

Issue Date 25 Jan 11		Revision Number 1G		Group Name TPI HO	
Group No TNC	Sailing Date 09MAY12	Voyage V227	Ship Name / Ship Registry / Product VOLENDAM / NEDERLAND / AGS		
From Port Vancouver			Agency Contact SHARON JAMES		
To Port Vancouver			Business Development Manager MARY GOLDSMITH		
Departure 09MAY12		Cruise/Tour Description 7-DAY INSIDE PASSAGE			

<b>Currency:</b>
CANADIAN DOLLAR

<b>Dining</b>
STD POLICY

<b>Payment Schedule</b>	
Deposit Amount	Due By Option Date
0.00	
0.00	

<b>Final Payment</b>	
Due By	24FEB12

**Mail Payments To:**  
 Group Reservations  
 Holland America Line  
 Attn: Cash Applications  
 300 Elliott Ave West  
 Seattle, WA 98119

<b>These Rates Expire</b>
09MAY12

<b>Standard Commission</b>	<b>Override Commission</b>
AS AGREED	AS AGREED

SHARON JAMES  
 TRAVEL PROFESSIONAL INTL  
 2627A PORTAGE AVE  
 WINNIPEG, MB R3J 0P7 CANADA

(204) 987-3333

<b>Recall Dates</b>
11DEC11
10JAN12
09FEB12

**Group Allocation & Group Rates**  
 (Includes Non-commissionable Fare)

Booked Cat	Priced Cat	Beds	Double Rate	Single Rate	3rd/4th Rate	On-board Credit	Booked Cat	Priced Cat	Beds	Double Rate	Single Rate	3rd/4th Rate	On-board Credit
AA		2	1,910.36	3,821.71	609.30	25.00							
C		6	1,157.72	2,316.45	609.30	25.00							
E		4	1,015.83	2,031.67	609.30	25.00							
K		4	863.36	1,726.72	609.30	25.00							

**Air Cities**  
 (Fares are subject to change)

Gateway	Add On	Air Tax/Fee	Included Tax/Fee	Gateway	Add On	Air Tax/Fee	Included Tax/Fee

<b>Additional Information</b>	<b>Other Charges</b>
Amenity point available: 0.0 Escort Concession: 1/16, see Information Concerning Group Bookings	<b>TAXES AND FEES:</b> 99.71 <b>NCF*:</b> 239.04 - 239.04 * INCLUDED IN FARES ABOVE

**REMARKS**

Group rates apply only to the allocation specified above. Bookings outside of the above allocation are based on staterooms and rates available at time of booking. Single and 3rd/4th rates are subject to change and may be capacity controlled. GAP amenity selections and changes must be made at least 91 days prior to sailing. All unassigned GAP points will be released 90 days prior to sailing. Please see Group Terms and Conditions for additional information.

## GROUP TERMS & CONDITIONS

### BASIC REQUIREMENTS

**SIZE AND COMPOSITION:** The minimum requirement for a group space allocation is eight staterooms traveling together on the same cruise or cruisetour. For groups of 25 staterooms or more, a Large Group Request form is required. Please contact Group Administration Department to obtain required forms or visit Travel Agent Headquarters at [www.hollandamerica.com](http://www.hollandamerica.com). Group participants are to be drawn from a specific and defined social, professional, commercial or similar affinity group of individuals or booked through targeted promotional efforts.

**WHOLESALE:** This allocation may not be wholesaled to other travel agencies nor may it be consolidated with allocations granted to other agencies without prior approval from HAL senior management. Violations will result in immediate cancellation of all group allocations.

**STATEROOM ALLOCATION:** Staterooms for an allocation are held on a category guarantee basis and are subject to recall as provided below. The allotment shown on the confirmation represents the total allocation HAL is holding on AGENCY's behalf and cannot be increased except with prior approval from HAL Group Administration Department. Certain stateroom categories are ineligible for group rates. Allocation is based on double occupancy. Singles, triples and quads are capacity controlled and subject to availability. Staterooms booked outside the allotted categories will trade space from similar categories held within the allocation.

**PRICING:** Group pricing as outlined on the group confirmation applies to the 1st and 2nd guests in the stateroom and is guaranteed for the allocation specified. Pricing for categories outside of the allocation or for reservations made after space is recalled will be subject to the best rate available at time of booking. Single, third and fourth pricing is not guaranteed for the specified allocation and is subject to change. Pricing for singles, thirds and fourths will be quoted at time of booking. As such, single, third and fourth pricing should not be included in any advertising.

