

CONTACT INFORMATION FOR TRAVEL ADVISORS

All times shown are Pacific Time

Sales Support Team

Phone: 1-800-544-0443, option 4
Email: Sales@HollandAmerica.com
Hours: Monday–Friday 6:00 am–4:30 pm

To contact your Sales Support Team.

OneSourceCruises.com

Website: OneSourceCruises.com
For Login Issues: Phone: 1-800-544-9032
For General Instructions: Phone: 1-800-544-0443, option 4

Access POLAR Online to book cruises and cruisetours, set up and manage existing groups, and search pricing and commission refunds. Download images; access group information, promotional information, sales and marketing tools, training, and industry news; order sales materials; and more.

Access & Compliance

Phone: 1-800-547-8493
Fax: 1-800-577-1731
Email: HAL_Access@HollandAmerica.com
Hours: Monday–Friday 8:00 am–5:00 pm

Your contact for arrangements regarding guests with disabilities and medical needs. Special Requirements Information forms should be submitted to this department.

Air/Sea

Phone: 1-800-628-4771
Email: Airsea_Customer_Service@HollandAmerica.com
Hours: Monday–Friday 6:00 am–6:00 pm

For air itineraries in conjunction with cruises or cruisetours for guests who have purchased Holland America Line's Flight Ease.®

Brochures & Sales Materials

In U.S. phone: 1-800-626-9900
In Canada phone: 1-800-663-5384
Hours: Monday–Friday 6:30 am–3:15 pm

To request brochures and sales materials. You can also view and order online at PartnerSHIPS Portal at GoHAL.com.

Documentation

Phone: 1-877-425-2236
Email: HAL_Documentation@HollandAmerica.com
Hours: Monday–Friday 7:00 am–5:00 pm

For Guest Cruise Document inquiries for Holland America Line. Also visa information, including mailing and referral to visa processing company.

Group Administration

Phone: 1-888-425-9477
Email: Groups@HollandAmerica.com
Hours: Monday–Friday 7:00 am–5:00 pm

To set up new group requests. Use to select initial GAP amenities, direct questions regarding outstanding allotments and recalls occurring prior to 90 days, and finalization of groups.

To set up standard groups and manage existing groups using POLAR Online, visit OneSourceCruises.com.

Group Shore Excursions

Email: HAL_Group_Shore_Excursions@HollandAmerica.com

To customize group shore excursions to suit your group's special needs.

Guest Relations

Phone: 1-800-599-8256
Fax: 1-206-905-8962
Email: GuestRelations@HollandAmerica.com

Inquiries, compliments and concerns on current or past sailings.

Holland America Line Academy

Website: OneSourceCruises.com
Email: HALAcademy@HollandAmerica.com

Training program that provides practical tools to help travel advisors sell and service their clients with confidence, and maximize their sales efforts.

Incentives & Charters

Phone: 1-800-445-3731
Email: HAL_Charters_&_Incentives@HollandAmerica.com
Hours: Monday–Friday 7:00 am–5:00 pm

Inquiries and bookings for incentive groups and ship charters.

Mariner Society®

Phone: 1-800-547-9139
Fax: 1-206-270-6038
Email: Mariner_Society@HollandAmerica.com
Hours: Monday–Friday 8:00 am–5:00 pm

For questions about a guest's cruise history, updating a guest's Mariner profile and detailed information about the Mariner Society Rewards Program.

Onboard Event Services

Phone: 1-877-885-4259
Fax: 1-206-301-5516
Email: OnboardEventServices@HollandAmerica.com
Hours: Monday–Friday 7:00 am–5:00 pm

To set up group events and cocktail parties and reserve onboard meeting space.

Operations Support

Email: Operations_Support@HollandAmerica.com
Hours: Monday–Friday 7:00 am–5:00 pm

For inquiries regarding travel agency setup and maintenance.

Public Relations

Phone: 1-800-637-5029
Email: PR@HollandAmerica.com
Hours: Monday–Friday 8:00 am–5:00 pm

For media inquiries. Announcements regarding emergency situations are posted on HollandAmerica.com.

Reservations: Accounting

Phone: 1-888-663-5384
Fax: 1-206-270-6038
Email: Reservation_Accounting@HollandAmerica.com
Hours: Monday–Friday 7:00 am–5:00 pm

For credit card transactions, refund inquiries, commission refunds, netting out groups and CPP/P inquiries pre-departure. Reservations Accounting is the main source of reference for accounting discrepancies and ship/sailing cancellations.

Reservations: GDS & Agency Profile Registration

Phone: 1-866-930-2332

For help registering or updating agency information with Holland America Line. Adding or removing pseudo city codes for GDS/API systems such as Amadeus, Apollo, Galileo, Sabre, Revelex and Worldspan.

Reservations: Holland America Line

Phone: 1-800-426-0327
Alaska Phone: 1-800-391-6258
Fax: 1-800-628-4855
Hours: Monday–Friday 5:00 am–7:00 pm
Saturday–Sunday 6:00 am–5:00 pm

For pricing, availability, and sales assistance for group and FIT reservations. Also for general inquiries relating to product, destinations and existing cruise reservations.

Reservations: World Cruise

Phone: 1-800-522-3399
Fax: 1-206-281-0627
Email: World_Cruise_Reservations@HollandAmerica.com
Hours: Monday–Friday 6:00 am–5:00 pm

For availability and assistance with Grand Voyages, certificate, Interline and prize winner bookings. Also Carnival Shareholder Benefit, coupons and agency transfers.

Ship Inventory

Email: Ship_Inventory@HollandAmerica.com
Fax: 1-800-547-4720 or 1-206-298-3015

Requests for guaranteed staterooms or issues with stateroom assignments that Reservations is unable to assist with.

Ship Services

Phone: 1-800-541-1576
Fax: 1-206-508-8518
Email: HAL_Ship_Services@HollandAmerica.com
Hours: Monday–Friday 7:00 am–5:00 pm

For all individual guest services including special diets and dining requests. To book gift orders online, visit HollandAmerica.com.

Shore Excursions

Phone: 1-888-425-9376
Email: HAL_Shore_Excursions@HollandAmerica.com
HAL_Shorex_Access@HollandAmerica.com
Hours: Monday–Friday 7:00 am–5:00 pm

For assistance with new and existing shore excursion bookings, guests with accessibility needs, or direct questions regarding our shore excursion options. To book shore excursions online, please visit HollandAmerica.com and select "Already Booked," then click "Book Shore Excursions."

Travel Advisor Standby Rates

Phone: 1-800-424-3681

Holland America Line

450 Third Avenue West
Seattle, WA 98119
1-206-626-9000

HollandAmerica.com