



2024 ALASKA CRUISETOUR TIPS



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IMPORTANT INFORMATION

TOURING ALASKA & CANADA

Congratulations on your upcoming Alaska cruisetour adventure! On behalf of Holland America Line, thank you for your patronage; we look forward to welcoming you as you embark on your journey into the Great Land.

To ensure you have the finest vacation experience possible, please acquaint yourself with the information in this document, as well as the supplemental Know Before You Go online. For information on the cruise portion of your Alaska cruisetour, including Express Docs and your personalized travel plans, [download the Navigator app](#) (available for both Apple and Android devices).

EXPRESS DOCS AND NAVIGATOR APP

EXPRESS DOCS (ECO-FRIENDLY CRUISE DOCUMENTS): Log in to the Holland America Line Cruise Planner to review & confirm booking details, arrange & confirm travel, plan activities, and prepare to board. Complete the Online Check-in to retrieve boarding passes and print embarkation luggage tags. Once completed, documents will be available in Express Docs, or the Navigator App. Be sure to print your ship embarkation luggage tags before you leave home and keep them with any cruisetour travel documents. Embarkation luggage tags will be placed on your luggage at a later date. Guests may select to print as many as needed for their vacation.

With Express Docs, Cruisetour documents are available up to 15 days before departure date, and all or part of your Express Docs can be printed at your convenience*. This includes your boarding pass, itinerary, and if you booked air with Holland America Line, air travel information. Information is encrypted, secure, easily updated, and

ready to email or print for yourself, family, and friends as often as you wish. What's more, our eco-friendly cruisetour documents are delivered electronically, contributing to paper conservation and the preservation of precious fossil fuels.

PLEASE NOTE: Your Express Docs contain the most accurate source of itinerary information. The My Custom Itinerary feature on the Holland America website is not a substitute for Express Docs and may not reflect changes to your unique itinerary.

*Access to Express Docs is not available once you have started travel.

NAVIGATOR APP: Once you've completed Online Check-In at hollandamerica.com, retrieve your digital boarding pass via the app to expedite embarkation at the pier. You can also book shore excursions prior to your cruise. Personalize your cruise experience once you're on the ship with our free mobile-friendly tool. Plan your daily activities, browse and purchase shore excursions, view restaurant menus, make dining reservations, check your account balance and more. The Holland America Line Navigator App is your indispensable tool for cruise planning, embarkation, managing your onboard experience and booking shore excursions.

For more information, please visit Frequent Asked Questions at: <https://www.hollandamerica.com/en/us/plan-a-cruise/get-ready-for-your-cruise/faq>.

PERSONAL TRAVEL IDENTIFICATION REQUIREMENTS

It is the sole responsibility of the guest to obtain and present any required travel documents necessary for travel, including incurred costs associated to any entry requirements. All guests should keep themselves apprised of current government requirements. Guests arriving at the pier without proper documentation may be denied boarding without compensation. Holland America Line is unable to

make visa arrangements enroute or upon arrival. Please be advised, travel requirements are stipulations of governing bodies, and NOT that of Holland America Line.

Holland America Line highly recommends all guests carry a passport that is valid for at least six months beyond the completion date of travel. A passport ensures the ability to travel via air from the U.S. to a foreign port in the occurrence of missed embarkation, or emergency disembarkation.

All cruisetour travel documentation must be identical to the information listed on guest's legal documentation (passport, etc.). Otherwise, proof of name change (e.g., marriage license, divorce decree, or court order) with a valid government issued photo ID must be presented. Any discrepancies may prevent travel.

PLEASE NOTE: In addition, depending on itinerary, citizenship or residency, visas and/or supplemental documents may be required as dictated by governing bodies. It is the guest's sole responsibility to obtain and have available the necessary documents for travel, including any incurred costs. Boarding may be denied, or fines may be levied against guests without proper documentation. Payment of any fines levied is the responsibility of the individual guest.

TRAVEL BY AIR, LAND, OR SEA - For U.S. or Canadian Citizens

Travel document requirements may vary based on age, citizenship, cruisetour, and flight itinerary. All visitors arriving from or transiting through the United States should visit the [U.S. Customs and Border Protection](#) and [Canada Border Services Agency](#) websites for information concerning the requirements to enter, transit through, or to return to Canada or the United States. All travelers must satisfy government declared requirements and carry acceptable proof of citizenship and identification documentation. If a guest does not have the proper documents, it may cause delay, or result in refused entry, at the guest's own expense.

A valid PASSPORT IS REQUIRED for all guests traveling on Holland America Line cruisetour itineraries containing international flight segments (Yukon). It is the airlines policy all passports books must be valid six months beyond the completion date of travel.

All other Alaska cruisetour itineraries require either a PASSPORT (recommended) or valid WESTERN HEMISPHERE TRAVEL INITIATIVE (WHTI) compliant documentation that fulfills entry requirements. As a reminder, if your pre- or post-cruisetour travel plans include international air travel including flights between U.S. and Canada, a valid passport book will be required to board your flight.

WHTI COMPLIANT DOCUMENTATION INCLUDES:

- **PASSPORT - HIGHLY RECOMMENDED** as it is the only reliable and universally accepted travel identification document for the purpose of international travel. Passports should remain valid six months beyond the completion date or travel (valid for air, land, and sea travel).
- **NEXUS Card*** - U.S. citizens who are members of the NEXUS program may present their membership card as proof of identification and as a document that denotes citizenship at participating pre-clearance airports (valid for **air** travel from the U.S., and **land**, or **sea** travel. NOT valid on Yukon cruisetours due to included air travel).
- **FAST Card*** - U.S. citizens who are members of the FAST program may use their cards as proof of identity (valid for **land** and **sea** border crossings only. NOT valid on Yukon cruisetours due to included air travel).
- **PASSPORT Card*** - (valid for land and sea border crossings only. NOT valid on Yukon cruisetours due to included air travel).
- **STATE ISSUED ENHANCED DRIVERS LICENSE (EDL)**** - (valid for **land** and **sea** border crossings only. NOT valid on Yukon cruisetours due to included air travel).
- **OTHER***** - For more information and a list of approved

documentation, please refer to: <https://travel.state.gov/content/travel/en/international-travel/before-you-go/travelers-checklist.html> and <https://www.cbp.gov/travel/us-citizens/western-hemisphere-travel-initiative>

VISAS AND ELECTRONIC ENTRY VISAS: U.S. citizens are exempt from any visa or eTA requirement but must carry proper identification. For more information about Canadian visas or eTAs, please visit the Canada government website at: <https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/visitor-visa.html>.

