



**FRANCIS**  
TRAVEL  
MARKETING

**THE FOLLOWING INFORMATION IS REQUIRED FOR INTERNAL ADMINISTRATION. PLEASE COMPLETE & RETURN TO YOUR TRAVEL AGENT/FRANCIS TRAVEL MARKETING ALONG WITH YOUR DEPOSIT ON ITS DUE DAY**

NAME OF SHIP: \_\_\_\_\_ SAILING DATE: \_\_\_\_\_

TRAVEL AGENCY & CONSULTANT \_\_\_\_\_

**\*\*\* PLEASE COMPLETE FULL NAMES BELOW AS PER PASSPORT INCLUDING TITLE \*\*\***

PASSENGER 1: \_\_\_\_\_ DOB: \_\_\_\_\_

PASSENGER 2: \_\_\_\_\_ DOB: \_\_\_\_\_

PASSENGERS 3: \_\_\_\_\_ DOB: \_\_\_\_\_

PASSENGERS 4: \_\_\_\_\_ DOB: \_\_\_\_\_

RESIDENTIAL ADDRESS: \_\_\_\_\_

\_\_\_\_\_ POSTAL CODE: \_\_\_\_\_

NZ DEPARTURE DATE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

**HOW DID YOU FIND OUT ABOUT THIS CRUISE:** (circle your option) Cruise Expo/Evening

Ship Visit Recommended by Friend/Acquaintance Recommended by Travel Agent

Advert (which) Publication: \_\_\_\_\_ OR Other: \_\_\_\_\_

DINING CHOICE (circle your preference) **EARLY** **LATE** **AS YOU WISH (5.15pm to 9pm)**

**DIETARY/MEDICAL & SPECIAL REQUIREMENTS:** \_\_\_\_\_

**CPP IS:** ACCEPTED DECLINED (PLEASE circle which applies)

Explanation on CPP (Cancellation Protection Plan) is found in the back of the current brochure

SIGNED: \_\_\_\_\_

**Please sign above that you have also read all the important information on reverse page**

**\*\*\* CPP CANNOT BE ADDED BACK TO A BOOKING ONCE DECLINED \*\*\***

**If your clients are considering using a debit card (cash passport) to set up on board accounts please be aware that this is considered as cash & any bonds held against it can take up to 30 days for your bank to release the hold, from the date of disembarkation. We strongly recommend that you use a credit card.**



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**IMPORTANT:** Guests arriving without proper documentation **SHOWING PASSPORT NAMES AS PER BOOKING** may **NOT** join the voyage & will not be entitled to a refund. Guests have a responsibility to determine & fulfill the passport & visa requirements applicable for their travel. Boarding may be denied & fees may be levied against guests without proper documentation. Payment of fees levied is the responsibility of the individual guest. Return of this form helps alleviate any last minute complications with documentation. If this form is not returned documentation will **NOT** be sent.

**CANCELLATION PROTECTION PLAN:**

We highly recommend that you consider Holland America Line's Cancellation Protection Plan (CPP). This will cover your clients for any reason, up to 80% refund and is valid up to 24 hours prior to their cruise departure. We do understand that other insurance may be taken, but this plan compliments all insurance policies.

PLEASE NOTE: The Cancellation Protection Plan is optional and is available for purchase prior to the date on which ANY cancellation fees begin to accrue (including flights booked via Flight Ease).

**PLEASE NOTE THE FOLLOWING IMPORTANT INFORMATION:**

Holland America Line reserves the right to upgrade a guest, or guests, to more expensive category accommodations at no additional cost.

Holland America Line reserves the right to pass any Governmental or Quasi Governmental taxes, irrespective of the cruise having been paid in full and/or documents issued. Any increase in taxes, fuel surcharges or security surcharges may be passed to passengers at any time prior to the departure of a cruise. Please refer to the Holland America Line Fare Guide for further information on Fares, Non-discountable Amounts, Taxes and Surcharges.

Please refer to the Holland America Line Fare Guide for full details of Holland America Line Cancellation policy:

Cancellation fees apply to the entire cruise booking, including cruise fare, air add-ons, ground transfers, pre-cruise and post-cruise hotel and tour packages. Guests who cancel within the dates shown below for any reason, including medical or family reasons, are subject to the following per-person cancellation fees, As per attached information.

Given that the resale of cancelled space will likely result in a lost opportunity to sell other space, cancellation fees are due regardless of resale. Fees incurred as a result of cancellation cannot be applied to future bookings. Refunds will normally be made to your travel professional. Travel professionals may impose their own cancellation fees. Agency fees of any nature are a matter to be decided on solely by the agency and guests.



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Francis Travel Marketing levy the following Cancellation Charges in addition to Holland America Line Cancellation charges:

In the event of cancellation outside 75 days prior to sailing date a cancellation fee of AUD\$100.00 per person will apply.

Where notification of the cancellation is received 75 days or less from the sailing date a cancellation fee of AUD\$200.00 per person will apply.

Nb: Purchasing Holland America Line's Cancellation protection Plan does not negate the right of Francis Travel Marketing to impose their own cancellation charges.

Name changes require the prior approval of Holland America Line and may not always be possible. Cruise contracts are non-transferable. Name changes and departure date changes are considered reservation cancellations and are subject to cancellation fees.

It is the travel agents responsibility to provide their passengers with a full description of the Holland America Line Cancellation Policy, and to point out that in assessing charges the Cruise Line consider Non Discountable Amounts to be part of the cruise fare, and not separate as is the case for taxes.

**PLEASE ENSURE THAT YOUR GUESTS HAVE A NEW ZEALAND RESIDENTIAL ADDRESS AND THAT THIS ADDRESS IS USED FOR ONLINE CHECK IN.**

**“HOLLAND AMERICA LINE DOES NOT ALLOW CROSS BORDER SELLING.”**

**Please be aware that the above Terms & Conditions are current as of 20 September 2018 and are subject to change at any time without any notification.**

Please refer to [www.hollandamerica.com](http://www.hollandamerica.com) for the most up to date Terms & Conditions