



Holland America Line

A Signature of Excellence

Access to
Excellence

*Come immerse yourself in the
classic elegance and perfect service of our
accessible world.*



Pack your suitcase, leave your cares behind and prepare to experience the world from a very accessible perspective. Open the door — for a few days or several weeks at a time — to a level of service that has prompted the readers of *Porthole Cruise Magazine* to recognize Holland America Line as having the “Best Overall Facilities for Physically Challenged Passengers.” Imagine an elegant dinner where the menu can be in Braille, a private verandah with wheelchair access, freedom.



Somewhere in the world there's a beach with your name on it, easily discovered and accessed thanks to our innovative tender boat lift systems.



The sun goes down, and night comes alive with lavish Las Vegas-style production shows and fast action around the tables in the Casino.



A wraparound teak Promenade Deck lined with classic teak deck chairs invites you and your best friend to breathe in the fresh sea air for hours.

Premium Service Accessible Adventures

Delivered perfectly, graciously.



Hot stone massage



Elegant dining, fine wines

Whatever your special needs — an accessible transfer from the airport to the pier, help selecting shore excursions, a massage in the privacy of your stateroom — expect to be cared for completely.

ROOM TO MANEUVER

Wide companionways throughout our ships provide accessible routes to all the fun.

GOING UP

Spacious, accessible elevators with Braille control panels and audible signals whisk you effortlessly from one deck to the next.

CURTAIN TIME

Infrared systems/Assistive Listening Devices (ALDs) in showrooms and theaters allow for enhanced enjoyment of Holland America Line's dazzling production shows and blockbuster movies.

BON APPÉTIT!

Where to dine tonight? An elegant five-course dinner in the Dining Room? An intimate table for two in the Pinnacle Grill? A casual bite in the Lido? Whichever you select, enjoy impeccable service, accessible seating, and, for guests with visual disabilities, large-print or Braille menus upon request.*

SHIP TO SHORE

Holland America Line is the first cruise line to offer a specially designed tender lift system that can provide seamless transfer from ship to tender to shore. *(More on page 5.)*

SWIM, SUN, SPA!

At poolside find transfer lifts for easy pool access.* In the spa and fitness center enjoy a variety of accessible activities and beauty treatments. And on our private island in the Bahamas, kick up some sand in one of our beach wheelchairs.

IN YOUR ROOM

An expansive sense of comfort awaits in your private onboard home. Holland America Line offers Wheelchair Accessible Staterooms on all of our vessels as well as Modified Accessible Staterooms on selected vessels.♦

Modified Accessible Staterooms offer features for guests with partial mobility limitations. These staterooms have standard interior and exterior door openings as well as a step into the bathroom.♦

Modified Accessible Staterooms include features such as:

- Shower-only bathrooms with a low threshold into the shower
- Additional grab bars in the bathroom
- Wheelchair Accessible Staterooms offer features such as:
 - Wide entry doors
 - Roll-in showers with grab bars, benches and hand-held shower nozzles
 - Lowered closet and towel rods

Plus, any stateroom on board can be fitted with special accessories such as

- TTY/TDD machines
- Visual door knocker
- Vibrating bed alert
- Braille cabin materials

TRAVELING COMPANIONS

If you require assistance with basic daily tasks such as eating and dressing, or if you will need help attending the mandatory safety drill, we require that you travel with a companion who can assist you.

* Contact our Access & Compliance Department for more details.

♦ Modified Accessible Staterooms are available on the ms Statendam, ms Maasdam, ms Ryndam and ms Veendam.

A LIFT FROM THE AIRPORT

Transfer vehicles with hydraulic lifts are available at most airports and pier facilities in the United States at no charge to our Fly/Cruise guests. In Europe and other international destinations where wheelchair lifts may not be available, it might be necessary for Holland America Line and/or Worldwide Shore Services to make alternate transportation arrangements. To reserve accessible transportation, contact Holland America Line's Access & Compliance Department.

ON ALERT

Available on request: TTY/TDD machines and kits for the hearing-impaired that include vibrating bed alert, visual door knocker and phone amplifier.

DIALYSIS AT SEA

Require peritoneal dialysis? No problem. Just arrange for your fluid and equipment to be delivered to the ship. Guests undergoing hemodialysis may make arrangements by contacting a travel professional who specializes in this service. (Names are available on request from our Access & Compliance Department.)