***NEXUS, FAST, and Passport cards** cannot be used for the flight between Fairbanks, Alaska, U.S. and Dawson City, Yukon, Canada. A valid passport is still required for non-participating airports. Participating NEXUS pre-clearance airports include: Halifax Robert L. Stanfield International Airport, Montréal-Pierre Elliott Trudeau International Airport, Ottawa Macdonald-Cartier International Airport, Toronto Pearson International Airport, Winnipeg James Armstrong Richardson International Airport, Calgary International Airport, Edmonton International Airport, Vancouver International Airport, Boston Logan International Airport, Chicago Midway, Fort Lauderdale-Hollywood International Airport, Miami International Airport, Newark Liberty International Airport, Orlando International Airport, Southwest Florida International Airport, Tampa International Airport, and Washington Dulles International Airport).

****Enhanced Driver's License** cannot be used for the flight between Fairbanks, Alaska, United States and Dawson City, Yukon, Canada. The EDL driver's license, or EDL non-driver photo identification, allows legal travel to and from Canada, Mexico, and some Caribbean countries by land or sea only and is offered only in the U.S. states of Michigan, Minnesota, New York, Vermont, and Washington state as well as in the Canadian provinces of British Columbia, Manitoba, and formerly Ontario and Quebec, to applicants that can prove identity and citizenship. Passports are still required for all international flights. The EDL includes a banner that says "Enhanced" and includes a picture of an American flag in the bottom-right corner.

*****REAL ID** is not the same as the EDL and is not a WHTI compliant document. The REAL ID cannot be used for border crossing unless accompanied with proof of US citizenship. The REAL ID includes a gold circle with a star in the top right corner. WHTI-compliant documents are only acceptable for entry or re-entry into the United States. You may be required to present additional or different travel documents, such as a passport when entering foreign countries, including some countries in the Western Hemisphere.

Please Note:

U.S. Citizens on Closed-loop/Cruises: U.S. citizens who board a cruise ship at a port within the United States, travel only within the Western Hemisphere, and return to the same U.S. port on the same ship may present a valid US passport, U.S. passport Card, Enhanced Driver's License/Enhanced Non-Driver's License or Trusted Traveler Program card such as Nexus, Senti or Fast Cards. However, while a passport is still the preferred document, in the absence of any of the documents listed above, U.S. citizens can present a valid government issued photo identification (i.e. other than a valid U.S. passport book/passport card), along with approved proof of citizenship (an original or copy of his or her U.S. government issued birth certificate, a Consular report of Birth Abroad, or a Certificate of Naturalization).

Important for Guests Booked on Collector Voyages: Documentation requirements are based upon each individual cruise sailing. Thus, Collector's Voyages or back-to-back cruises that consist of travel from a U.S. port to an international port followed by a sailing from an international port back to the original U.S. port do not qualify as "closed loop" sailings; a valid passport is required and guest's cannot travel on these cruises with a government issued photo ID (i.e. other than a valid U.S. passport book/passport card) along with proof of citizenship.

Puerto Rico: Birth certificates from Puerto Rico issued prior to July 1, 2010 are not valid forms of proof of citizenship that is accepted by U.S. Customs and Border Protection. Guests from Puerto Rico either need to present a WHTI-compliant document or a government-issued photo identification with a validated birth certificate issued after July 1, 2010.

Children: U.S. citizen children under the age of 16 traveling on a closed-loop cruise (a cruise in the Western Hemisphere which originates and ends in the same U.S. port) will be able to present their government issued birth certificate or other proof of U.S. citizenship, such as a naturalization certificate or citizenship card to sail. Birth certificates can be an original or photocopy. Children traveling on non-closed loop cruises should possess a valid passport or other WHTI compliant document. For entry into Canada, Children under 16 only need proof of U.S. citizenship.

Passport requirement when minors travel with one adult on voyages governed by U.S.: Western Hemisphere Travel Initiative (WHTI) (includes travel within Bermuda, Canada, Caribbean, Mexico, and United States): When minors are traveling with only one adult 21 years of age or older, Holland America Line requires that all guests must be in possession of a valid passport. Holland America Line has implemented this requirement so that you all remain together should an emergency arise that requires one or more in your party to be disembarked in a non-U.S. port. Holland America Line cannot guarantee that all members of your party will be allowed to disembark with only a WHTI-compliant document or birth certificate.

If you are not the parent or Legal Guardian of any minor child traveling with you, you must present an original letter signed by at least one of the child's parents. The letter from the child's parent must provide contact information and authorize the traveling adult to take the child on the specific cruise.

For more information regarding documents needed for your cruise, please visit: <https://travel.state.gov/content/travel/en/international-travel.html> or call the National Passport Information Center toll free at 1-877-487-2778 or TDD/TYY at 1-888-874-779.

TRAVEL BY AIR, LAND, OR SEA - For Non-U.S. and Non-Canadian Citizens

Travel document requirements may vary based on age, citizenship, cruisetour, and flight itinerary. All visitors arriving from or transiting through the United States should visit the [U.S. Customs and Border Protection](#) and [Canada Border Services Agency](#) websites for information concerning the requirements to enter, transit through, or to return to Canada or the United States. All travelers must satisfy government declared requirements and carry acceptable proof of citizenship and identification documentation. If guests do not have the proper documents, they may be delayed or refused entry, at their own expense. Please carefully verify any existing identity requirements for individual travel situations. In addition, non-U.S. citizens who have previously been admitted to the United States for permanent residence must carry their Permanent Resident Card (Form I-551), commonly known as a Green Card. Resident aliens not in possession of this must obtain one at the nearest office of the U.S. Immigration Service.

