

Introducing Holland America Line Express Docs

NEW: Online Check-in can now be completed in English, Dutch, Spanish and German.

Preparing for your Holland America Line cruise is now easier, faster and more convenient. With Express Docs you can access comprehensive, up-to-date information on all aspects of your cruise. You can review your personalized information, print only what you want and have convenient access to everything you need for your cruise in one place. And it's easy to email — or leave copies of — your itinerary and important information with friends and family. No more waiting for mailed documents.

The Express Docs notification arrives electronically approximately 50 days before departure (after your final payment has been made).

Express Docs are a part of our ongoing commitment to environmental stewardship and conservation.

Q — What is the difference between paper documents and Express Docs?

A — Paper documents are the traditional printed documents presented in the blue pouch and are received in the mail approximately 45-30 days prior to departure. Paper documents will continue to be issued for all Grand Voyage bookings.

Express Docs provide the same information in electronic format and are available for you to access at your convenience for each person on the booking. Express Docs are available online 24/7, approximately 50 days prior to departure at www.hollandamerica.com.

Q — What are the benefits of having Express Docs?

A — There are several benefits to having Express Docs:

- You may access Express Docs online 24/7 at your convenience, approximately 50 days prior to departure.
- You may print selected pages or the entire Express Docs form.
- Each person on a booking can have his or her own set of Express Docs.
- It's easy to leave copies of your itinerary with your family or friends.
- There is no need to wait for documents to be reissued when you add a package or make a change to your booking.
- There is more time to review your itinerary for accuracy.
- There is no charge to have Express Docs reissued.
- While you are online, it is easy to navigate to the Shore Excursions page and view your Personalized Shore Excursion Brochure, as well as book Shore Excursions early.
- Express Docs are a more environmentally friendly option.
- With Express Docs, international guests no longer run the risk of document delivery delays at the border.

Q — Are Express Docs available for all cruises?

A — Grand Voyages will receive traditional paper documents due to the extensive itinerary detail required for these complex and longer voyages. Express Docs are provided for all other cruise products, including cruisetours.

Q — When will my documents be available?

A — With Express Docs, you may access your documents online 24/7, approximately 50 days prior to departure, when your booking is paid in full.

Q — How will I know when Express Docs are ready for my booking?

A — Holland America Line will send an email to each guest booked to notify you that Express Docs are ready once the booking is paid in full and approximately 50 days prior to the departure date.

Q — What does the email notification from Holland America Line look like?

A — The email from Holland America Line has the Booking Number in the subject line. A separate email is sent for each booked guest.



EXPRESS DOCS NOTIFICATION

Welcome Aboard STEPHANIE CRUISER.

Your Express Docs for your upcoming cruise are now available to access online. This includes your boarding pass, itineraries and any applicable vouchers or 24 Travel Information, if you booked air with Holland America Line.

Your information is encrypted, secure, and ready to print for yourself, family or friends as often as you wish. In addition, it's continually refreshed with up-to-date information about your departure. Please take the time to review all the details of your cruise vacation for accuracy and completeness.

STEPHANIE CRUISER

Booking Number: 97094
Ship: ms VOORDELL

PLEASE REVIEW FOR ACCURACY

- [Please Review your Express Docs](#)
- [Flight Confirmation](#)

PLANNING YOUR TRIP

- [Book Shore Excursions](#)
- [Book Onboard Gifts](#)
- [Passports, Visas and Immunizations](#)
- [Contact Us](#)

Q — I have not received the e-mail notification for my Express Docs. Can you re-send it?

A — The email notification cannot be re-sent; however, reminder notices are scheduled to be sent at approximately 30 days and 14 days prior to departure for those guests who have not yet completed their Online Check-in.

If the booking is paid in full and within 50 days of travel, you may go to www.hollandamerica.com and select the links for Online Check-in.



Q — What if I do not have an email address or do not wish to provide my email address?

A — In order for us to provide notification that your Express Docs are ready, we encourage all guests to provide their email address. We will also send a notification to your travel professional.

Q — Why is a notification sent to each guest booked?

