

Out of Pocket Expense Request Guide

Reasonable expenses which are a direct result of a Holland America cruise change or cancellation may be submitted for consideration for reimbursement. However, expenses that appear excessive or outside of normal airline or hotel industry change or cancellation policy may be subject to further review. To expedite this process, please reference this guide as you complete the attached Out of Pocket Expense Request form.

Guests who have travel protection or insurance must first submit a claim to their coverage provider. Once that claim has been processed, we will be happy to review any denied or partially paid claims for possible reimbursement upon submission of a completed Out of Pocket Expense request form.

The following items are needed in order to process your reimbursement:

- Guests' full names, address, contact information and booking information.
- Copy of original air, hotel or rental car receipt – independently booked for the affected cruise.
- Copy of denied or partially paid insurance claim.

Proof of payment may be any one of the following:

- E-Ticket receipt showing payment received
- Travel Agency receipt showing proof of payment
- Credit card statement

Airline/Hotel/Rental Car Cancellation Policy:

- **Airline Fee Refund:** Documents should show that the reservations are non-refundable, non-transferrable, and do not have value for future travel. Any one of the following will be acceptable:
 1. Documented proof from airline showing that tickets were not refunded or credited.
 2. Proof of payment of change fee
In this case, a copy of both new and old tickets are needed
- **Hotel & Rental Car Refund:** Documents should show that the reservations are non-refundable, non-transferrable, and do not have value for future travel. Any one of the following will be acceptable:
 1. Receipt showing proof of payment
 2. Documented proof from travel provider that reservations were not refunded or credited.

Please complete the attached Change Fee Reimbursement Form.

1. **Refund to guest:** please nominate one person in your stateroom to receive the refund on behalf of all those in your stateroom.
2. **Refund to travel agency:** please make sure we are aware the refund goes to the agency and fill in the travel agency's address.

Standard processing time is approximately 4-6 weeks from the date your claim is received. Wire payments may take up to 10 weeks. If we have any questions regarding your claim, we will contact you.

<i>Guest Information</i>			
Booking ID		Voyage Number	
Guest Name(s)			
1.		2.	
3.		4.	
5.			
Mailing address			
City	State/Province	Postal Code	Country
Email address		Telephone Number	
Method of payment for reimbursement		Refund to be sent to	
<input type="radio"/> Check <input type="radio"/> Wire Transfer*		<input type="radio"/> Guest <input type="radio"/> Travel Agency	

*IMPORTANT! If requesting payment by wire transfer, do not send bank information. We will send you another form to collect this information.

<i>Refund Request</i>				
Type of expense	Amount of expense (total paid by you)	Amount refunded (if no , please write "0")	Amount eligible for reimbursement consideration	Receipt included (Y/N)
TOTAL				

Please send all relevant receipts and your completed change fee reimbursement form via email, fax or post to:

Holland America Line
 Attn: Guest Relations
 450 Third Avenue West
 Seattle, WA 98119

Email: guestrelations@hollandamerica.com Fax: (206) 905-8962