

Contact Information

FOR TRAVEL ADVISORS

Holland America Line 450 Third Avenue West, Seattle, WA 98119
1-206-626-9000
HollandAmerica.com



SUPPORT

OneSourceCruises.com

Website: OneSourceCruises.com
Phone: 1-888-602-1641
Email: OneSourceAssistance@PrincessCruises.com
Hours: Mon–Fri, 8:00 am–5:00 pm

Download images; access group information, promotional information, sales and marketing tools, training, and industry news; order sales materials; answer questions regarding login issues; and more. Plus, access the POLAR Online Booking Engine to book cruises and cruisetours, set up and manage existing groups, and search pricing and commission refunds.

General Reservations

Phone: 877-724-5425
Hours: Mon–Fri, 5:00 am–7:00 pm; Sat/Sun, 6:00 am–5:00 pm

Pricing, availability, and sales assistance, as well as general inquiries relating to product, destinations, and existing cruise reservations. Reservations also provides general assistance with the POLAR Online Booking Engine and online check-in.

Reservations Accounting

Phone: 1-888-663-5384
Email: Reservation_Accounting@HollandAmerica.com
Hours: Mon–Fri, 7:00 am–5:00 pm

Credit card transactions, refund inquiries, commission refunds, netting out groups, and pre-departure CPP/P inquiries. Reservations Accounting is also the main point of reference for accounting discrepancies and cruise cancellations.

World Cruise Reservations

Phone: 1-800-522-3399
Email: World_Cruise_Reservations@HollandAmerica.com
Hours: Mon–Fri, 6:00 am–5:00 pm

Availability and assistance with Grand Voyage, certificate, interline, and prize winner bookings as well as Carnival Shareholder Benefits, coupons, and agency transfers.

Ship Inventory

Email: Ship_Inventory@HollandAmerica.com

Special Paid Upgrade offers: 888-628-8107 Special paid upgrade offers are sent about 30 days prior to departure. Our travel advisor partners can call in anytime to check availability for their guests.

Travel Advisor Rate bookings: 888-207-3536 Questions when submitting a request for Travel Advisor rates on a voyage. Once the booking is made reservations will handle all booking maintenance such as stateroom requests, issues or assignments.

Guest Relations

Phone: 1-800-599-8256
Email: GuestRelations@HollandAmerica.com

Inquiries, compliments, and concerns regarding current or prior cruises. Guest Relations does not handle anything pre-cruise.

Shore Excursions

Phone: 1-888-425-9376
Email: HAL_Shore_Excursions@HollandAmerica.com
HAL_Shorex_Access@HollandAmerica.com
Hours: Mon–Fri, 7:00 am–5:00 pm; Sat/Sun, 7:00 am–4:00 pm

Assistance with prospective and existing shore excursion bookings and accessibility needs. To book shore excursions online, please visit HollandAmerica.com, select “Manage My Cruise,” “Build Your Experience,” and “Shore Excursions,” then log in with your Mariner ID, email address, or booking number.

Operations Support

Email: Operations_Support@HollandAmerica.com
Hours: Mon–Fri, 8:00 am–5:00 pm

Inquiries regarding travel agency setup and maintenance.

All times shown are Pacific Time.



Visit OneSourceCruises.com for
Helpful Tools, Training & Resources

Holland  America

GROUPS	
Charters & Incentives Phone: 1-800-445-3731 Email: HAL_Charters_&_Incentives@HollandAmerica.com Hours: Mon–Fri, 7:00 am–5:00 pm	Inquiries and bookings for ship charters and incentive groups.
Group Administration Phone: 1-888-425-9477 Email: Groups@HollandAmerica.com Hours: Mon–Fri, 7:00 am–5:00 pm	To set up new group requests. Use to select initial GAP amenities, direct questions regarding outstanding allotments and recalls occurring prior to 90 days, and finalization of groups. To set up standard groups and manage existing groups using POLAR Online, visit OneSourceCruises.com .
Air/Sea Department Phone: 1-800-628-4771 Email: AirSea_Customer_Service@HollandAmerica.com Hours: Mon–Fri: 6:00 am–6:00 pm — Regular Operations 6:00 pm–6:00 am — En Route issues only Sat–Sun: 6:00 am–5:00 pm — Regular Operations 5:00 pm–6:00 am — En Route issues only	For air itineraries in conjunction with cruises or cruisetours for guests who have purchased Holland America’s Flight Ease®.
Group Shore Excursions Email: HAL_Group_Shore_Excursions@HollandAmerica.com	To customize group shore excursions to suit your group’s special needs.
Onboard Event Services Phone: 1-877-885-4259 Email: OnboardEventServices@HollandAmerica.com Hours: Mon–Fri, 7:00 am–5:00 pm	Set up group events and cocktail parties and reserve onboard meeting space.
Ship Services Phone: 1-800-541-1576 Email: HAL_Ship_Services@HollandAmerica.com Hours: Mon–Fri, 7:00 am–5:00 pm	For all individual guest services including special diets and dining requests. To book gift orders online, visit HollandAmerica.com .

GENERAL INFO	
Travel Advisor Standby Rates Phone: 1-800-424-3681	
Guest Accessibility Phone: 1-800-547-8493 Email: GuestAccessibility@HollandAmerica.com Hours: Mon–Fri, 8:00 am–5:00 pm	Arrangements regarding medical needs and guests with disabilities. Special Requirements Information forms should be submitted to this department.
Documentation Phone: 1-877-425-2236 Email: HAL_Documentation@HollandAmerica.com Hours: Mon–Fri, 7:00 am–5:00 pm	Guest Cruise Document inquiries as well as entry requirements (passport, visa) information for Grand and Legendary Voyages. All other entry requirement inquiries should be referred to CIBT visas
Brochures & Sales Materials Phone (U.S.): 1-800-626-9900 Phone (Canada): 1-800-663-5384 Hours: Mon–Fri, 6:30 am–3:15 pm	Requests for brochures and sales materials, which can also be viewed and ordered online at OneSourceCruises.com .
Holland America Line Academy Website: OneSourceCruises.com Email: HAL_Academy@HollandAmerica.com	Holland America’s proprietary training program that provides practical tools to help travel advisors serve their clients with confidence, maximize their sales efforts, and grow their Holland America business.
Mariner Society® Phone: 1-800-547-9139 Email: Mariner_Society@HollandAmerica.com Hours: Mon–Fri, 8:00 am–5:00 pm	Inquiries regarding guests’ cruise history and/or Mariner profiles as well as detailed information about the Mariner Society® Rewards Program.