A — It is a requirement that each guest complete the Online Check-in process and review the cruise contract to access his or her Express Docs.

Q — What do Express Docs look like?

A — [Click here](#) to view a sample of Express Docs.

Q — I find some of the wording on my Express Docs is too small on the screen to read comfortably.

A — Express Docs are presented in a pdf format that can be easily enlarged by clicking on the zoom-in tool in the toolbar.



Q — With Express Docs, how will I receive luggage tags?

A — We have two convenient ways for you to obtain your luggage tags:

- Printable luggage tags are available at the Online Check-In start page and include your name, stateroom and departure date. You may select to print up to 9 additional tags at a time.

GUESTS				
#	Name	Embarkation	Onboard Expenses	Express Docs
1	PEARL KIDD Mariner Number : Sailed Sea Days : 2	complete / edit	Cash Onboard	print

LUGGAGE TAGS -- It is recommended to print and attach luggage tags for all checked baggage prior to arriving at the pier.

Guest Name for Luggage Tag	Quantity of Tags to Print	Requested Action
PEARL KIDD	1	Print Luggage Tags

Do you have another booking you wish to check-in online? Check-in using different booking number

- Luggage tags are available from Holland America Line staff at the pier or at the port city airport. Your luggage will follow normal processing and loading on to the ship from this point.

Q — What do the luggage tags look like?

A — [Click here](#) to see samples of the new Holland America Line luggage tags. [Click here](#) to see a sample of the new printable luggage tag.

Q — Why does my luggage tag have a box with a number and letters in it next to the stateroom number?

A — This box indicates the deck number and general location of the stateroom to facilitate delivery of your luggage to your stateroom at embarkation.

Q — Do the luggage tags need to be printed in color?

A — You may print either in color or black and white.

Q — Why are my luggage tags printing with the wrong stateroom number?

A — Sometimes having multiple Adobe files open at the same time can cause information to display incorrectly. If this happens, try closing and reopening the browser. This should correct the problem.

Q — I will be cruising out of Vancouver, am a U.S. citizen or resident arriving at the Vancouver airport on the day of ship departure and need luggage tags to participate in the US Direct immigration and customs clearance program. How can I get luggage tags?

A — Printable luggage tags are available at the Online Check-In start page. Guests are considered eligible to participate if they meet ALL of the qualifications detailed on the website at <http://www.portmetrovancouver.com/about/cruiseandtourism/usdirectprocess.aspx> and **MUST complete Online Check-in at least 10 days prior to their ship departure date.**

Q — Will Express Docs include flight, hotel and transfer information?

A — Yes, all the required information is contained in Express Docs, including flight itineraries, hotel and transfer details.

For guests with the Fly Cruise Plan, updated flight information is available through the end of flight travel at www.virtuallythere.com. Please use password: HOLLANDAMERICA (no space)

The reservation number can be found in your Express Docs on the air travel and arrival information page. Since arrival and departure times are subject to last minute changes by the airlines, we recommend that you call your airline(s) 24 hours before your initial flight departure (72 hours for international flights) to verify all of the flight numbers, and departure and arrival times shown on your ticket. Plan to be at the airline counter at least two hours before flight time for domestic flights and three (3) hours before flight time for international flights. Guests are responsible for arranging special air travel related service requests such as, advance seat assignments, in-flight meal requests, wheelchairs and any other airline services. Holland America Line and its onboard staff are not able to confirm flights from on board our vessels.

Q — Do I need vouchers for my transfers?

A — Holland America Line has gone voucher-less for most services. There are a few limited services that will still require vouchers. If vouchers are needed, they will be included in the Express Docs.

Q — I have opted for a guarantee stateroom. When will my Express Docs show a stateroom number?

A — Guarantee staterooms may be assigned at any time prior to travel and up until embarkation day. Express Docs will show a stateroom number if it has been assigned but will otherwise show "To be assigned". If you have printed your Express Docs prior to the stateroom assignment, you may wish to check back prior to departure to see if a stateroom has been assigned. Otherwise, there will be staff available at the pier to advise you of your stateroom number as you fill out your luggage tags.