SEA DOGS

Specially trained service animals such as guide dogs and mobility-assistance dogs are welcome aboard. Please note, however, that many of our enticing ports of call have established strict documentation and immunization requirements. If your service animal does not have the proper papers or if there are local quarantine requirements, it may not be permitted to disembark. To avoid disappointment, please contact the U.S. Department of Agriculture to determine the policy of each of the destinations you will be visiting.

BREATHING EASY

As invigorating as the fresh sea air may be, there's no substitute for medical oxygen for guests with respiratory needs. You are welcome to bring your own oxygen and/or oxygen equipment from home.

Or you may arrange to have oxygen delivered to the ship. However, for security and safety reasons, all vendor-provided oxygen and/or oxygen equipment delivered to our ships must be provided by a Holland America Line-approved company.* Deliveries will not be accepted from any other company.

EXPECTING?

Due to limited medical facilities on board, we will not accept reservations for women who will be 24 or more weeks pregnant at the time their travel with Holland America Line concludes.

SCOOTERS AND WHEELCHAIRS

Count on us for wheelchair assistance during embarkation and disembarkation and for emergency situations. If you require regular use of a wheelchair, you are welcome to bring your own. You may also make advance rental arrangements prior to your sailing and have a wheelchair delivered directly to the vessel.

If you are planning to rent a wheelchair or scooter for delivery to your stateroom, please note that all deliveries must be made by an approved provider.* Deliveries will not be accepted from any other company.

Use a scooter? For safety reasons, we require that all scooters meet certain size restrictions and be readily stored and charged in guest staterooms.

* For information regarding an approved company, please contact our Access & Compliance Department or visit our website at www.hollandamerica.com.



Every request — be it a Braille menu or two sugars in your tea — is miraculously anticipated by a staff whose sole purpose is to please you.

Tender Ports of Call

Seamless transfers to shore.



Rhodes, Greece

Shore Excursions

An accessible world.

At certain ports of call where there are no pier facilities, tender boats are used to transport guests from the ship to shore — seas permitting. Our innovative lift system makes it possible for guests to move directly on and off these tenders while remaining in their wheelchairs.*

AFRICA

Abidjan, Ivory Coast	A
Banjul, The Gambia	A
Port Said, Egypt	A

ASIA/PACIFIC

Bay of Islands, New Zealand	A
Christmas Island, Kiribati	D/A
Jayapura, Irian Jaya, Indonesia	A
Milford Sound, New Zealand	A

CARIBBEAN/PANAMA CANAL

Belize City, Belize	A
Bocas del Toro, Panama	A
Charlestown, Nevis	A
Gatun Lake, Panama	A
George Town, Grand Cayman	A
Grand Turk, Turks & Caicos Islands	A
Gustavia, St. Barts	A
Half Moon Cay, Bahamas	A
Key West, Florida	D/A
King's Wharf, Bermuda	D/A
La Romana, Dominican Republic	D/A
Montego Bay, Jamaica	A
Nassau, Bahamas	A
Ocho Rios, Jamaica	A
Philipsburg, St. Maarten	D/A
Puerto Caldera, Costa Rica	D/A
Road Town, Tortola, B.V.I.	D/A
Roatán, Honduras	D/A
San Blas Islands, Panama	A
San Juan del Sur, Nicaragua	A
San Juan, Puerto Rico	A
St. George's, Grenada	D/A
St. John, U.S. Virgin Islands	A
St. Thomas, U.S. Virgin Islands	D/A
Virgin Gorda, Tortola, B.V.I.	A

GRAND WORLD VOYAGE

Georgetown, Ascension Island	A
St. Helena, British Territory	A
Vava'u, Tonga	A

HAWAII/SOCIETY ISLANDS

Bora Bora, Society Islands	A
Hilo, Hawaii	D/A
Honolulu, Hawaii	D/A
Kona, Hawaii	A
Lahaina, Maui	A
Moorea, Society Islands	A
Nawiliwili, Kauai	A
Nuku Hiva, Marquesas Islands	A
Raiatea, Society Islands	A

