



Holland America Line

Fact Sheet Stateroom Amenities Aboard Holland America Line Ships

Every Holland America Line cruise begins with a gracious boarding experience. Holland America Line offers an [Early Embarkation Program](#) that features boarding as early as 11:30 a.m. Embarking guests are welcomed aboard with live music and invited to go directly to the Lido Restaurant for lunch or explore the public areas until the staterooms are announced that they are ready. Once the normal embarkation time arrives, guests are provided with Holland America Line's traditional white-gloved steward escort to their stateroom.

Guests on Holland America Line experience many "special touches" in amenities and impeccable "five-star" service provided by our friendly and caring staff. The Indonesian and Filipino crewmembers work together in a gracious and hospitable style and dedicate themselves to guest satisfaction.

[Holland America Line's elegant staterooms](#) are 25 percent larger than the industry standard and offer ample closet and drawer space. Through Holland America Line's Signature of Excellence™ initiatives, all staterooms are outfitted with Premium Plush Euro-Top mattresses, featuring 250-thread-count cotton bed linens, large extra-fluffy Egyptian cotton towels and plush terry bathrobes. New amenities also include Elemis Aromapure "Time to Spa" specialty soaps, shampoo, conditioner and lotion used in the award winning Greenhouse Spa. Guests will also enjoy massage showerheads, lighted magnifying make-up mirrors, stylish hair dryers, a complimentary fresh fruit basket and an elegant stainless-steel ice bucket and serving tray for use with in-cabin beverages.

In addition, all suites are outfitted with comfortable duvets on the beds; fully-stocked mini-bars; DVD players and access to a well-stocked DVD library; and personalized stationery.

Amenities in all staterooms include:

- Complimentary 24-hour room service
- Complimentary ice service twice a day or as requested
- A complimentary souvenir canvas tote bag for shopping
- Guest Services Directory describes all the services available on board and the room service menu
- Turndown service each evening ensures that guests returning to their staterooms are greeted by soft lighting and "Sweet Dreams" chocolates
- Staterooms include privacy cards and a breakfast card for in-room breakfasts
- Daily program listing the next day's activities is placed on the bed each evening
- An eight-page satellite edition of the *New York Times* is delivered by 8 a.m.
- Stationery, envelopes, postcards and pen are provided and replenished as needed
- Complimentary shoeshine service is available
- Self-service laundry/ironing facilities (Not available on Zuiderdam, Oosterdam, Westerdam or Noordam)
- Men's and women's hangers (with skirt clips) in each of the three closets along with laundry, dry cleaning bags and price lists. Padded Silk hangers in Deluxe Verandah Suites and Penthouse Verandah Suites.

- Flat-screen televisions featuring CNN, and subject to satellite availability: TNT or TCM, Boomerang, Cartoon Network and CNN, as well as shore excursions information, safety information, ship programming and feature movies
- Non-allergenic pillows are standard. Feather pillows available upon request.
- Complimentary use of beach towels and shore excursion towels available upon request
- A premium line of Elemis Aromapure amenities are provided in each stateroom including Pure Shine Shampoo, Pro-Vitamin Conditioner, Citrus Slice Soap, Sharp Shower and Bath Gel, Pure Zest Cleaning Soap and Vitamin Rich Body Lotion.
- All staterooms have private bathrooms and individually controlled air conditioning, telephone with a computerized wakeup service and a multi-channel music system
- All staterooms have sofas, hairdryers and voicemail feature on the telephone
- Most staterooms have convertible twin-to-queen beds; Deluxe Verandah Suites have convertible twin-to-king beds; and Penthouse Suites have king-size beds
- All ships have accessible staterooms to accommodate guests with special needs
- Numerous staterooms on board the Ryndam, Maasdam, Veendam, Rotterdam, Volendam, Zaandam, Amsterdam, Zuiderdam, Oosterdam, Westerdam and Noordam have connecting doors
- Tuxedo rentals available from Cruise Line Formalwear for \$75-\$115—call 800-551-5091 or go to www.cruiselineformal.com .

Verandah Suite and Verandah Suite Amenities

Additional suite amenities throughout the fleet include:

- Private verandah, DVD player, whirlpool bath and mini-bar
- Personalized stationery

Additional Amenities for the Suite Life Penthouse Verandah and Deluxe Verandah Suites

On the Statendam, Maasdam, Ryndam, Veendam, Rotterdam, Volendam, Zaandam, Amsterdam, Zuiderdam, Oosterdam, Westerdam and Noordam, penthouse and suite amenities include:

- Complimentary laundry, pressing and dry cleaning services
- Personalized stationery
- A deluxe fruit selection in a silver basket
- Upon request, afternoon tea and complimentary pre-dinner hors d'oeuvres served in the suite
- DVD library access, a cocktail party with the captain, special disembarkation privileges, convenient disembarkation and luggage pick-up
- Feather pillows (as requested)
- Corsages and boutonnieres for the first formal night of the cruise
- A full stateroom breakfast, a personalized letter from the Hotel Manager and a personal welcome by a hotel officer within 24 hours of boarding are added luxuries
- Each of the suites on Statendam, Maasdam, Ryndam, Veendam, Rotterdam, Volendam, Zaandam, Amsterdam, Zuiderdam, Oosterdam, Westerdam and Noordam has a private verandah, DVD player, whirlpool bath and mini-bar

The Neptune Lounge for Penthouse Verandah and Deluxe Verandah Suites

The industry-leading Neptune Lounge offers a quiet place to relax and work with one-on-one concierge service for deluxe verandah and penthouse suite guests. The fleet-wide lounges provide work tables, TV, library, sofas and chairs, and refreshments. Guests enjoy personalized service to confirm shore excursions, car rentals, spa appointments, and reservations at the Pinnacle Grill. One-Touch 24-hour Concierge Service is available to deluxe suite guests when the Neptune Lounge is closed.

Special Stateroom Services

Holland America Line offers hearing-impaired guests, in many cases, a TTD-teletex communication between the front office and guest stateroom, a blinking doorbell light, closed caption television and a

vibrating system to gently alert/awaken these guests. We suggest you have your travel agent contact HAL Access and Compliance Department in Seattle at 800-577-1731, prior to departure.

Holland America Line has a limited supply of wheelchairs onboard. In order to accommodate our guests, wheelchairs are reserved exclusively for embarkation and disembarkation assistance in the pier facility and emergency situations. Holland America Line is no longer able to provide complimentary wheelchair assistance other than for purposes listed above. If you will require the regular use of a wheelchair, we recommend that you bring your own wheelchair with you. You may also make advance rental arrangements prior to sailing and have a wheelchair delivered directly to the ship. For additional details on the pre-arranged rental program, please contact Care Vacations at the address listed below.

CareVacations
phone: 877-478-7827
fax: 780-986-8332
email: csa@carevacations.com

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