Q — Is information regarding what I should know before I depart for my cruise still available with Express Documents?

A — Yes, the **Know Before You Go** booklet that provides details on topics such as General Information, Cruise Preparation, Last-Minute Checklist, Arrival Advice, Shipboard Life, and Disembarkation is available online as a link at the bottom of the Online Check-in start page. This can be accessed at any time after the booking has been made. It is also available in the For Booked Guests section of the web site.



Q — Where can I locate information regarding the accessibility I need while on my cruise?

A — This information can be located in the **Know Before You Go** booklet available online. Information for guests with disabilities can be found within the General Information section, while details regarding accessible transportation needs for transfers can be found under the Arrival Advice section. You may also find information about accessible cruising in the For Booked Guests section of the website.

Q — If I make a change to my booking, will I be charged a fee to reissue the documents?

A — We will not charge document reissue fees for Express Docs. Your updated Express Docs information will be available online. Air penalties and Cancel Policy fees may apply. If you have any questions at all, please call the travel professional with whom you made your booking.

Q — Is there a deadline for completing the Online Check-in process and accessing my Express Docs?

A — Online Check-in must be completed by three (3) days prior to ship departure. You will still be able to print out Express Docs after that time; however, the immigration forms must be completed at the pier.

Q — If I did not fill out my immigration forms online prior to the three (3) day cutoff, do I need to check in early at the pier?

A — We recommend that you arrive at the pier approximately three (3) hours prior to ship departure time to allow sufficient time for pier-side check-in.

Q — Can I print out my Express Docs without completing the Online Check-in?

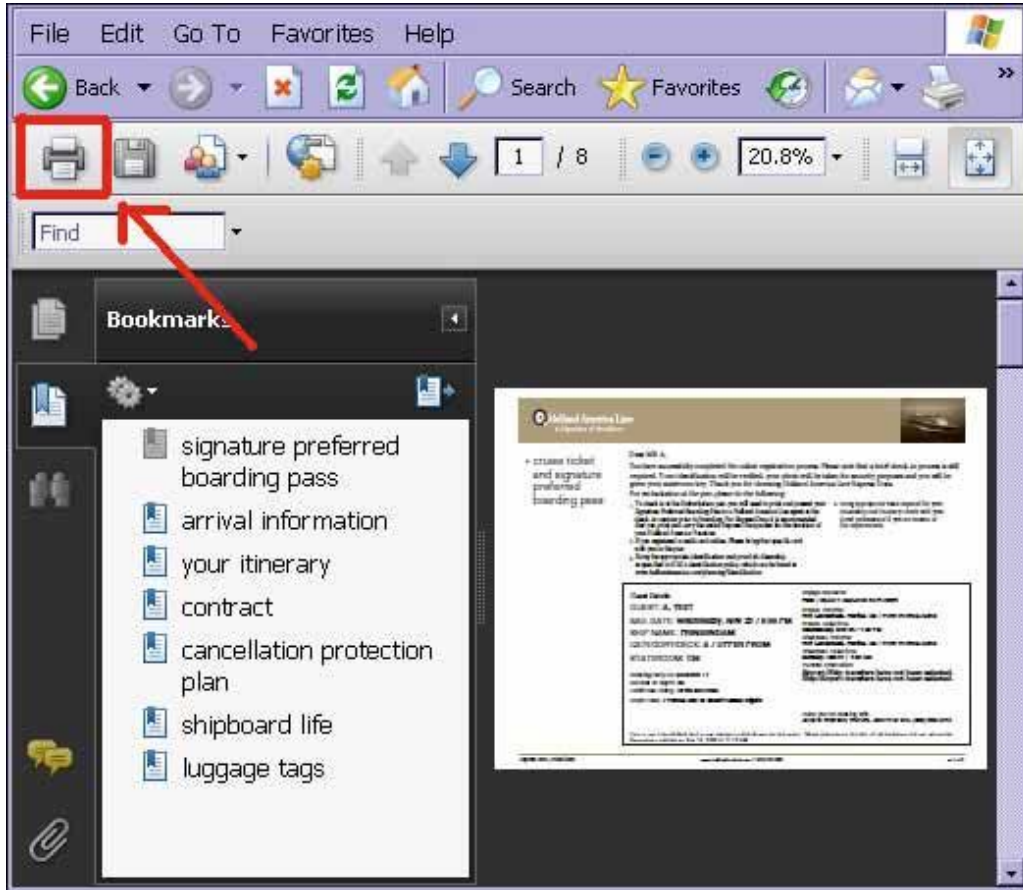
A — We do require that the Online Check-in be completed before the Express Docs can be printed. If the Online Check-in cannot be completed by three (3) days prior to ship departure, Express Docs will still be available for printing; however, you will need to provide this information at the pier.

