- Be aware of stopping distances.
- While on board and in port, remember pedestrians have the right of way.
- Be aware of your surroundings - in front, behind, and to the sides of you, particularly when backing into or out of elevators.
- Use caution when rounding blind corners or traveling down narrow corridors.
- Always make sure to turn your scooter off and remove the key before you get off the scooter.
- Never leave personal items unattended when leaving your scooter.
- Never leave an unattended scooter in a corridor or walkway.
- When attending shows and other functions please ask the staff about the proper location to park scooters to ensure that exit routes are not blocked.
- Do not use your scooter if you are under the influence of alcohol.

You are solely responsible for the safe storage and operation of your owned/rented scooter at all times while on board ship, during transfer to/from the ship and while ashore. If voluntary assistance is provided by crew, they may not be held liable for damage occurring during assistance.

## SENSORY ASSISTANCE

Holland America Line has a variety of auxiliary aids and services available for guests who are deaf or hard of hearing and for guests who are blind or have reduced vision. If you would like to learn more, please contact Guest Services.

## MOBILITY ASSISTANCE

Holland America Line has a limited number of staterooms designed to be wheelchair and scooter accessible. Certain ship transfer operations (i.e., during tendering and at the gangways) and shore excursion facilities may not be fully accessible to wheelchairs or scooters. Some guests with limited mobility may find it difficult to embark or disembark the ship at certain times while at dock or while tendering due to steep gangways and steps, particularly during low or high tide. There may be times when guests with disabilities may not be able to use the ship's tender service or gangways due to safety concerns and the level of difficulty.

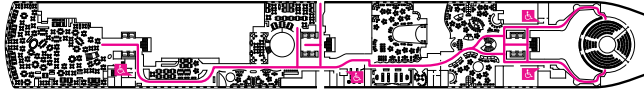
The decision to provide mobility assistance up or down a ship's gangway, or on or off a tender boat, will be made based on an evaluation of guest, crew and shoreside personnel safety. Reasonable efforts to accommodate guests' needs shall be made keeping in mind that guests, crew members and shore side personnel should not be placed at risk of injury. The decision on whether to provide mobility assistance will take into account all relevant factors including, but not limited to, weather conditions, slope of the gangway, sea conditions, shore side tender facilities, ship's location and the weight of the guest.

# MS KONINGSDAM

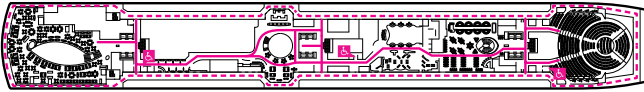
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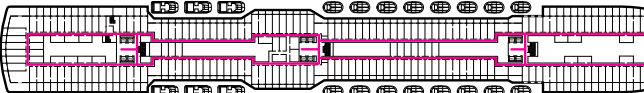
DECK 2-PLAZA DECK