A valid PASSPORT IS REQUIRED for all Non-U.S. or Non-Canadian citizen guests traveling on Holland America Line cruisetour itineraries. It is recommended that passports be valid for six months beyond the completion date of travel.

VISAS AND ELECTRONIC ENTRY VISAS:

Canadian Visas: Canadian officials WILL NOT allow guests to remain onboard while in a Canadian port without proper documentation. If a guest is a NON-U.S. or NON-Canadian citizen, they may require an Electronic Travel Authority (eTA) to fly or transit through Canada even if they do not require a TRV. Travelers with a valid visa for

Canada are exempt. This requirement is for arrival into Canada by air and the eTA must be obtained prior to boarding the flight to Canada. To apply for this eTA, or for more information about Canadian visas, please visit the Canada government website at: <https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/visitor-visa.html>.

ENTRY INTO CANADA

While most U.S. citizens, as well as foreign nationals from other countries, will be able to enter or visit Canada, any person may be denied entry to Canada for reasons including, but not limited to: security risks, health issues, financial condition, and/or involvement in criminal activity. Nearly all convictions (including DUI, DWI, reckless driving, negligent driving, misdemeanor drug possession, felonies, domestic violence [assault IV], shoplifting, theft, etc.), make a person inadmissible to enter Canada regardless of when the conviction occurred. It is recommended that any person who has ever been charged with, or convicted of, a crime obtain the necessary approval documents before attempting to enter Canada.

To learn more about applying for and receiving these approvals and corresponding documentation, we strongly recommend that you visit the following website for details regarding the requirements and process: <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/inadmissibility.html>.

PLEASE NOTE: This is only a guide. A Canadian immigration officer will decide if you can enter Canada when you apply for a visa, or when you arrive at a port of entry.

ENTRY INTO THE UNITED STATES

UNITED STATES VISA WAIVER PROGRAM: The Visa Waiver Program (VWP) allows citizens of participating countries to travel to the United States without a visa for stays of 90 days or less, when they meet all requirements.

ALL VWP travelers will be required to hold valid machine-readable passports that include specified security features (biometric identifiers) to enter the United States. A biometric identifier is an electronic scan of a physical feature, such as an eye, hand, fingerprint, or face. This will allow immigration inspectors to verify identity. In addition, travelers are required to have an approved electronic travel authorization via the Electronic System for Travel Authorization (ESTA). The Electronic System for Travel Authorization is an automated system that determines the eligibility of visitors to travel to the United States under the Visa Waiver Program. ALL VWP travelers to the U.S. will be required to complete an online application and obtain ESTA authorization prior to boarding a carrier by air or sea to the United States. We suggest that guests visit: www.cbp.gov/travel/international-visitors/esta for additional information regarding the ESTA.

Guests will need to print and carry their ESTA application response as it will need to be presented at the pier along with your passport. An ESTA will need to be completed for each family member traveling on the cruise. Travelers who have not obtained approval through ESTA should expect to be denied boarding on any air carrier bound for the U.S.

PLEASE NOTE: Citizens of the following countries (excluding U.S. Permanent Residents) that participate in the Visa Waiver Program must possess an ESTA for entry into the United States: Andorra, Austria, Australia, Belgium, Brunei, Chile, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, the Netherlands, New Zealand, Norway, Poland, Portugal, San Marino, Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan and the United Kingdom (only British citizens with the unrestricted right of permanent residence in England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man are eligible to enter the United States with ESTA).

CONTACT INFORMATION

Holland America Line is dedicated to offering the finest experience to our guests, providing unparalleled service. With us, travel is personal. Enjoy total relaxation under the attentive service of Holland America Line personnel during your Alaska cruisetour adventure. Holland America Line Driver Guides, Guest Service Hosts, McKinley Explorer® Rail Guides, and Tour Directors are available to answer any questions and provide assistance throughout the land portion of the cruisetour. However, should a question arise in any of the following cities, please contact the respective Guest Service Host at the following numbers:

Alyeska:	1-907-264-7950
Anchorage:	1-907-264-7950
Dawson:	1-867-993-5542
Denali:	1-907-683-6450
Fairbanks:	1-907-455-1987
Seward:	1-907-264-7950
Skagway:	1-907-983-6088
Talkeetna:	1-907-733-2900
Whitehorse:	1-867-668-3225

PLANNING

AIRLINE CONNECTIONS

Transfers between airport and pier, customs inspections and airport security checks take time. If independent air transportation was purchased, please allow adequate time for transfers, inspections, and security checks.

- **SEATTLE:** Flights should be scheduled to depart no earlier than 12:00 pm and arrive no later than 1:00 pm.
- **SEATTLE/VANCOUVER:** Flights should be scheduled to arrive at Seattle-Tacoma Airport no later than 9:30 am. Final motorcoach to Vancouver departs promptly at 10:30 am. Flights should be scheduled to depart Seattle no earlier than 3:00 pm.
- **VANCOUVER/VANCOUVER:** Flights should be scheduled to depart no earlier than 11:00 am and arrive no later than 2:00 pm.
- **ANCHORAGE (WHITTER)/VANCOUVER:** Flights should be scheduled to depart no earlier than 11:30 am and arrive no later than 1:30 pm.

PLEASE NOTE: Guests will be responsible for all expenses incurred if joining a cruise or land tour already in progress.

EXTRA COST PROVISION

Based on flight itinerary, guests may arrive earlier than the start date of the cruisetour. While reasonable effort is made to accommodate early check-in, it is not a guarantee; an additional night may need to be purchased. Cruisetour overnight accommodations are generally available at approximately 3pm on the first day of a cruisetour. If your flight arrives in the early morning of the first day of your cruisetour, your room accommodations will not be available unless you have purchased an additional overnight.

At optional pre-or-post destinations, weather may adversely affect flights. If guests are required to spend an additional night, due to weather, or other circumstances beyond Holland America Line's control, guests will be responsible for their own hotel and meal costs. Neither the tour operator nor the airline will assume this additional expense.

Please be advised that a credit or debit card is required for all non-included purchases made at Holland America Line's hotel properties and aboard the McKinley Explorer. Cash is not accepted at these locations for items such as meals, drinks, retail goods, and optional tours. However, we recommend having cash on hand for optional gratuities.