Q — Do I need to print the entire Express Docs packet for each person traveling with me?

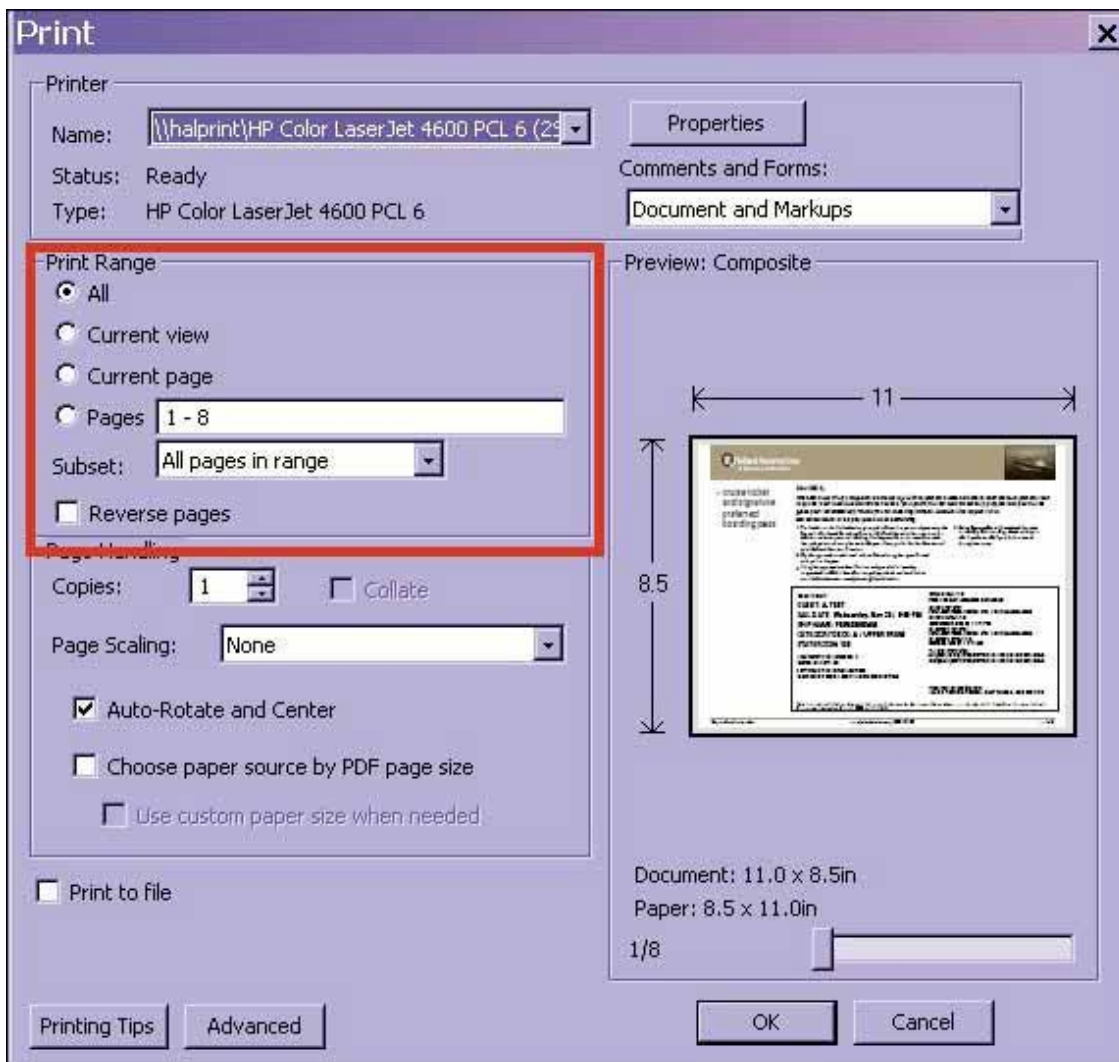
A — We recommend that guests print out one full copy of their Express Docs for their party along with the first page and any applicable vouchers for each guest traveling for check-in at the pier. Guests who are cruising together but have opted for different hotel or tour packages should also print out one full copy of their Express Docs for each traveler.