**POLICIES:** HAL reserves the right to supplement or modify, from time to time, its generally applicable procedural policies that are provided for in these Group Terms & Conditions or are otherwise established by HAL (e.g., cancellation policies, name change policies, change charges, as specified in the HAL brochure). AGENCY agrees to adhere to the procedural policies of HAL, as may be in effect from time to time.

**CRUISES REMOVED FROM PUBLIC SALE:** HAL reserves the right to unilaterally withdraw any sailing from public sale, with or without prior notice (e.g., if HAL elects to charter the vessel). In that event, HAL will provide AGENCY with reasonable alternatives and will otherwise work with AGENCY to address issues caused by the withdrawal. If HAL and AGENCY are unable to agree on an alternative sailing, HAL will refund all amounts received by HAL under this Agreement in which event neither AGENCY nor HAL will have further rights or obligations under this Agreement.

**ERRONEOUS PRICING NOTICE:** HAL reserves the right not to honor any published rates that it determines were erroneous due to printing, electronic, or clerical error.

### PROMOTION AND UPFRONT DEPOSIT REQUIREMENTS

**GENERAL REQUIREMENTS:** HAL Assumes that AGENCY has requested group allocation for the purpose of promotion and sale in a timely manner. In return for commitment of allocation from HAL, AGENCY agrees to actively promote and publicize the group program through promotional efforts approved by HAL. Promotions must adhere to "Contents of Promotion," below; violations of these restrictions may result in cancellation of the allocation. HAL reserves the right to recall unsold group allotments at any time. "Unsold allotment" is defined as group allotted staterooms that have not been sold to specific guests and deposited according to HAL policy outlined in the brochure.

**CONTENTS OF PROMOTION:** All promotions of HAL products by AGENCY must be conducted in the name of AGENCY and must include information identifying AGENCY (including name, address and telephone number). HAL reserves the right to require AGENCY to cease any promotional activity involving HAL products which HAL, in its sole discretion, determines may impair or damage the reputation of HAL. Promotions should only refer to prices that are inclusive of non commissionable amounts. Use of HAL trademarks and trade names requires the prior approval of HAL.

**UPFRONT DEPOSITS:** For allocations greater than 16 staterooms, HAL requires a \$50 per stateroom upfront deposit. **This upfront deposit is due within 30 days of initial confirmation; and is in addition to guest deposit requirements described below.** Failure to remit upfront deposit will result in the release of group allocation.

### REVIEW SCHEDULE

**150 AND 120 DAYS REVIEWS:** If no staterooms are sold, HAL will automatically recall 100% of the allocation. If staterooms are sold, HAL will automatically recall 50% of the unsold allocation. **AGENCY will not receive a phone call notification when this recall occurs.** All new bookings made thereafter will be subject to availability and rates at time of booking.

**90 DAYS REVIEW:** All unsold allocations will be automatically recalled at this time. **AGENCY will not receive a phone call notification when this recall occurs.** All new bookings made thereafter will be subject to availability and rates at time of booking.

### BOOKING PROCEDURES

**GROUP ADVANTAGE PROGRAM (GAP):** Points may be awarded at HAL's discretion. Amenities must be selected when group is initially set up. Changes to selected amenities may be made prior to the group being finalized 90 days prior to sailing. Unused GAP points will be cancelled 90 days prior to sailing. Some promotions may not be combined with the GAP program. Please direct questions regarding applicability to Group Administration Department.

**BOOKING NAMES/GUEST DEPOSITS:** AGENCY should book names and send guest deposits to HAL as soon as they are received from the client. Guest deposit requirements are set forth in the applicable HAL brochure. Cancellation Protection Plans are available for purchase by guest. Please refer to the HAL brochure for details.

**NAME CHANGES:** Requests for name changes or substitutions shall be considered cancellations and as such are subject to applicable cancellation fees outlined in the HAL brochure.

**CANCELLATIONS:** Failure to remit any deposit or payment when due shall result in a canceled booking and shall be subject to the cancellation fees set forth in the applicable HAL brochure. Staterooms for canceled bookings shall be released from the allocation unless otherwise agreed by HAL. In the event of a canceled booking, HAL reserves the right to allocate amounts received on that booking to offset amounts owed for other bookings in the same allocation, in which event AGENCY shall refund the canceled booking from its own monies. Staterooms released due to no-show guests at time of embarkation will be returned to the ship's inventory. If approval is granted by the ship for AGENCY to use unoccupied staterooms for purposes of upgrading guests, AGENCY shall be responsible for payment of the upgrade charges prior to guest disembarkation.