CRUISETOUR NUMBER

Holland America Line guests are each assigned to a group number which corresponds to their cruisetour itinerary. The maximum group size is determined by multiple factors, including staffing and the number of available seats on transportation modes. Occasionally, cruisetours will utilize more than one method of transportation. In this instance, the total number of guests on the cruisetour will be split into smaller groups. A letter will be assigned to your cruisetour number, forming different and distinct transportation groups that will travel the same itinerary. For example, when there are two Y2Cs, there will be a Y2C/A and Y2C/B. **If guests traveling on separate bookings want to travel in the same split/group, please inform Holland America Line Guest Services, or your Travel Agent Cruise Planner of this information at least 50 days prior to departure and advise them to cross reference each booking number.** We will do our best to ensure that groups are kept together, but there may be times when this is not possible.

CLIMATE

Alaska and Canada represent a wide range in climate. It is not unusual for temperatures to range from 40° F to 90° F (4.5° C to 32° C) depending on location and time of year.

ALTITUDE

During the cruisetour, guests may travel at elevations ranging from sea level to 4,700 feet. For concerns, please consult a physician in advance of your trip. Itineraries including air will travel via pressurized aircraft.

HOW TO PACK FOR YOUR CRUISETOUR

Cruisetours include long traverses utilizing multiple transportation modes, exposure to variable climates, and frequent arrivals and departures. Packing smart to minimize bags needed on the land portion will help you get the most out of your adventure. Pack casual clothing and thermal layers that will keep you comfortable in variable temperatures and while in traveling long distances. Stick to casual activewear meant for exploring the great outdoors. We suggest a waterproof outer-layer and an insulating, inner layer. Comfortable, sturdy shoes are a must. **CASUAL DRESS** is **ALWAYS** encouraged during the **LAND** portion, however, be sure to include a few outfits for formal nights and dinners on the ship, packed separately from your land portion luggage.

IMPORTANT LUGGAGE REMINDERS:

- All luggage should have a sturdy personal identification tag that will not be lost or damaged during typical airport luggage handling.
- Essential medicines, passports, travel documents, valuables and breakables should be hand carried in your possession. Do not pack these items in your checked luggage (which is inaccessible during transit). Firearms, explosives, fireworks, bear spray and illegal drugs are prohibited without exception.
- Many domestic airline carriers now impose excess baggage fees for one or more bags and for bags weighing over 50 pounds, so check with your carrier regarding weight restrictions.
- Holland America Line will make every effort to assist you in safeguarding your belongings. Please remember, you are responsible for your belongings at all times. Holland America Line is not responsible for money, jewelry, cameras, binoculars, documents, or any other articles other than when solely in the possession of Holland America Line luggage handlers.

PLEASE NOTE: We strongly encourage our guests to obtain baggage insurance. Your travel advisor can assist you with this. For further information, please see the baggage policy as detailed in the Baggage section of your Cruise Contract.

CRUISETOUR LUGGAGE PROGRAM

Holland America Line cruisetours include complimentary luggage handling service. While guests will have access to all their luggage throughout the CRUISE portion of their cruisetour, access to luggage will be limited within during the LAND portion of interior Alaska. Cruisetours include long traverses utilizing multiple transportation modes, with frequent arrivals and departures. Packing smart to minimize bags needed on the land portion will help you get the most out of your adventure. It is HIGHLY RECOMMENDED guests utilize their ONE luggage piece and ONE Personal Item allotted throughout the land portion of their cruisetour. Please note the luggage instructions below pertaining to the land portion of Alaska cruisetours:

THERE ARE FOUR CATEGORIES OF LUGGAGE, DETAILED BELOW:

1. PERSONAL ITEM (HAND-CARRY TOTE/BACKPACK/BRIEFCASE) GUEST TO CARRY

- No Holland America Line tag is required, but please attach a personal ID tag for every bag
- Please carry your essentials with you every step of the way!
- Recommended items include travel documents, passport, photo ID, important medication, CPAP machine, toiletries, camera, personal electronics, any valuables, and any extra clothing items as personally needed.
- Guest's Personal Item should be a size that is comfortable to carry and able to be stowed under a seat. Soft sided tote bags or backpacks no larger than 17"x14"x4" with a zippered enclosure are recommended.
- Wheeled carry-on cases that are used as carry-on luggage on airlines are too large and are NOT suitable as personal item luggage on motorcoaches and trains.

2. JOIN ME TONIGHT LUGGAGE PROGRAM - FOR CRUISETOUR GUESTS IN ALASKA & YUKON

- A personal ID tag MUST be attached to every bag. Guests will receive luggage tags and instructions for their Join Me Tonight luggage upon arrival at the first overnight location.
- Each guest is allotted ONE piece of Join Me Tonight luggage, and ONE Personal Item piece between Whittier and Fairbanks. When disembarking in Whittier, simply pack your Join Me Tonight luggage bag, attach the appropriate disembarkation tag, and place where instructed for pickup. Always keep your personal item piece with you.
- Our luggage handlers will pick up your tagged Join Me Tonight luggage and deliver it to your room at the next overnight location on your land tour. This bag will be transported separately from you and will NOT be accessible during transit.
- Recommended items for this bag include clothing, sleepwear, non-essential toiletries, extra shoes, and anything else you might need in the evenings (but not need access to during the day).
- Guests traveling on a YUKON cruisetour, depending on their itinerary, may have all of your luggage delivered to their hotel room in Skagway, Whitehorse, Dawson City, and Fairbanks. However, during your DENALI portion, guests will have the allotted one piece of luggage per person, delivered for your Denali stay.
- Guests traveling on a DENALI cruisetour will have one piece of luggage per person accessible throughout the land portion of their cruisetour.
- Yukon cruisetour guests who fly to/from Vancouver as part of

the cruisetour, will retain possession of all luggage while flying to/from Whitehorse & Vancouver. Guests are responsible to check and claim all luggage in both Whitehorse and Vancouver. These guests will NOT receive Join Me Tonight tags upon arrival in Vancouver or Whitehorse.

