

Dear Holland America Line Guest,

We look forward to welcoming you on board for your upcoming cruise. Holland America Line's restart of cruising has been successful, our guests and team members are excited to be sailing again, and more ships are returning to service over the coming months!

As always, our primary commitment is to the health, safety and well-being of our guests, team members, and the communities to which we bring our ships. We will continue to operate with 95 percent and higher of all guests fully vaccinated; in addition, our crew are vaccinated according to U.S. Centers for Disease Control (CDC) requirements.

In an abundance of caution and in response to the increasing number of cases of COVID-19 caused by the Delta variant, we are updating our protocols and requirements. We are hopeful these measures will be temporary, and we will continue to adjust our protocols based on the advice of our medical and public health advisors.

Please carefully review the information below regarding new, temporary testing requirements:

- Effective with cruises departing on Saturday, August 14, 2021, we will require ALL fully vaccinated guests to produce a negative viral COVID-19 test (medically supervised PCR or antigen test) taken within 72 hours of their embarkation on all Holland America Line sailings.
- Fully vaccinated guests will be required to provide proof of this negative COVID-19 test, along with proof of full vaccination at least 14 days prior to embarkation, upon arrival in the terminal and can then proceed on board.
- Please note that testing in the terminal will not be available so it's critical that you have your negative test results with you at cruise check-in. We will not be able to accommodate guests without proof of a negative test.
- Please check our TravelWell® health protocols at HollandAmerica.com/TravelWell for further details on testing requirements.

In addition to testing requirements, we have also made adjustments to our onboard mask policy as follows:

- We strongly encourage all guests to wear face masks when indoors.
- All guests will be required to wear face masks in elevators and in designated indoor entertainment areas, all retail shops, and in the casino, except when eating or drinking.
- Guests will be required to wear face masks prior to being seated in all dining areas. You may occasionally be asked to wear a mask in other designated areas where larger number of guests may congregate.
- As a reminder, masks are required during embarkation and debarkation in the terminal, and masks must also be worn during the debarkation process on board.

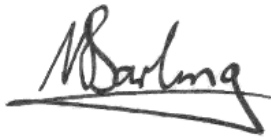
- We recommend guests wash or replace their mask daily and choose a good quality double-layer cloth or medical-grade mask. Please note that bandanas, neck gaiters and masks with exhaust valves will not be accepted as a substitute for a face mask and that visors and face shields are only permitted when used in addition to a mask.

Please check our [TravelWell Frequently Asked Questions](#) for further details on our updated testing requirements and onboard protocols.

These new requirements are being implemented to protect our guests and team members while on board. Several destinations have implemented their own requirements and all guests will be required to follow the protocols in each destination we visit.

As stated above, we are hopeful these requirements will be temporary, and we appreciate your cooperation and look forward to welcoming you aboard.

Yours in health,

A handwritten signature in black ink, appearing to read "Grant Tarling", with a horizontal line underneath.

Grant Tarling, MD, MPH
Chief Medical Officer