

# Mariner Society Rewards

## Star Levels and Eligibility Requirements

Star Mariner	One completed cruise
2-Star Mariner	30 Cruise Day credits
3-Star Mariner	75 Cruise Day credits
4-Star Mariner	200 Cruise Day credits

### Star Status

AT HOME	★	★★	★★★	★★★★
Mariner magazine	★	★	★	★
Annual cruise planner		★	★	★
Free subscription to F&W or T+L (1 per household)				★
Advance information on new itineraries			★	★
15% discount at www.shophollandamerica.com		★	★	★
BOOKING				
Special offers on select sailings	★	★	★	★
Hosted sailings with Mariner Society representative	★	★	★	★
50% discount on 3rd/4th guest (on select sailings)	★	★	★	
3rd/4th guest cruise for free on select sailings				★
Priority shore excursions and other prebooking services				★
Waiver of air deviation fees			★	★
WHILE ON BOARD				
Embarkation Brunch in dining room	★	★	★	★
Mariner Champagne Brunch	★	★	★	★
Recognition pin		★	★	★
Collectible gift	★	★	★	★
Discount on select spa treatments			★	★
Priority disembarkation†				★
Priority tender†				★
Priority check-in†				★
10% discount on Holland America Line logo clothing sold in onboard shops (may exclude already discounted merchandise)		★	★	
15% discount on Holland America Line logo clothing sold in onboard shops (may exclude already discounted merchandise)				★
25% discount on specialty restaurant surcharges			★	
25% discount on wine packages and Explorations Café purchases			★	
25% discount on mini-bar purchases			★	
50% discount on specialty restaurant surcharges				★
50% discount on wine packages and Explorations Café purchases				★
50% discount on mini-bar purchases				★
Complimentary winetasting				★
Complimentary laundry and pressing service				★
Complimentary ship photo		★	★	★

†Please refer to www.hollandamerica.com for more information.

# Frequently Asked Questions

## Q. How do I join the program? Do I need to register?

A. No registration is required. All Mariners (past guests of Holland America Line) are enrolled automatically and will receive benefits starting with their second cruise.

## Q. Will I receive credit for cruises taken in the past?

A. Yes, guests receive Cruise Day credits for all previous Holland America Line cruises and Alaska cruisetours. Bonus Cruise Day credits for suite purchases and onboard spending is a new feature applied to sailings departing after the new program has been deployed on each specific ship. This phased roll out starts September 18, 2009 and will be complete by October 18, 2009.

## Q. What happens if I have already earned a specific Mariner Society Rewards level within the old program?

A. The former program was based on the number of days cruised, as is the new program, so your former Rewards Level will be properly recognized within the new program.

## Q. How can I check to make sure that my cruise history is correct?

A. Guests can check their cruise history by going to My Account at www.hollandamerica.com. Guests who have not yet set up an account will be prompted through the easy one-time account setup process. You can also call the Holland America Line Mariner Society at 1-800-547-9139.

## Q. If a 3-Star Mariner shares a stateroom with a 2-Star Mariner, does each guest receive separate benefits?

A. All guests sharing a stateroom as part of the same booking will receive the benefits earned by the guest at the highest Star level. Guests sharing a stateroom under different booking numbers receive individual Star level benefits.

## Q. Can I extend my benefits (such as the 25% or 50% discount at select food and beverage outlets) to shipmates?

A. No. Benefits are intended for the personal use of the applicable guest and those sharing a stateroom with the guest on the same booking number. Holland America Line reserves the right to limit benefits if necessary.

## Q. Are any onboard charges excluded from the onboard purchases bonus?

A. All casino charges, cash advances, and associated fees (3% service fee) are excluded as well as certain types of guest compensation credits. The Hotel Service Charge, Beverage Service Charge, taxes, pre-booked HAL shore excursions, pre-paid gift orders (regardless of who purchases them for the guest sailing) and gift items all count toward bonus days.

## Q. I live outside the United States. Are there any differences in the program or benefits?

A. No.

## Q. If I become eligible for a higher benefit tier while on board, when can I take advantage of the additional benefits?

A. Elevated benefits will take effect on your next Holland America Line cruise.

## Q. How will my Star status be recognized at the pier and on board?

A. Express dox will display the guest's star level. Guest's stateroom card key/onboard charge card, personalized with their Mariner ID number, will also display their star level. 2-Star, 3-Star and 4-Star Mariners will also receive lapel pins. 4-Star will be recognized at the pier with Priority check-in.

## Q. If I qualify for onboard discounts do I need to request them when making a purchase?

A. No. The discount will be automatically applied to your onboard account.