MEXICO

Acapulco, Mexico	D/A
Cabo San Lucas, Mexico	A
Costa Maya, Mexico	D/A
Cozumel, Mexico	D/A
Ensenada, Mexico	A
Loreto, Mexico	A
Mazatlán, Mexico	D/A
Puerto Vallarta, Mexico	A
Santa Cruz Huatulco, Mexico	A
Santa Rosalia, Mexico	A
Zihuatanejo, Mexico	A

NORTH PACIFIC

Korsakov, Sakhalin, Russia	A
Petropavlovsk, Kamchatskiy, Russia	A
Yokohama (Tokyo), Japan	D/A

SOUTH AMERICA

Boca da Valeria, Brazil	A
Buenos Aires, Argentina	D/A
Devil's Island, French Guiana	A
Easter Island, Chile	A
Gustavia, St. Barts	A
Luderitz, Namibia	A
Kingstown, St. Vincent	A
Las Piedras, Venezuela	A
Manta, Ecuador	D/A
Mindelo, São Vicente, Cape Verde	D/A
Parintins, Brazil	A

SOUTH AMERICA (CONTINUED)

Santa Bárbara de Samaná, Dominican Republic	A
Stanley, Falkland Islands	A
St. George's, Grenada	A

CANADA/NEW ENGLAND

Bar Harbor, Maine	A
Gloucester, Massachusetts	A
Newport, Rhode Island	A
St. Anthony, Newfoundland	A

HOLIDAY

Cabrits/Roseau, Dominica	A
Roatán, Honduras	D/A

ALASKA

Dutch Harbor, Alaska	D/A
Haines, Alaska	D/A
Juneau, Alaska	D/A
Ketchikan, Alaska	D/A
Kodiak, Alaska	D/A
Sitka, Alaska	A

EUROPE

Akureyri, Iceland	A
Alghero, Sardinia	A
Almería, Spain	A
Bizerte, Tunisia	A
Canakkale, Turkey	A
Corfu, Greece	A
Dubrovnik, Croatia	D/A
Flâm, Norway	A
Gallipoli, Italy	A
Geiranger, Norway	A
Guernsey, Channel Islands	A
Hellesylt, Norway	A
Honningsvåg, Norway	A
Horta, Azores	A
Isafjörður, Iceland	A
Katákolon (Olympia), Greece	A
Kristiansand, Norway	A

EUROPE (CONTINUED)

Le Havre, France	D/A
Lerwick, Shetland Islands	A
Liverpool, England	D/A
Longyearbyen, Norway	A
Marmaris, Turkey	A
Milford Haven, Wales	A
Mitilíni, Lesbos, Greece	D/A
Monte Carlo, Monaco	A
Návpليون, Greece	A
Nesebŭr, Bulgaria	A
Nuuk (Godthåb), Greenland	A
Plymouth, England	A
Portoferraio, Italy	D/A
Qaqortoq, Greenland	A
Reykjavík, Iceland	A
Rhodes, Greece	A
Santorini, Greece	A
Sorrento, Italy	A
St. Anthony, Newfoundland	A
St. Peter Port, Guernsey, Channel Islands	A
Stavanger, Norway	A
Villefranche, France	A
Visby, Gotland, Sweden	A
Ystad, Sweden	A

A – anchor (tender)

D/A – dock or anchor

* Lifts may not be available in all tenders in all ports.

Our shore excursions are designed to bring out the best in each destination — be it nature, history, culture or art. Our Shore Excursions Manager will be glad to verify the accessibility of desired shore excursions and land tours and help you plan your onshore adventures.

Similarly, with advance notice, our Guest Relations Manager can help coordinate the special assistance you might need getting up and down the gangways. And thanks to Holland America Line's innovative hydraulic tender lift system, it is possible for guests to roll directly on and off tenders while remaining in their wheelchairs. Happy landings!

PLAN, PLAN, PLAN AHEAD

We can't emphasize enough the importance of contacting Holland America's Access & Compliance Department well in advance of your cruise — at least 60 days if possible. The department is open Monday through Friday, 8:00am to 5:00pm Pacific Time.

Phone: (800) 547-8493

Fax: (800) 577-1731

E-mail: halw-access@hollandamerica.com

TTY: (800) 254-8669

• Require large-print or Braille menus? Let us know early so they are ready and waiting upon your arrival.