PLEASE NOTE: Guests traveling on a Yukon cruisetour which involves a flight between Dawson City and Fairbanks or Dawson City and Whitehorse, on the aforementioned flights each guest is permitted to check up to two bags (on these flights only) with a maximum combined weight of no more than 50lbs. and each guest is permitted one carry-on bag weighing no more than 13lbs. This is due to flight operations, weight and balance limitations.

3. JOIN ME IN FAIRBANKS/ANCHORAGE LUGGAGE PROGRAM - WHITTIER DISEMBARK ONLY

This service is for guests who disembark their cruise in Whittier PRIOR to the land portion of their cruisetour. It is NOT available for guests on Yukon cruisetours due to international customs laws.

- Prior to ship disembarkation It is recommended that you pack separate bags with items needed for your cruise but NOT needed on land.
- Guests will be given instructions onboard the ship on how to appropriately tag luggage for Whittier disembarkation.
- Bags tagged with Join Me in Anchorage or Join Me in Fairbanks will be stored securely and will not be accessible until the final night of your land tour.

4. JOIN ME ONBOARD LUGGAGE PROGRAM - WHITTIER EMBARKATION ONLY

This service is for guests who embark their cruise in Whittier AFTER the land portion of their cruisetour, excluding guests on Yukon cruisetours.

- Please be sure to attach a personal ID tag for every bag.
- For guests cruising after the land tour, guests should pack separate bags for items not needed on land. This does not include guests travelling on the Yukon cruisetour that begins in Vancouver with a flight to Whitehorse. All guests bags will travel with the guest while in Vancouver, Whitehorse, Dawson City and Fairbanks due to customs and immigrations laws.
- Join me Onboard bags are perfect for the items needed on the cruise but not on the land tour, such as formal wear, dress shoes, or dinner jackets. (On the land portion of the cruisetour, the dress code is always casual so there is no need for formal wear.)
- Upon departure from your first Interior Alaska city, any Join Me Onboard tagged bag(s) will be securely stored and inaccessible until they are delivered to the guests onboard stateroom.

GUESTS ON THE LAND PORTION OF THE CRUISETOUR PRIOR TO THEIR WHITTIER CRUISE:

Due to airport security, all guests must identify and claim their own luggage from the luggage carousel at the airport. Please check for any airline damage at this time. **All airline damage must be claimed prior to departing the airport.**

- Please ensure **all essential items are packed in the allotted Personal Item/hand-carry tote**, including but not limited to: travel documents (ID and/or passport), essential medication(s), CPAP machine, as well as appropriate attire and footwear for the day's activities.
- Holland America Line staff will arrange for designated guest luggage to be delivered to the first overnight destination or securely stored until guests reach the ship.
- Upon arrival at an overnight destination, guests will receive new luggage tags and instructions to ensure proper delivery to the next overnight location. All luggage will be delivered directly to the guest's room.

PLEASE NOTE: Luggage is transported separately and will be inaccessible until it arrives at the next overnight location. Due to transportation, and/or staffing delays, or other unforeseeable circumstances, luggage may not be available immediately upon arrival. **Do not pack your passport or any essential items in any of your checked luggage.**

WHAT TO EXPECT

THE CRUISETOUR EXPERIENCE

WHAT YOUR CRUISETOUR INCLUDES

- All transportation, as indicated in the itineraries
- Transfer of guest and luggage during the cruisetour (Please see exceptions under “What Your cruisetour Does Not Include”.)
- Hotel accommodations (shared basis)
- The services of a variety of Holland America Line Representatives throughout the land portion of the cruisetour
- Activities as indicated in itineraries*.
- The services of a Holland America Line Tour Director throughout the land portion of the Cruisetour for **Yukon cruisetours only**.

* Due to seasonal road and weather conditions, the provided Denali National Park tours distance and length vary based on the discretion of Denali National Park.

WHAT YOUR CRUISETOUR DOES NOT INCLUDE

- Air transportation, unless included in the itinerary
- Airline baggage fees
- Transfer of guest and luggage at the Anchorage, Fairbanks, Vancouver, and Seattle airports except where specifically indicated in the itinerary
- Meals, except while aboard cruise ship and where specifically indicated in the itinerary
- Gratuities (please see the section “Gratuities During Your cruisetour” for more information)
- Optional excursions
- Denali cruisetour guests will have access to Guest Service Hosts at each overnight location. A Holland America Line Tour Director does not accompany guests.

GRATUITIES DURING YOUR CRUISETOUR

Because gratuity practices on land differ from those aboard the ship, many of our guests request guidelines on local standards. Gratuities are strictly up to the individual guest and should be based on the quality of service received. If you desire to offer an individual expression of your appreciation, you may use the following guidelines:

- Transfers: US\$1.00 per bag
- Driver-Guides: Up to US\$10.00 per day for full day of touring
- Housekeeping: US\$2.00 per room, per night
- Food Service: 18 - 20% of pretax bill
- Tour Director: US\$10.00 per guest, per day
- Rail Team: Up to US\$10.00 per guest, per full day
- Excursions: Discretionary gratuities are customary

PLEASE NOTE: All luggage-handling gratuities are included in your cruisetour for all hotels shown on the itinerary.

BOOKING OPTIONAL EXCURSIONS

We encourage guests to review and pre-purchase their excursion options online by going to the Holland America Line website (hollandamerica.com). Choose from a wide variety of excursions, both on land and at sea, that fit your lifestyle, ranging from easygoing activities to high adventure - all in a customized eBrochure. **While onboard the ship, optional land excursions will not be NOT available**

for purchase. Optional land excursions must be pre-purchased or purchased onsite during the land portion of the cruisetour. Please contact a Guest Service Host or visit a Tour Desk for questions or concerns relating to Optional Land Excursions.

Optional Shore Excursion Cancellation Policy (cruise portion of cruisetour): While enjoying the cruise portion of your cruisetour you will have the opportunity to enjoy Shore Excursions. Cancellations for pre-paid tours are allowed up to 3 days prior to cruise embarkation and will be refunded to the credit card used for the purchase. If within 3 days of embarkation, all changes/cancellations **for shore excursions** must be done onboard the ship and refunds will be applied to the guests onboard account. If the credit is not fully utilized during the cruise, the balance will be paid to that passenger by the ship's Purser at the end of the voyage. If cancellation occurs onboard after the cancellation deadline for specific shore excursions, a 100% cancellation fee will apply. The ship's shore excursions office will be able to advise of the cancellation deadline applicable to each tour. Group shore excursions cancelled within three days prior to embarkation (sail) date are nonrefundable. Custom tours may have different cancellation deadlines which will be stated in the proposal.

