

KNOW BEFORE YOU GO

Speak, Write and Promote – Alaskan Cruise Event August 1-8, 2015

How much time do I need to allow for embarking and disembarking?

For air arrivals and departures into Vancouver or Seattle, it is recommended guests allow adequate time for transfer between the airport and pier, customs inspections and airport security checks. On the day of departure (**August 1**) flights should arrive no later than **1:30 PM to Vancouver Airport (YVR)**. On the day the ship returns (**August 8**), flights should depart after **11:30 AM from Vancouver (YVR)**. If you are flying into or out of Seattle (SEA) for this cruise, flights should arrive no later than **10:00AM on August 1** and depart after **3:00PM on August 8**.

Can I purchase transfers from the airport to the ship?

Arrivals in Vancouver (YVR): If you are arriving in the Vancouver Airport (YVR) on the day of sailing you may add transfers to the ship for \$28.00 per person each direction. The Vancouver Airport (YVR) is located about 35 minutes away from the ship terminal.

Arrivals in Seattle (SEA): If you are arriving in Seattle (SEA) on the day of sailing, transfers are \$65.00 per person each direction. Plan on 3 – 4 hours travel time between Seattle Airport and the cruise terminal.

Flight numbers and details are required for your transfer reservations. These transfers are provided by Holland America and **must be added to your cruise booking by July 10th**.

When may I embark the ship?

The *m/s Noordam* departs from **Canada Place** at 5:00 pm. Embarkation begins at approximately 11:30 am. Guests are requested to be on board no later than 90 minutes prior to sailing time. The Pier address is: 999 Canada Place, Vancouver, BC V6C3E1. For those driving, parking is available at VINCI Park at \$23 (plus tax) per day. www.vinciparkcanadaplace.ca or 604-684-6634.

Air or Hotel Reservations

For those passengers who need airfare from the U.S., the Worldview Travel Air Department can give you a free quote for the best fare and schedule. Please contact Lynn at 800-627-8726 ext. 1226 or email her at lynn@worldviewtravel.com. Please include requested dates and times with all email requests. Downtown Vancouver is located about 5 minutes from the Port. There are many good discount internet sites available, such as www.hotels.com or www.kayak.com, both offering a variety of different-priced hotel options.

Dining

Our group will use Late Dining which begins at 8:00PM, or “Anytime Dining” which allows you the flexibility to dine anytime between 5:15 pm to 9:00PM. A casual alternative is the Lido Restaurant where you can choose from the buffet or a made-to-order meal. Room service is also available and is complimentary.

Reservation-Only Dining Room

As a delicious alternative to the main dining room, try the Pinnacle Grill Restaurant. There is a \$29.00 per person charge for this wonderful experience. Or, enjoy fine Italian cuisine at Canaletto for \$10 per person. These specialty restaurants require reservations which can be made onboard or online in advance.

Can the Dining Room accommodate special diets?

Watching your salt, fat or sugar intake? Going Vegetarian? Advise us at the time of booking and we'll be happy to accommodate any special diets. Gluten-free or special medical diets must be pre-ordered a minimum of 60 days prior to sailing. These do require a form submission to Holland America directly. Contact Life Journeys/Worldview Travel to request this form.

What's included in the Cruise Price?

- All meals, including room service, except in the specialty “reservations only” restaurants.
- Most entertainment & activities onboard.
- The full seminar program and special events for the group.

What's not included in the price?

- Air Transportation cost or transfers to the ship
- Shore excursions in the various ports
- On board: sodas, alcoholic beverages and bottled water, telephone calls or internet access service, spa treatments, laundry or dry cleaning, photographs, casino gambling, and gratuities (Fee is per person/per day, \$12 for suites, \$11.50 for non-suites for the duration of the cruise). This will be charged to your onboard account at the end of the cruise by Holland America.

Stateroom Details

All staterooms include: Double closets, full length mirrors, extra-deep chest of drawers, safe, hairdryers, remote-controlled Flat Screen TV and DVD players. Staterooms are equipped with both North American standard 110 volt and European Standard 220 volt outlets.

May I bring my own liquor On-Board?

Only wine and champagne are allowed. A corkage fee will be charged for wine or champagne brought to the restaurants or bars for consumption.

Cruise Attire

Casual wear will be appropriate for days onboard. For evening wear, count on two basic types of attire:

- Casual - dresses, or slacks & blouse for women; sport shirts & trousers for men
- Formal - cocktail dresses for women; suits & ties, or tuxedos for men

There are two formal nights for this cruise. No self service laundry or ironing facilities are available. Full laundry services, including pressing, are available for a fee.

Are there any special activities for kids?

Absolutely! Holland America's Club HAL®, a special, fully supervised program for children 3 (must be potty trained) to 17, has lots of cool stuff for kids. For tweens 8 to 12 and teens 13 to 17 there's miniature golf, pool and pizza parties, video games, disco, movies and more. The chefs have designed a special menu that has their favorites including pizza, hamburgers, hot dogs, and fish 'n' chips.

When can I reserve my shore excursions?

Booking shore trips are usually available between 120-60 days before sailing. **Pre-booking excursions is highly recommended.** You can pre-book your excursions with your booking number up to 4 days prior to sailing at <http://www.hollandamerica.com/cruise-destinations/ShoreExcursions.action> or by calling Holland America at 888-425-9376. You may also make arrangements when you board your ship at the Excursions Desk.

Ship Contact Information

Your E-Documentation packet will contain detailed information including the phone number and email address for your ship. The Internet Café is available for sending and receiving emails and is open 24 hours a day. Wireless internet is available from various locations on-board for your laptop, but not in the staterooms. Charges for internet access will be posted to your ship board account.

Weather

Expected temperatures range from a low of 50° F (night) to a high of 65° F (day). Layered clothing is suggested, along with a folding umbrella in case of rain or mist. It is advisable to check the internet for up-to-date weather conditions prior to sailing. Bringing binoculars would also enhance viewing scenery.



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