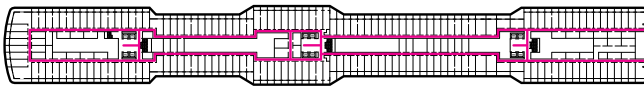
DECK 3-PROMENADE DECK



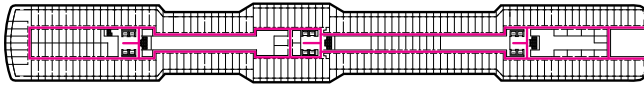
DECK 4-BEETHOVEN DECK



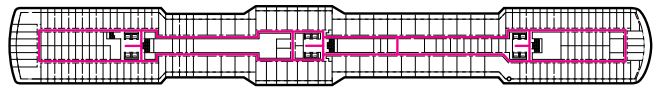
DECK 5-GERSHWIN DECK



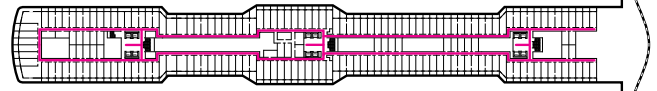
DECK 6-MOZART DECK



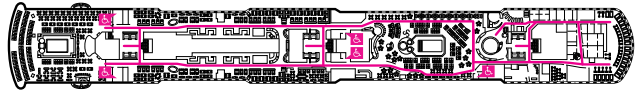
DECK 7-SCHUBERT DECK



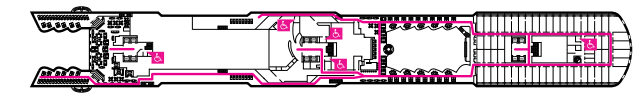
DECK 8 NAVIGATION DECK



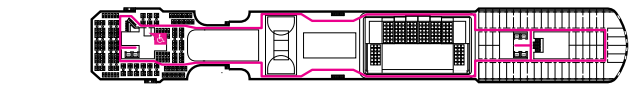
DECK 9-LIDO DECK



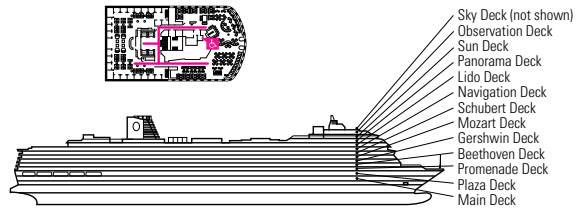
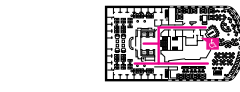
DECK 10-PANORAMA DECK






DECK 11-SUN DECK



DECK 12-OBSERVATION DECK



## ACCESSIBILITY KEY

-  Accessible Restrooms
-  Wheelchair Accessible Routes
-  May require assistance with doors to access route

**Note:** Since the *ms Koningsdam* is currently under construction some alterations to the accessible routes or accessible restroom locations may be made prior to delivery.

[hollandamerica.com](http://hollandamerica.com)

12/1/15

## QUESTIONS OR CONCERNS

For assistance in answering any questions or concerns you may have regarding accessibility please contact Guest Services (Dial 90). The ADA Shipboard Officer on the ship is the Guest Relations Manager.







JOIN US  
AGAIN SOON





# MARINER SOCIETY

## MARINER SOCIETY REWARDS

*Star Level*

When you cruise with Holland America Line, you're automatically enrolled in our Mariner Society – the most generous rewards program at sea. As a member, you'll earn Cruise Day credits for every day you cruise and for each time you make an onboard purchase, like an evening of fine dining in the elegant Pinnacle Grill or a rejuvenating spa treatment. These credits help you increase your Mariner Star status and earn even greater rewards just for doing what you love.

	★	★★	★★★	★★★★	★★★★★
<b>At Home</b>					
Mariner® magazine**	●	●	●	●	●
Annual Cruise Planner		●	●	●	●
Free subscription to <i>Food &amp; Wine</i> ® or <i>Travel + Leisure</i> ® (1 per household)				●	●
Advance information on new itineraries			●	●	●
15% discount at <a href="http://www.shophollandamerica.com">www.shophollandamerica.com</a>		●	●	●	●
Recognition Pin		●	●	●	●
<b>Booking</b>					
Special offers on select sailings	●	●	●	●	●
Free cruise fares for 3rd/4th guests (on select sailings)				●	●
Priority shore excursions and other prebooking services				●	●
Waiver of air deviation fees			●	●	●

**There are more easy ways to earn bonus Cruise Day credits and make exploring even more rewarding.**

- *Suite Bonus* – Earn double Cruise Day credits when you pay a published fare for a spacious suite or penthouse on your next cruise.
- *Onboard Spending Bonus* – Earn a bonus day-credit for each \$300 in eligible onboard purchases you make.