Optional Land Excursion Cancellation Policy (land portion of cruisetour): While on the land portion of your cruisetour, optional excursions are called land excursions. **All land excursions are non-refundable within 3 days of the first date of your cruisetour departure (this may be the embarkation date if you cruise first).**

Optional land excursions purchased onsite during the land portion of the cruisetour are FINAL SALE. If a cancellation occurs after the cancellation deadline for a specific land excursion, a 100% cancellation fee will apply. In the rare instance that tours are cancelled by Holland America Line or the tour operator, further specific refund information will be provided onsite. Please contact a Guest Service Host or visit a Tour Desk for questions or concerns relating to Optional Land Excursions. Based on a guest's itinerary, at the vendor's discretion, with advance notice, it may be possible for a tour to be rescheduled. It is highly recommended guests purchase travel insurance, as optional land excursions cannot be refunded outside of the cancellation timeframe.

OPTIONAL MEAL PLAN

Meals are generally not included in the land portion of your cruisetour. Meal plans are only available for purchase prior to the start of the guests cruisetour and are NOT available to add during travel. If guests purchased the Optional Meal Plan, meal vouchers will be placed in the Welcome Envelope upon arrival at each location. Additional details are available in guest travel documents. For guests with dietary restrictions, please advise your meal server. Please note that any pre- or post- nights added to the itinerary will NOT come with additional meals. The vouchers received will match the meals listed in the purchased Optional Meal Plan. For any questions or concerns while traveling, please reach out to a Guest Service Host or your Tour Director.

VOUCHERS

Most services in Alaska and Yukon (other than meal plans) do not require vouchers. However, if a guest's itinerary requires one or more vouchers, they will receive them in either their Express Docs or the Welcome Envelopes upon arrival. Keep any vouchers on your person so that they will be readily available for each service. Do NOT pack them in your luggage.

MOTORCOACH TRAVEL

During the land portion of the cruisetour, travel may be aboard comfortable, air-conditioned motorcoaches. Most coaches are restroom equipped. Periodic stops will be made for picture taking and stretching.

- Smoking, vaping, and open containers of alcohol are not permitted while onboard motorcoaches.
- There are no reserved or assigned seats.
- If specific seating due to a disability or a lift-equipped motorcoach is required for the cruisetour, please contact Holland America Line Access & Compliance Department via e-mail at: HALW_Access@hollandamerica.com or via phone at 1-800-547-8493; TTY 1-800-254 8669; locally at 1-206-626-7044 to make arrangements. As not every coach has lift capabilities, Holland America Line will need at least two weeks advance notice to secure a lift-equipped vehicle.

PLEASE NOTE: Tour buses in Denali National Park are operated by the National Park Service concessionaire, NOT by Holland America Line. Although the buses are not equipped with a restroom, there will be frequent stops for restroom breaks during your tour.

MCKINLEY EXPLORER® RAIL TRAVEL

During the land portion of the cruisetour, travel may be aboard Holland America Line's comfortable, air-conditioned double-decker McKinley Explorer® Rail Cars. The rail cars offer full-service beverage and snack service in the domes and full-service meals for purchase (breakfast and lunch) downstairs in the dining rail cars. Each rail car is restroom equipped.

- Space is limited, please pack only the allotted Personal Item (hand-carry tote), along with an extra outer top-layer of clothing as needed.
- Smoking or vaping is not permitted onboard rail cars.
- All rail cars have assigned seats according to tour itinerary and number of traveling companions. If specific seating due to a disability or a lift-equipped rail car is required for the cruisetour, please contact Holland America Line Access & Compliance Department via e-mail at: HALW_Access@hollandamerica.com or via phone at 1-800-547-8493; TTY 1-800-254 8669; locally at 1-206-626-7044 to make arrangements. As not every rail car has lift capabilities, Holland America Line will need at least two weeks advance notice to secure a lift-equipped rail car.

DAILY SCHEDULES

Alaska is the largest state in the United States - more than twice the size of Texas! Holland America Line's itineraries feature destination highlights to provide the most complete vacation possible. Because of this, it is necessary to cover quite a bit of ground every day. Please be prepared for early morning departures and evening arrivals during your cruisetour. We are sure you will take home many unforgettable memories of scenery, sights, and adventures.

WELCOME ENVELOPES: Guests will receive a Welcome Envelope upon arrival at each new location. This will include a daily agenda specific to each location. Please refer to the information and timings listed in the Welcome Envelope as it provides the most up-to-date details. Previously quoted times and other printed information may have changed due to individual schedule needs or tour availability.

A NOTE ABOUT HOTELS IN ALASKA AND YUKON

There are certain tour destinations in Alaska and Yukon where guests should not expect deluxe accommodations. In comparison with many destinations, this is still a relatively remote land. Holland America Line makes every effort to use high quality properties in every location. All are clean, comfortable, and brimming with northern hospitality.

In our effort to sustain Alaska and the Yukon, stayover service is not automatic and is available by request only. Please contact the hotel front desk, or Guest Services to request items or stayover service as needed. Not all accommodations offer air conditioning, but fans may be available upon request.

Although it does not happen frequently, during the cruisetour, Holland America Line reserves the right to make reasonable changes

and comparable substitutions in accommodations at their discretion.

Triple and quad rooms are available only in certain Alaska and Yukon cities. When available, they may contain two double beds, or one double bed and a convertible sofa. If separate beds are required, we suggest guests pre-purchase additional rooms before the start of the cruisetour.

For triple or quad bookings, please be aware of the bedding arrangements. If the cruisetour goes to a city that does not accommodate triples or quads, guests will be placed in two separate rooms; this additional cost will already be reflected in the cruisetour pricing.

