

## HOLLAND AMERICA AND TRAVEL THE WORLD GENERAL GROUP TERMS & CONDITIONS

### MINIMUM SIZE

You require 10 guests (5 staterooms) travelling together in either twin or single occupancy. 3<sup>rd</sup> & 4<sup>th</sup> person guests travelling in quad and triple staterooms do not count in minimum group number requirements.

### LARGE GROUP

Large Groups are considered as groups of 25 or more staterooms. When requesting space for 25 or more staterooms detailed information is required regarding nature of group and expectation of when all names will be secured for your group.

### GROUP PRICING

A guaranteed twin per person rate is locked in for your group for the space held in selected categories. Pricing includes Non Commissionable Fares (NCF) and Taxes. Please note taxes advised are estimates and are always subject to change. Bookings made outside of group space held will be subject to best available fare combinable with group. Guests will still be eligible for any group extras if applicable and become part of the final group numbers.

Triple and Quad staterooms are on request basis only. Names must be supplied to hold triple and quad staterooms.

Single /Sole occupancy fares are subject to confirmation.

#### Pricing Includes:

Pricing includes; accommodation aboard ship, 24 hour room service, entertainment and most meals on board excluding specialty restaurants that have a nominal fee.

Pricing does not include: are items of a personal nature, gratuities, optional programs or optional activities such as alcoholic beverages, soft drinks, laundry and dry cleaning, shore excursions, medical, barber and beauty shop services.

### FOC POLICY – TOUR DIRECTOR CREDIT

Holland America offers a rebate of the average cruise fare (not including Non Commissionable Fare Amount and Taxes) across the group for every 16<sup>th</sup> passenger booked in the group. 3<sup>rd</sup> and 4<sup>th</sup> passengers travelling in triples and quads do not count towards the 16<sup>th</sup> passenger count. The rebate amount is refunded once the group have travelled.

### GROUP AMENITIES PROGRAM

On some sailings, Holland America offer bonus amenities for group guests. These may include a cocktail party, specialty dining vouchers, shipboard credits. Bonus Offers are subject to availability and certain restrictions apply.

### ONBOARD ARRANGEMENTS

Holland America can provide special onboard events for groups including private cocktail parties these are at an additional charge and need to be prebooked.

### DINING

Group Dining can be requested for your group on the Holland America set dining times alternatively guests can dine individually at set times or with As You Wish Dining. Dining preferences should be advised at time of booking.

### GRATUITIES (HOTEL SERVICE CHARGES)

Gratuities (tips) are not included in the price of the cruise. Gratuities are automatically added to each individual's guest's shipboard account. The current amount is USD12 per person per day and is subject to change without notice. If service exceeds or fails to meet expectations, guests are free to adjust this amount at the end of the cruise. A 15% service charge is automatically added to bar charges and dining room wine purchases.

## BOOKING PROCEDURES

Guests full names as per passport as well as correct titles are required at time of each individual guest booking. At this time any special requests or advice (e.g. dietary requirements, medical conditions) need to be advised. Guests need to be holding a valid passport with at least 6 months validity beyond the date of cruise ending.

## PAYMENTS

### INITIAL HOLDING DEPOSIT

Travel the World requests a one off initial deposit of AUD500. This deposit is to secure and hold the group. This amount is removed from the final group balance owing at time of final payment.

### INDIVIDUAL GUEST DEPOSITS

Once you provide guest names an individual per person deposit is required within 7 days to secure booking. Deposit amount is dependent on destination and length of cruise.

### FINAL PAYMENT

Final and full payment for the entire group is due 100 days before the cruise departure date.

## CANCELLATION POLICY

All bookings are subject to cancellation fees once confirmed. Cancellation fees are dependent on length of cruise and destination and number of days out from sailing. Cancellation fees apply to all components of the Holland America booking including transfers and pre & post accommodation.

## REVIEWS OF GROUP ACTIVITY

It is important to show booking activity on a group as Holland America have reviews set to monitor unsold space in a group. These are set at 160,130 and 100 days prior to sailing.

At 160 days if there has been no names registered on the group, space will auto cancel. If bookings are showing at 160 and 130 days unsold space may be reduced. This is at the discretion of Holland America. At 100 days all unsold space is released. Holland America reserves the right to recall/review space at anytime which may occur outside the set review dates. These reviews occur as general cruise space becomes limited.

## NAME CHANGES

Any request for a name change represents a cancellation and release of space. Holland America reserves the right not to return space to the group

## CONDITIONS OF CARRIAGE

Travel the World is pleased to present this quality cruise/tour by arrangements with Holland America Line whose conditions of carriage apply. Full details are available upon request.

## RESPONSIBILITIES

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## CONSUMER PROTECTION

Travel The World holds a Travel Agents Licence 2TA 003774, is a member of the Travel Compensation Fund and is a member of the Australian Federation of Travel Agents ("AFTA")

Please be sure to read the General Information section in the back of the Holland America brochure for further information