### Star Level

While On Board	★	★★	★★★	★★★★	★★★★★
Mariner Society Brunch	●	●	●	●	●
Mariner Society Welcome Reception			●	●	●
Collectible gift	●	●	●	●	●
Discount on select spa treatments			●	●	●
Complimentary day pass to the Greenhouse Spa & Salon Thermal Suite (1 per cruise)†					●
Priority disembarkation*				●	●
Priority tender*				●	●
Priority check-in*				●	●
10% discount on Holland America Line logo clothing sold in onboard shops (may exclude already discounted merchandise)		●	●		
15% discount on Holland America Line logo clothing sold in onboard shops (may exclude already discounted merchandise)				●	●
Two complimentary dinners in the Pinnacle Grill (free surcharge only)					●
25% discount on wine packages (excluding wine cards, Cellar Master packages, individual bottles, wine-by-the-glass and beverage gift cards)*			●		
25% discount on specialty restaurant surcharges and on beverages in the Explorations Café*			●		
25% discount on mini-bar purchases			●		
50% discount on specialty restaurant surcharges and on beverages in the Explorations Café*				●	●
50% discount on wine packages (excluding wine cards, Cellar Master packages, individual bottles, wine-by-the-glass and beverage gift cards)*				●	●
50% discount on mini-bar purchases				●	●
Complimentary cooking class (1 per cruise)					●
Complimentary winetasting (excluding Blend)				●	●
Complimentary laundry and pressing service				●	●
Complimentary photo of ship		●	●	●	●

\* Please refer to [hollandamerica.com](http://hollandamerica.com) for more information.

\*\* Email address required.

†Not available on ms Prinsendam, guest will receive additional Pinnacle Grill dinner

### STAR LEVELS AND ELIGIBILITY REQUIREMENTS

Star Mariner	One completed cruise
2-Star Mariner	30 Cruise Day credits
3-Star Mariner	75 Cruise Day credits
4-Star Mariner	200 Cruise Day credits
5-Star Mariner	500 Cruise Day credits



# DOUBLE YOUR ONBOARD SPENDING CREDIT WHEN YOU BOOK YOUR NEXT CRUISE WHILE ON BOARD!

Now you have two ways to receive Onboard Spending Credit on your next cruise. You can purchase a Future Cruise Deposit (FCD) and decide on your cruise later or you can make your booking now with the Future Cruise Consultant and **earn DOUBLE the Onboard Spending Credit!**

There is no better time to reserve your next cruise than during your current cruise! You will receive a reduced deposit, Onboard Spending Credit up to \$400USD per person and the best available rates. Visit your onboard Future Cruise Consultant for the latest sales and promotions, which are fully combinable with the Onboard Sales Program outlined below. You can even make arrangements for family and friends to sail with you even though they may not be on board. Your Future Cruise Consultant will handle all the arrangements on board and your travel professional will assist you, and receive full credit for your booking, when you get back home.

## FUTURE CRUISE DEPOSIT

LENGTH OF CRUISE	PER PERSON (USD, CAD, AUD)	PER PERSON (GBP)	PER PERSON (EURO)
3 to 21 days	\$100	£60	€75
22 to 50 days	\$300	£180	€200
51 days and longer ♦	\$1,000	£600	€740

♦ Not applicable for Grand World Voyage, Grand Voyages or segments thereof.

## ONBOARD SPENDING CREDIT

STATEROOM CATEGORY	3 TO 10 DAYS CRUISE-PER PERSON		11 TO 21 DAYS CRUISE-PER PERSON		22 TO 50 DAYS CRUISE-PER PERSON		51 DAYS & LONGER CRUISE-PER PERSON	
	Future Cruise Deposit Only	with Booking	Future Cruise Deposit Only	with Booking	Future Cruise Deposit Only	with Booking	Future Cruise Deposit Only	with Booking
Interior Staterooms/ Ocean-View Staterooms	\$25USD	\$50USD	\$50USD	\$100USD	\$100USD	\$200USD	\$150USD	\$300USD
Verandah Staterooms	\$50USD	\$100USD	\$75USD	\$150USD	\$150USD	\$300USD	\$200USD	\$400USD
Suites (Pinnacle, Neptune, Signature, Vista)	\$50USD	\$100USD	\$100USD	\$200USD	\$150USD	\$300USD	\$200USD	\$400USD

SEE YOUR FUTURE CRUISE CONSULTANT FOR MORE DETAILS AND TO ARRANGE YOUR NEXT CRUISE

Terms and conditions apply