PLEASE NOTE: Hotels in Alaska and the Yukon do not permit smoking in the hotel rooms and common areas. Additionally, not all accommodations offer elevators at their locations. If ground level accommodations are required, please request this ahead of time.

Suite Category & Upgrades: Please note, onboard suite category assignments do not transfer to the land portion of the Cruisetour. Many of the Alaska accommodations do not have standard suites available, and while best efforts are made to place guests in suitable and comparable selections, rooming is determined by many factors including time of booking, inventory, accessibility issues, etc. A suite category onboard the cruise, unfortunately, does not transfer to the land portion.

SUSTAINABILITY

Holland America Line continually works to find ways to promote sustainable tourism. In these efforts we would like to encourage guests to bring refillable water bottles, reusable straws, and reusable bags while enjoying their travels. In further efforts to sustain Alaska and the Yukon, stayover service is not automatic and is available by request only. To learn more about Holland America Line's ongoing commitment to environmental stewardship and conservation in all of our operations, visit: <https://www.hollandamerica.com/en/us/about/our-company/sustainability>.

GUESTS WITH DISABILITIES

Holland America Line is committed to providing safe, easy, and accessible accommodations for all persons with disabilities, to the extent that is feasible. We do not discriminate against individuals on the basis of disability and are dedicated to offering quality service to all guests.

Despite best efforts, please be advised that accessible facilities, hotel rooms, and services may be limited in certain areas of Alaska and the Yukon. It is recommended that guests make every effort to contact Holland America Line Guest Accessibility Department via e-mail at HALW_Access@hollandamerica.com or via phone at 1-800-547-8493; TTY 1-800-254-8669; locally at 1-206-626-7044 and submit a Special Requirements Information (SRI) form upon booking or at minimum 45 days prior to departure. Please be as specific as possible, advising our Guest Accessibility Department of any accessible hotel room needs, in order for arrangements to be made with the hotel properties prior to arrival. Guests who are unable to care for their basic needs (e.g. dressing, eating, etc.) MUST have a capable traveling companion.

For details on any pre-arranged rental program, or oxygen deliveries, please contact:

Special Needs at Sea

Phone: 1-800-513-4515 (locally at 1-954-585-0575)

Email: info@specialneedsatsea.com

Website: <http://www.specialneedsatsea.com>

ScootAround

Phone: 1-877-478-7827 (locally at 1-780-986-6404)

Email: reservations@scootaround.com

Website: <http://www.scootaround.com>

SCOOTERS & WHEELCHAIR:

Holland America Line offers a limited number of staterooms, and accessible rooms designed to be wheelchair and scooter accessible. For the safety of all guests and crew, scooters and other mobility equipment MUST be securely stored and charged in the guest's stateroom and is NOT permitted in hallways or elevator lobbies. For this reason, Holland America Line has size and weight guidelines for scooters. If a guest plans to bring a scooter throughout the land portion of the cruisetour, please contact and inform the Guest Accessibility Department. Certain transfer operations may not be fully accessible to wheelchairs or scooters.

For persons not capable of walking on their own, the use of a wheelchair will be the primary mobility assistance aid. Situations may occur in which guests with limited mobility may not be able to access all areas and locations of the cruisetour. For the safety of all concerned, Holland America Line staff shall make the final determination regarding the carrying of guests with mobility limitations and their mobility assistance device (wheelchair, scooter, walker, etc.), considering all appropriate matters including, but not limited to, weather conditions, location, weight of the guest, or their mobility device, etc. While every effort is made to assist guests, we are unable to provide staff members who can spend all or most of their time working with a single guest to address ongoing special needs. Guests who require that level of care will need to travel with a companion who is able to provide them with the assistance necessary.

Holland America Line is no longer able to provide complimentary wheelchair assistance for any purpose other than embarkation, disembarkation, and emergency situations. Holland America Line wheelchairs are not available for tours, for use on board, or for use during the cruisetour. If a guest requires regular use of a wheelchair, we recommend that the guest bring their own wheelchair with them. Guests may also make advance rental arrangements prior to their sailing and have a wheelchair delivered directly to the ship for use onboard, in ports of call, and throughout the cruisetour. For additional details on the pre-arranged rental program, please contact the approved listed companies, Special Needs at Sea or ScootAround.

PLANNING AHEAD

It is essential that Holland America Line be notified as soon as possible (preferably at the time of booking) of any special medical, physical, or other requirements (e.g. if a guest intends to travel with a scooter, power chair, or wheelchair), to ensure best efforts are made in accommodation. Not all accommodations offer elevators at their locations. If ground level accommodations are required, please request this ahead of time. Guests who are unable to care for their own basic needs (e.g. dressing, eating, etc.) MUST have a capable traveling companion. In limited situations, Holland America Line may find it necessary to ask an individual to make alternative travel arrangements, (e.g. if an individual with a disability is unable to satisfy certain specified safety or other criteria, even when provided with appropriate auxiliary aids and services). There are no Holland America Line medical care or staff on cruisetours. In the event of emergencies, guests will be transported at their own expense to the nearest medical facility.

Certain third-party transfer and tour facilities may not be fully accessible to guests with disabilities. Although we endeavor to ensure companies comply with legal requirements, we cannot guarantee all are able to provide services and facilities that are accessible to persons with disabilities. For detailed, up-to-date, information on accessibility offerings and limitations involving tours, we strongly recommend contacting our Shore Excursions Department prior to embarkation at 1-888-425-9376 (or locally at 1-206-626-7320).

TRANSPORTATION

AIR: Guests traveling on a cruisetour to the Yukon will fly between Dawson City and Fairbanks. The planes utilized for these flights may

not be able to accommodate power chairs or motorized scooters due to weight capacity limitations. Additionally, guests will be required to negotiate approximately 25 steps to the flight. Limited assistance is available for boarding on these flights; guests who require assistance should contact our Guest Accessibility Department well in advance of departure, preferably at the time of booking to request. Apart from arrangements for the Yukon, wheelchair assistance that is requested for airports must be done directly through the airline. Holland America Line is unable to arrange for wheelchair assistance at airports. Guests must also ensure their powered chair is compliant with airlines in Canada and the USA. For guests flying to or from Dawson City, Yukon Canada with a powered chair, please visit: <https://www.flyairnorth.com/about/accessibility>.

