



olivia™

HOLLAND AMERICA CRUISES FAQs

FREQUENTLY ASKED QUESTIONS



QUESTION: Can I arrive to the port terminal for check-in and embarkation any time after embarkation starts at 11:30 am and all aboard?

ANSWER: About 14 days prior to embarkation and once you have completed your online check-in, Holland America will automatically assign you a check-in time for the port terminal. Your boarding pass will indicate your check-in time. Please either access your online boarding pass on the Navigator App or print to see your assigned check-in time and bring it with you to the port terminal.

QUESTION: I/We are travelling in a group, and all received different check-in times but would like to transfer to the port and check-in together. Can we check-in together or do we have to arrive at our check-in time?

ANSWER: While the check-in times are assigned to help assist with flow through the port terminal and to alleviate long wait times at security and check-in, you can come as group outside of your assigned check-in time.

QUESTION: Can I use my personal mobility equipment on board?

ANSWER: For the safety of all our guests and crew and to enhance accessibility, Holland America Line strongly recommends that all personal electric mobility equipment meets the following criteria:

- Width: 23' maximum in order to be accommodated in a standard stateroom, unless collapsible to a width of 23' or less.
- Weight: 100 lbs. maximum without battery
- Batteries: Must be Gel, Dry Cell or AGM (Absorbed Glass Mat) only.
- We recognize that for some people, a larger scooter may be essential. If you believe you need a larger scooter, please contact our Guest Accessibility Department so that we can discuss your requirements
- For the safety of all guests and crew:
 - Scooters and other mobility equipment need to be securely stored and charged in the guest's stateroom, not in hallways or elevator lobbies. Scooters left in hallways and elevator lobbies could restrict people needing to travel through these areas in an emergency, particularly other guests using mobility aids, since they would have no way of getting by a scooter left in a hallway.
 - 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 shore excursions or for use on board. If you will require regular use of a wheelchair, we recommend that you bring your own wheelchair with you. You may also make advance rental arrangements prior to your sailing and have a wheelchair delivered directly to the ship for use on board and in ports of call.

QUESTION: My personal scooter is too big to travel with, but I will need one to get around the ship and the ports of call when we are docked.

ANSWER: You may make advance rental arrangements prior to your sailing and have a wheelchair delivered directly to the ship for use on board and in ports of call.

Special Needs at Sea and Scootaround are vendors Holland America recommends for delivery of mobility devices. Please contact these vendors directly for pricing and availability. Their contact information is listed below for your information.

Special Needs at Sea

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

Fax: 800-513-4516

Email: info@specialneedsatsea.com

Website: www.specialneedsatsea.com

Scootaround

Phone: 888-441-7575

Website: www.scootaround.com/contact-us

QUESTION: The excursion I really wanted to do is already sold out online. Can you help me book the excursion?

ANSWER: The best thing to do is to put yourself on the waitlist for the excursion as soon as possible. Holland America monitors the excursions and requests more space from the tour operators as soon as an excursion is sold out. Usually, the tour operator can offer more space, depending on the excursions, and is then able to clear the waitlists. In addition, as we get closer to the trip, guests often change their mind on what excursions they would like to do and so cancel which will free up more space. The most important is to get on the waitlist!

QUESTION: I have a CPAP machine and need distilled water; can Olivia make sure that the ship has it in my room?

ANSWER: You can now order your distilled water online to be in your room upon embarkation. You can order online by visiting www.hollandamerica.com and then click on "Already Booked" followed by clicking on "Book Shore Excursions." You will then be prompted to login. Once you've logged in, you will be taken to a page where you can click on "Purchase Beverages" on the left side bar, then click on "water". You will see where you can select distilled water to be in delivered to your room on embarkation day.

QUESTION: If I bring a refillable water bottle, are there water bottle filling stations?

ANSWER: Yes, there are refillable water stations around the ship, and we encourage you to bring your own refillable water bottle as it is easier on the environment.

QUESTION: Is there drinking water in the staterooms available upon request and is it free?

ANSWER: Yes, you can request water to be delivered to your room. You will be charged for the cost of the water plus the 18% service charge.

QUESTION: I want to purchase a drink package and I can't find where to do it online.

ANSWER: To order a beverage package, contact the Holland America Group Services at 866-929-2332. Beverages packages are not available to book online. Once you receive your Holland America booking number, you can purchase beverages packages until four days prior to departure.

QUESTION: My wife and I want different drink packages, is this possible? **OR** I'm travelling as a Solos and my roommate may or may not want to purchase a drink package, is that ok?

ANSWER: No, Holland America requires both cabinmates to purchase the same drink package. This allows Holland America to keep track of the beverages consumed by cabin number, rather than guest name.

QUESTION: I want to purchase the "Have it All" package but I'm being told it is not available for our cruise. Can you help me?

ANSWER: The "Have it All" package is only available to purchase on standard retail cruise, not charters.

QUESTION: Can I bring alcohol on board to consume in my room? What is the wine corkage fee and does it only apply if I take the bottle of wine I brought on board to a restaurant?

ANSWER: You can bring wine and champagne on board the ship (there's no hard limit unless deemed "excessive" by security) however, there is a corkage fee of \$20 that will be applied to each bottle at embarkation. The corkage fee is applicable whether the bottle is consumed in your room or in a public space. Limitations do apply.

QUESTION: Can I bring non-alcoholic drinks on board such as water or sodas?

ANSWER: In addition, Items such as sodas, energy drinks or other non-alcoholic items are not allowed on board in any form. Plastic water bottles are not allowed. However, an allowance of six liters, twelve (12) cans or cartons (500 ml in volume or less) or six (6) cans or cartons (1 liter in volume or less) of water are allowed per stateroom. Any amount in excess of this allowance will not be allowed onboard. Water in plastic bottles will not be allowed onboard in any quantity, including in ports of call. Guests will be asked to discard open beverages in plastic containers prior to boarding.

QUESTION: Will there be gender neutral restrooms available on the ship.

ANSWER: Yes, gender neutral restrooms will be available on the ship and will be labeled "Olivians".

QUESTION: If I get COVID, does the ship have Paxlovid?

ANSWER: Yes, the ship carries Paxlovid for \$750 and Legavrio for \$272.50. Please note that prices may change.