• Need a kit for the hearing-impaired in your stateroom? Let us know so we can have it installed.

• Bringing a service animal that requires special relief facilities? Let us know!

• Just fill out a Special Requirements Information (SRI) form, and we will work directly with you to meet your every need.

RECENT AWARDS AND ACKNOWLEDGEMENTS

BEST OVERALL FACILITIES FOR PHYSICALLY CHALLENGED PASSENGERS
Readers' Choice Awards 2001, 2002, 2003 — *Porthole Cruise Magazine*

BEST DISABLED-ACCESSIBLE LINE
Readers' Choice Awards, 2000 — *Porthole Cruise Magazine*

HIGHEST-RATED PREMIUM CRUISE LINE —
Readers of *Travel + Leisure*

HIGH DELUXE FIVE-STAR-PLUS RATING —
World Ocean & Cruise Liner Society

BEST OVERALL SERVICE —
Porthole Cruise Magazine

BEST OVERALL CRUISE VALUE —
World Ocean & Cruise Liner Society



Where do your dreams take you? We sail there. From the comfort of a five-star Holland America ship you can see . . . the world.

Facilities and Services for Guests with Disabilities

Holland America Line does not discriminate against persons on the basis of disability and seeks, to the extent feasible, to accommodate guests with disabilities. Recognized by publications like the "Handicapped Travel Newsletter," Holland America is at the forefront of the cruise industry in providing facilities and services to guests with disabilities.

In October 2003, Holland America Line, along with other cruise line members of World's Leading Cruise Lines (WLCL), created a partnership with the Society for Accessible Travel & Hospitality (SATH) to expand the potential customer base for the WLCL to travelers with disabilities. Additionally, SATH will serve in an advisory role regarding the accessibility features of the vessels among the WLCL's seven brands. While Holland America Line strives to make its ships accessible and enjoyable for travelers with disabilities, this agreement will enable Holland America Line and other WLCL brands to build upon these efforts even further.

As part of its *Signature of Excellence* service enhancements, Holland America Line recently introduced "Access to Excellence", a 10-minute DVD. The "Access to Excellence" DVD illustrates how Holland America Line ships accommodate guests with a variety of special needs including those requiring wheelchairs, scooters or service animals; those who are sight or hearing impaired; and those using oxygen.

Many travelers with physical limitations find a cruise to be an excellent vacation experience. However, in order to avoid disappointment, Holland America Line requests advance notification about any special requirements at the time of booking. In limited situations where an individual with a disability would be unable to satisfy certain specified safety and other criteria, even when provided with appropriate auxiliary aids and services, Holland America Line may find it necessary to ask the individual to make alternative travel arrangements.

Although Holland America Line's ships dock at many ports of call, there are times when the ship is at anchor some distance from the port and it is necessary to use the ship's tenders (small boats) to transport guests to and from shore. Nine ships are now equipped with wheelchair-accessible tenders -- the Statendam, Ryndam, Maasdam, Veendam, Rotterdam, Volendam, Zuiderdam, Oosterdam and Westerdam -- and the remaining ships are scheduled to have them in the near future. With a regular tender, transferring from the ship's tender dock to the tender and from the tender to the pier ashore may be difficult for those who use wheelchairs, in certain sea conditions. In some situations, mobility assistance will involve carrying passengers. Situations may occur in which guests who use wheelchairs or scooters may not be able to go ashore at the time they desire or are unable to go ashore at all in certain ports. For the safety of all concerned, the ship's captain shall make the final determination regarding the carrying of guests, taking into account all appropriate matters, including, but not limited to, weather conditions, ship's location, weight of the passenger, etc.

All public rooms on Holland America Line ships are wheelchair accessible. Elevators on board all ships accommodate wheelchairs, as do designated public area restrooms.

For guests who use wheelchairs, Holland America Line has wheelchair-accessible staterooms equipped with roll-in showers, shower seats and heavy-duty handrails. In addition, the exterior and bathroom doors are wider than standard doors in order to accommodate the width of most wheelchairs and scooters. The availability of these accessible staterooms can be limited. Holland America

recommends that if a guest requires one of the accessible staterooms, the guest should make a request as early as possible.