MOTORCOACH: If lift-equipped transportation is required, please advise the Guest Accessibility Department as soon as possible (preferably at the time of booking), in order for an appropriate motorcoach to be arranged and assigned to the cruisetour. The motorcoach lift capacity for the wheelchair/scooter and guest combined cannot exceed 600 pounds.

Lift-equipped transportation is limited in Vancouver, B.C. Thus, it may be necessary for Holland America Line to make alternate transportation arrangements such as a sedan vehicle for guests who are able to transfer from a wheelchair to the front or back seat of a sedan. For guests who are not able to transfer to a sedan, due to the limited number of wheelchair accessible transfer vehicles available, it may be necessary to request that guests needing this vehicle travel with only one companion from his/her party, with additional members in the party accommodated separately on standard transfer coaches.

EMBARKATION/DISEMBARKATION-WHEELCHAIR ASSISTANCE

Guests requiring assistance with embarkation and disembarkation procedures do not need to request this assistance in advance. For embarkation procedures please advise the Shore Operations staff upon arrival of your need for assistance boarding the ship. Please note that this service is on a first come first served basis, guests should be prepared to wait if assistance is not available immediately upon arrival.

Guests requesting this service will be assisted as far as the security checkpoint on the ship – if the use of a mobility device is needed while on board, we recommend the guest rent a wheelchair for the duration of their cruise. For additional details on the pre-arranged rental program, please contact the approved listed companies, Special Needs at Sea or ScootAround.

For disembarkation procedures, please contact the Front Office once on board to advise them of any need for assistance. The Front Office staff will provide details on the times and meeting location where staff will be available to assist in disembarking the ship.

OXYGEN: Guests traveling with oxygen should notify Guest Accessibility of the amount of oxygen being used as well as the type of oxygen or oxygen equipment being used. Due to limitations on the volume of gas or liquid oxygen that can be carried on a motorcoach, we suggest the use of a portable oxygen concentrator during the cruisetour. When planning for appropriate battery power, please be prepared for early morning departures and evening arrivals during your tour. Holland America Line's itineraries feature many highlights to provide guests the most complete vacation possible. Because of this, it is necessary to cover quite a bit of ground every day.

Any guests needing continuous or intermittent oxygen for chronic conditions must make their own arrangements prior to travel. Please contact us, or your travel advisor, for more information. The following companies have been approved for all oxygen and/ or oxygen equipment being delivered to a Holland America Line vessel or to your beginning cruisetour hotel property:

Special Needs at Sea

Phone: 1-800-513-4515 (locally at 1-954-585-0575)

Email: info@specialneedsatsea.com

Website: <http://www.specialneedsatsea.com>

ScootAround

Phone: 1-877-478-7827 (locally at 1-780-986-6404)

Email: reservations@scootaround.com

Website: <http://www.scootaround.com>

Oxygen and/or oxygen equipment deliveries will NOT be accepted from any other company. Guests are welcome, however, to bring their own oxygen and/or oxygen equipment from their home. Please note that our staff and crew are not permitted to handle guest oxygen and/or oxygen equipment during the Cruisetour thus, if brought, each guest or their companion must be able to handle their own supplies. Please contact the Guest Accessibility Department prior to booking if you will require oxygen while on your cruise. If guests require additional information on the ship's facilities or ability to accommodate your needs, please feel free to contact the Guest Accessibility Department. If any medical equipment requires distilled water, it may not be available in some of the more remote areas of Alaska and the Yukon; please make arrangements to travel with your own supply during that time.

PLEASE NOTE: Some airlines have restrictions concerning traveling with oxygen and oxygen containers. It is the traveler's responsibility to be familiar with and comply with the regulations of the airline on which he/she is traveling. Guests traveling on a cruisetour to the Yukon will fly between Dawson City and Fairbanks. The approximate flight time between Dawson City and Fairbanks is one and a half hours, including boarding and disembarkation. The planes utilized for these flights are not able to accommodate requests for oxygen containers; all guests using oxygen on these cruisetours must travel with a portable oxygen concentrator to be used in flight. Portable oxygen concentrators must also be approved by Canadian authorities.

For more information regarding accessibility requirements for Air Nort, please refer to: <https://www.flyairnorth.com/about/accessibility>.

Additionally, the following form must also be completed by a physician: <https://www.flyairnorth.com/sites/default/files/2019-12/4N-PortableOxygenConcentratorForm-20150818.pdf>.

For an up-to-date list of approved POC's from Transport Canada, please visit: <https://tc.canada.ca/en/aviation/reference-centre/advisory-circulars/advisory-circular-ac-no-700-002#s2-3>.

For information regarding the Transportation Security Administration's Screening Tips for Persons with Disabilities, please visit the Travelers with Disabilities and Medical Conditions section of their website at: <http://www.tsa.gov/travel/special-procedures>.

PETS

Apart from qualified service animals for guests with disabilities, animals or pets are not allowed on board. If a guest plans to bring a service animal, they must contact the Guest Accessibility Department and provide documentation of current vaccinations. Please review the disembark requirements for a service animal specific to each port of call. The best places to obtain specific information on required documentation and immunizations for your service animal are the U.S. Department of Agriculture's website, local customs offices in the specific ports, and from the service animal's veterinarian. All documentation and immunization requirements are established by government authorities and not by Holland America Line. Please contact our Guest Accessibility Department for any assistance locating this information.

For further information, please visit the Accessible Cruising section of our website at: <https://www.hollandamerica.com/en/us/about/our-company/accessibility>. Covered topics include: Stateroom Information; Mobility Equipment; Ship Transfer Options; Shore-side Mobility including Airports and/ or Train Stations and Land Tours and/or Shore Excursions; Service Animals; Blind or Low Vision; Deaf or Hard of Hearing; Oxygen; Food Allergy Information; Children with Special Needs; Wheelchair Accessible Route Maps.

If guests require special accommodations on the Cruisetour due to a disability, please contact Holland America Line Guest Accessibility Department via e-mail at GuestAccessibility@hollandamerica.com to make arrangements.