Q — How do I select only the pages I want to print?

A — After completing the On Line Check In, your Express Docs will be displayed. Click on the Printer Icon:

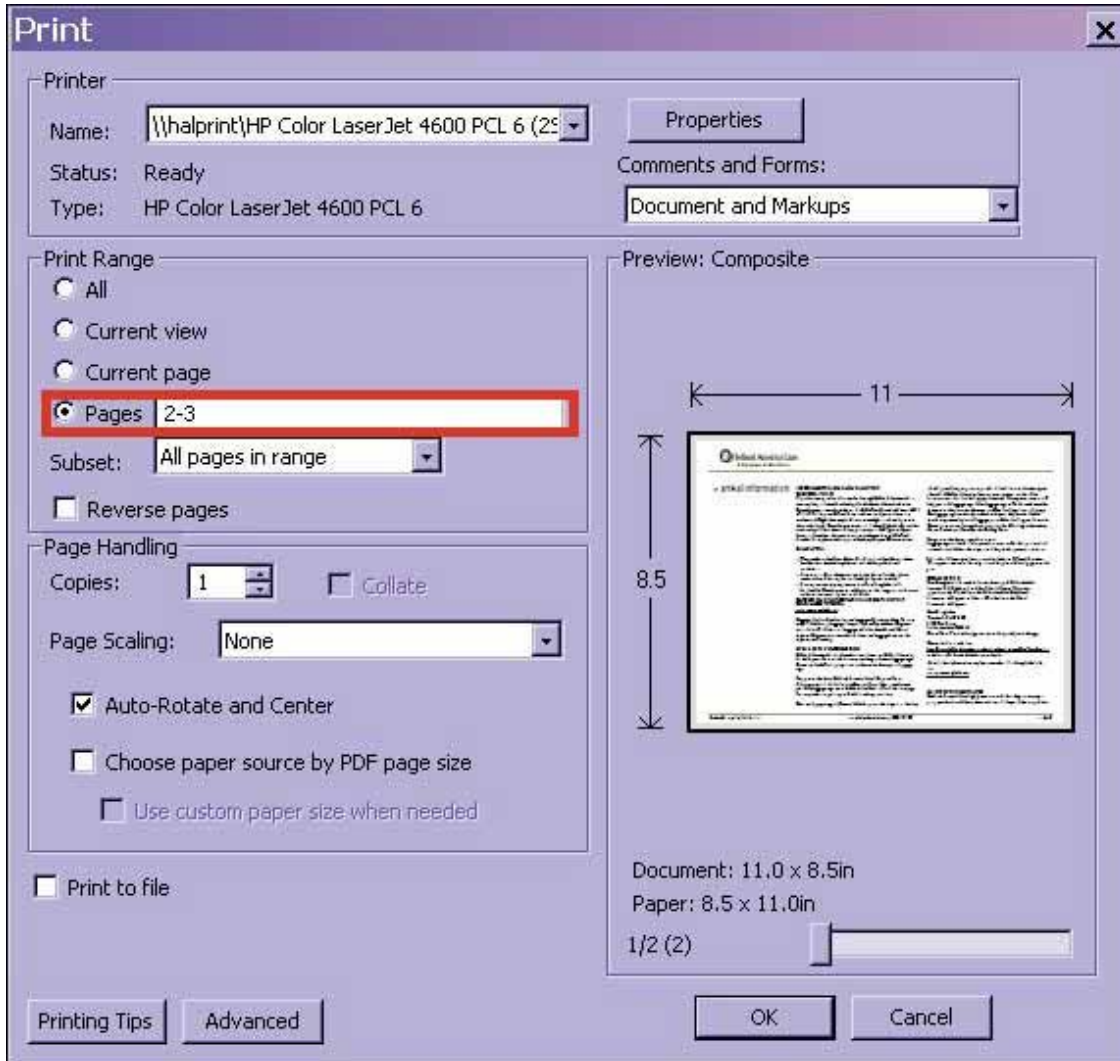


Under page range you may select which pages you would like to print:



Select "All" to print all pages. The "Current View" and "Current Page" options allow you to print just the page that is pictured to the right.

You may also select specific pages you would like to print by typing the page numbers in the box next to "Pages". For example if you just want to print pages 2 & 3:



After you select the pages you would like to print, click on the "OK" button to complete printing.

Q — I have a Mac® computer and am having trouble printing my Express Docs. What can I do to get them printed?

A — If you are using an Apple® Safari® browser, you may need to upgrade to a newer version of Safari or install a Firefox® browser. Another option is to install Adobe® Reader® and set it to be the default reader for the Internet.

Q — How do I set up "My Account" with Holland America Line?

A — Go to www.hollandamerica.com and click the MY ACCOUNT — LOGIN and follow the easy registration process. (See screen shots below)



Q — What information do I need to register?

A — You will need to enter your name, a valid email address and set up a password.

My Account > Login > Registration

Welcome to My Account Registration


We'd like to make sure we recognize you and make your Mariner benefits available to you. Please answer the following question:
Have you cruised or booked with Holland America Line before? Yes No

Legal First Name _____ Legal Last Name _____ Country

Email (This will be your username) _____ Confirm email _____
Password (6 to 10 characters) _____ Confirm Password _____

Contact Preferences:
Mail: Yes No
Email: Yes No
Phone: Yes No

Please do your best to enter the two words shown in the "CAPTCHA" image, into the text box below. "CAPTCHA" stands for "Completely Automated Public Test to tell Humans and Computers Apart", and is a tool we use to increase online security and reduce spam.



I acknowledge receipt of the Affiliate Marketing Opt Out language below.

REGISTER

Affiliate Marketing Opt Out