**DINING / ONBOARD REQUESTS:** Dining requests are confirmed on a first come, first served basis. AGENCY should contact Ship Services at (800) 541-1576 to discuss available options for groups requesting to dine together. AGENCY should contact Onboard Event Services at (877) 885-4259 to arrange any on board activities or meeting requirements. All requests for onboard assistance with group activities are reviewed for confirmation on a first come, first serve basis.

**ACCOUNTING:** At least two weeks prior to the final payment due date, HAL will prepare a guest list and finance summary for AGENCY. Questions regarding the finalization of AGENCY'S group should be directed to the Group Administration representative at (888) 425-9477, no later than 7 days prior to the final payment due date. If AGENCY still disputes the finalization statement, AGENCY is required to forward the full final payment to HAL, together with a statement of amounts subject to dispute. HAL shall review such statement and return disputed amounts owed, if any, within thirty days of receipt. Travel documents will not be released until full payment is received by HAL. Please note that credit or charge cards issued to AGENCY (corporate cards) or AGENCY employees may not be used for bookings made by guest. Requests to charge guest credit cards for non-HAL products will be accepted up to a maximum of \$250 per person. Requests for overcharges in excess of \$250 per person, if approved by HAL, will be assessed a minimum \$35 per person service charge and will require a signed indemnification agreement.

**GROUP HOME CITY AIR:** HAL will endeavor to accommodate group guests originating from the same air city on the same airline; however group guests from the same air city will not necessarily be accommodated on the same air flight.

### GROUP TOUR ESCORTS

Groups will be credited with an average cruise fare (excluding home city air, non commissionable amounts, taxes and optional packages) for every 15 double or single occupancy paid guests booked within a group. The earned tour escort credit will be applied to every 16th guest. Different earned tour conductor ratios may apply to various HAL products as referenced on the group confirmation. Third and fourth paid guests sharing a stateroom with two full fare paid guests do not count toward the tour escort credit. Earned tour escort credits may be affected by late cancellations within the group. If the number of double or single occupancy paid guests falls below the required minimum, the tour conductor credit will be removed. The tour escort credit is in lieu of free cruise or tour travel.





# Holland America Line

*A Signature of Excellence*

## HOME CITY AIR – GROUP REQUEST FORM

(A minimum 15 guests traveling all flights/dates together)

Holland America Line is pleased to provide Group Home City Air (HCA) service to our customers. In order to fulfill your request please provide us with complete details as requested below. Those areas indicated with an asterisk (\*) are not required and may be left blank as best available air will be assigned. Once completed Fax or e-mail your Group HCA request to:

**206.298.3991 or Airsea\_groups@hollandamerica.com Questions? Call us at 800.628.4771 or email: Airsea\_groups@hollandamerica.com**

Today's Date: \_\_\_\_\_

Agency Name: TRAVEL PROFESSIONAL INTL

Agent Name: SHARON JAMES

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Email: \_\_\_\_\_

### REQUIRED FIELDS:

Ship: VOLENDAM

Voyage #: V227

Group ID: TNC

Sailing Date: 09MAY12

Embarkation Port: Vancouver

Disembarkation Port: Vancouver

List the flight / route information you would like us to request for your group.				
Departure City	Requested Flight Date	Requested Time*	Requested Airline *	Requested # of seats (must not exceed number of beds)

**Special Instructions:**

Please note that group HCA requests are not confirmed until Holland America AIR/SEA department confirms in writing to the agency/agent of such as this form will only indicate a request only status. Any changes after confirmation of schedules initiated by the agent or guest are subject to additional processing and airline fees which may be applicable in addition to any Holland America Line standard change or cancel fees as outlined in all Holland America Line brochures and publications. In using this form you also agree and accept the following terms and conditions as listed below:

- **Names & I.D.** - For Security reasons, First and Last names on a booking MUST match the government-issued ID used for boarding.
- **Price Subject to Change** - All air prices are subject to change and not guaranteed until full payment is received by Holland America Line.
- **Airline Fees** - Baggage fees and other charges may be directly assessed by airlines or airports. Once you are notified of your flight details, please contact your airline.
- **In Flight Services** -Please contact the airline for seat assignments, meals, onboard oxygen needs, or other in-flight services. Please note that in some circumstances group block may not allow advance seat assignment or use of airport "Kiosk" check-in facilities. These policies are at carrier discretion and beyond the control of Holland America Line.