Bathrooms in non-accessible staterooms will have a five-inch step and a 19.5 inch-wide doorway. However, additional pieces of equipment can be brought in to the stateroom in order to assist passengers with certain physical limitations. For example, a portable commode, hand-held shower and/or elevated toilet seat can be provided. Guests requiring additional equipment can make their requests through Holland America's Access & Compliance Department.

There are a limited number of wheelchairs available on board each ship. Holland America Line does not confirm the exclusive use of a wheelchair to a specific individual for the entire duration of the cruise. Guests requiring use of a wheelchair on a continuous basis should either bring their own or rent one from a medical supply company.

For the safety of all our guests and crew and to enhance accessibility for persons with special needs, Holland America strongly recommends that all personal electric mobility equipment (scooters) meet the following criteria:

Width: 23" maximum in order to be accommodated in a standard cabin, unless collapsible to a width of 23" or less

Weight: 100 lbs. maximum without battery

Batteries: Gel or Dry Cell only

We recognize that for some people, a larger scooter may be essential. If a passenger requires a larger scooter, please contact Holland America at 1-800-547-8493 so that we can discuss their requirements. Persons utilizing scooters that are wider than 23" would need to be booked in one of our accessible cabins. Also, to enhance accessibility on and off the ship, scooters weighing more than 100 lbs. may need to be of a type that is easily disassembled.

For the safety of all passengers and crew, mobility equipment needs to be securely stored and charged in the passenger's stateroom, and not in hallways or elevator lobbies on board Holland America vessels. Scooters left in these areas could restrict people needing to travel through these areas in an emergency, particularly other passengers using mobility aids since they would have no way of getting by a scooter left in a hallway.

Holland America Line is responsive to special dietary needs. Guests with potentially fatal food allergies should contact the Access & Compliance Department to discuss their specific dietary needs. If special dietary items are not readily available, Holland America may need to arrange to have these foods brought on board. Holland America advises that 60 days advance notice can be required in order to make these arrangements. In addition, specialty items brought on board may be charged to the guest's on board account.

For guests who are deaf or hard of hearing, Holland America Line's ships have TTY/TDD equipment, amplified telephones, visual alert alarms, closed caption decoders on televisions and an assistive listening system for the movie theaters available upon request.

Service animals are permitted on board Holland America Line ships. Guests may walk their animals on a service deck. By advance request, the maitre d' will arrange a convenient table in the dining room with space for the animal on the floor. Guests must supply their own pet food and make arrangements for quarantine papers and port clearances through their travel agent. Guests should be aware that many ports do not allow animals to disembark the ship.

Every Holland America Line ship has an onboard infirmary equipped with emergency medical facilities and a well-stocked pharmacy. Each cruise is staffed by one physician and three nurses. Medical

services and medications are charged to the guests' on-board account. Guests are advised to bring their own prescription medications with them in their carry-on luggage. Guests with on-going medical conditions are advised to bring along a copy of their medical records, with their physician's telephone number in the event a ship-to-shore consultation is needed.

For guests who use oxygen, Holland America Line ships are not equipped to provide passengers with these services other than on an emergency basis in the Ship's Infirmary. For security reasons and also to ensure that outside vendors will properly and promptly service the equipment they provide to passengers, Holland America has selected two companies as the only outside vendors permitted to deliver Oxygen supplies to the ship.

All Oxygen and/or Oxygen equipment being delivered to a Holland America vessel, must be delivered by one of the two following companies:

Advanced Aeromedical	phone:	800-346-3556
	fax:	888-481-2874
	e-mail:	info@aeromedic.com

CareVacations/CruiseShipAssist	phone:	877-478-7827
	fax:	780-986-8332
	e-mail:	csa@carevacations.com

Oxygen and/or Oxygen equipment deliveries will not be accepted from any other companies.

Guests are also welcome to bring their own Oxygen and/or Oxygen equipment on board from home. Guests are required to advise Holland America Line of their specific arrangements prior to sailing. Failure to properly notify Holland America of Oxygen arrangements may result in the denial of boarding.

Other essential care needs generally present no problem if known about well before the cruise date. Specific requests must be presented at the time of booking. Guests with special medical requirements may ask their travel agent to fax information to Holland America Line's Access & Compliance Department at (800) 577-1731. Passengers and travel agents are also welcome to call Access & Compliance at (800) 547-8493.