- Holland America Line is providing this notice.
- You may limit our affiliates, our sister cruise lines in the Carnival Corporation (Carnival, Costa, The Yachts of Seabourn, Cunard & Princess), from marketing their products or services to you based on personal information Holland America Line provides them. This information includes your name, your address, and your history of cruising.
- Your choice to limit marketing offers will apply for 5 years from when you tell us your choice. Once that period expires, you will receive a renewal notice which will allow you to limit marketing offers for another 5 years.
- If you have already made a choice to limit marketing offers from us, you do not need to act again until you receive the renewal notice. To limit affiliate marketing offers, contact us toll free at 877-425-2228.

Q — How do I access my Express Docs?

A — On www.hollandamerica.com, go to the For Booked Guests tab and start the ONLINE CHECK-IN process (see below).



The screenshot shows the Holland America Line website. At the top, there is a navigation bar with links for Home, My Account, Login, Register, and Contact Us. A search bar is also present. Below the navigation bar, there is a main menu with options like Find Cruises, Destinations, Onboard our Ships, Shore Excursions, Virtual Tours & Videos, For Booked Guests, and Special Offers. The 'For Booked Guests' menu is expanded, showing options such as My Account, Online Check-in (highlighted with a red arrow), Online Check-in, Book Shore Excursions, Onboard Gifts, Mariner Society, Cruising FAQs, Cruise Preparation, Travel Watch, Shipboard Life, Transportation, and Accessible Cruising. Below the main menu, there are several sections: CRUISE (with a search form for destination, duration, departure port, departure date, and ship), EXPLORE (with links to Visit Blog & Community, Find Shore Excursions, View Ebrochures, and Virtual Tours & Videos), and RESOURCES (with links to Explore us Here, Find Shore Excursions, Mariner Society Rewards Program, Signature of Excellence Continues, About Fuel Supplements, Awards & Accolades, Holland America Line Shop, and Travel Advice). At the bottom, there are sections for GENERAL INFORMATION, SPECIAL OFFERS & PROMOTIONS, and FOR BOOKED GUESTS.

Q — Where do I enter my Holland America Line Booking Number and Last Name?

A — Once you have clicked on the Online Check-in button, enter the booking number and name in the designated fill-in boxes. (See below) Then click PROCEED.

ONLINE CHECK-IN

For your convenience, and to expedite your embarkation, we encourage all our guests to check-in online. Please try to submit these forms 30 days prior to your departure.

New U.S. government security regulations require us to submit certain guest information to law enforcement authorities at least 60 minutes prior to departure. To meet this requirement, we must have the necessary information in our records at least 90 minutes before departure. If we do not have your information by this deadline, you will be unable to sail. Guests are urged to complete the Online Check-in process before leaving home. Guests who wait to check in at the terminal risk being unable to sail even if they arrive at the terminal before the vessel leaves. You will be responsible for all costs you incur to join the vessel at the next port.

For guests residing in the European Economic Area (EEA), please note that compliance with these requirements may involve sharing the information you provide to Holland America Line with our affiliates and agents and/or to government and enforcement agencies in the U.S. and other countries outside the European Economic Area (EEA) where controls on data protection may not be as strong as the legal requirements in your country of residence. Holland America Line values your privacy and adheres to best practice technology to protect your private information, utilizing Secure Socket Layer (SSL) encryption. Our [Privacy Policy](#) is available for your review.

The information necessary for embarkation include the Immigration, Disembarkation and credit card registration forms. The information you provide allows us to provide you with the best possible level of service. If you begin the process and cannot finish due to insufficient information, you may return to complete it at a later time.

Please be aware that Online Check-in closes 3 days prior to the ship's departure. While you will still be able to print out your documents after that time, you will not be able to enter your immigration information online. You will therefore be required to provide this information at the embarkation pier.

Once you complete and submit these forms online, you will be able to print out your **Express Docs or Signature Preferred Boarding Pass** to expedite your embarkation process at the pier. Upon arrival at the pier before embarkation, you will go to the line for **Signature Preferred Check-In** where we will verify your information, take your photo for security purposes and give you your onboard key card, giving you access to our convenient onboard cashless society.

It's that simple! In addition to your **Express Docs or Signature Preferred Boarding Pass**, remember to bring with you the appropriate identification, passport, and visa and immunization information. For questions and/or help with completing your Online Check-in forms, please email ital.Reservations or call 800-257-3545 or 206-626-7397 (help is available in English).

For each guest, you will need:

- Full legal name
- Birth date
- Passport, visa or permanent resident card
- Home address
- Home telephone number
- Emergency contact information
- Return flight information
- Credit card you wish to use for onboard purchases

SIGN IN


To complete this process now, enter the following information:

Booking Number

Last Name

Please be aware that Holland America Line cannot print, email or fax guest's Express Docs or Signature Preferred Boarding Pass.

Missing or incorrect data may delay embarkation or result in denied boarding without compensation. Please refer to your [Cruise and/or Cruisetour Contract](#) for further details. Personal information will be handled in accordance with our [Privacy Policy](#), which is available on the website.

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powered by 

Q — I am taking a cruisetour. Will I receive paper documents?

A — We now provide cruisetour guests with Express Docs. This allows you the same convenience of accessing your documents online as you have for cruise only bookings.

Q — Will I need vouchers for my cruisetour?

A — Holland America Line has gone voucherless for most services. If vouchers are needed they will print in your Express Docs.

Q — Do I need special luggage tags for my cruisetour?

A — You will receive any necessary luggage tags for your land tour while on your tour. For details regarding the cruisetour luggage program, please refer to the Tour Tips online booklet available at the Online Check-In start page. [Click here](#) to view a sample of the cruisetour luggage tag.

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