## ANNIVERSARY

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## **INFORMATION**

#### **NOVEMBER 2-9, 2019** FORT LAUDERDALE • ST. MAARTEN • ANTIGUA HOLLAND AMERICA LINE *NIEUW AMSTERDAM*

StarVista LIVE



### TRAVEL DOCUMENTS AND IMPORTANT INFORMATION

We are excited that the 2019 Malt Shop Memories Cruise is almost here! Please review the contents in this document box and contact us immediately at 844-855-6258 (MALT) if anything is missing or if you have questions:

- Final Confirmation Letter confirming your dining time, details regarding insurance (if applicable), etc.
- \* Mainstage Seating Card (one per guest inside the ID holder)
- ✤ The Mainstage Seating Schematic
- \* 2019 Malt Shop Memories Cruise T-shirt (one per guest, size based on reservation records). If a size was not submitted, you will receive an XL.
- \* Malt Shop Memories Cruise Lanyard and ID holder (one per guest)

#### IMPORTANT DATES, LOCATIONS AND TIMES

DEPARTURE DATE: Saturday, November 2, 2019 DEPARTURE CITY: Fort Lauderdale, Florida EMBARKATION/TERMINAL: Port Everglades (see port signs for terminal location) SHIP: Holland America Line *Nieuw Amsterdam* 

TERMINAL DOORS OPEN: 10:30 a.m. Please do not arrive earlier.

BOARDING COMMENCEMENT TIME: 11:30 a.m. SHIP DEPARTURE TIME: 5:00 p.m. MANDATORY BOARDING TIME: No later than 3:00 p.m. RETURN DATE: Saturday, November 9, 2019 RETURN TIME: 7:00 a.m. (all times are EST) SAFE DEADLINE: August 30, 2019-only applicable if you re

**SAFE DEADLINE:** August 30, 2019–only applicable if you require special assistance and haven't previously discussed your needs with a sales agent.

#### ONLINE CHECK-IN AT HOLLAND AMERICA LINE

Complete your online check-in now at www.hollandamerica.com/onlinecheckin. We strongly recommend passengers complete their check-in online in order to facilitate a smooth boarding process in the terminal.

- 1. Enter your Holland America Line Booking Number found in the confirmation letter in this box. It is the 6-digit alphanumeric character code.
- 2. Follow the instructions (please have your passport handy to complete this process). It will take about 10-15 minutes to fully complete your online check-in.
- 3. Print the luggage tags to adhere to your luggage when you arrive at the terminal. Please DO NOT apply to luggage before your flight in case they rip or tear off en route.
- 4. Now you can book spa appointments, indulgences and dinner reservations and shore excursions.
- Deadline to check in online is close of business October 30, 2019 (EST). If you miss the deadline, you may complete your check-in process in the Port Everglades terminal on November 2.

# IMPORTANT INFORMATION

#### IMMIGRATION REQUIREMENTS

Holland America Line requires ALL guests to PRESENT A VALID PASSPORT from their country of origin at embarkation. There are no substitutes for this requirement. A valid passport is one that expires more than six months after the date the cruise disembarks. Since the date of disembarkation is November 9, 2019, all passports must be valid through May 9, 2020. Guests with non-US passports are responsible for obtaining whatever required visas necessary to disembark at any and all of the ports of call.

#### TRANSPORTATION FROM THE AIRPORT TO THE TERMINAL

Suggested ground transportation options to get you to/from Port Everglades terminal:

- 1. Holland America Line shuttle service. (\$19/person from Fort Lauderdale airport and \$29/person from Miami airport, each way). Please call Holland America Line at 866-929-2332 to make these reservations.
- 2. Taxi from Fort Lauderdale airport (approximately \$25).
- 3. Taxi from Miami airport (approximately \$85).

It is your responsibility to arrive at the ship in time for the departure and to secure your transportation at the end of your cruise.

#### TRANSPORTATION FROM MARRIOTT NORTH FORT LAUDERDALE TO THE TERMINAL

For just \$19 per person, we have private motor coach transportation available. You will need to bring your luggage down to lobby and transportation helpers will assist you loading your luggage into box trucks at the hotel and delivered to the terminal. Please make sure your bags are properly tagged with Holland America luggage tags and loaded onto the box truck before you board the motor coach.

To purchase this service simply log in to your StarVista LIVE account and add Hotel Transfer to Cruise Pier to your reservation or at the **Marriott North Fort Lauderdale** from the transportation company (Elect Travel).

#### This service is only offered from the Marriott North Fort Lauderdale.

Transfers are not included in the cost of the hotel and will be charged to the credit card on file connected to your StarVista LIVE account. For information or assistance, call us at 844-855-6258 (MALT).

#### **BOARDING THE SHIP**

Boarding will commence at 11:30 a.m. Please carry all essential personal items (medications, passport, ID, change of clothes if desired, etc.) with you when you board. Lunch will be served in the Lido Market, Deck 9 Midship and you are free to tour the public spaces on the ship until the cabins are ready. Please keep in mind that the luggage delivery operations will run into the evening hours.

#### HOLLAND AMERICA LINE SMOKING POLICY

The smoking policy designates all interior space, including staterooms and casino, as non-smoking areas. This includes cigarettes, cigars and pipes. Electronic cigarettes are allowed in staterooms (because they do not leave any residual odor) but cannot be used in public areas. Anyone who violates the ban on smoking in the staterooms will be charged a \$250 cleaning fee. No smoking of any kind will be permitted on stateroom balconies. For guests who wish to smoke, there will be a designated area for smoking outside on Deck 9 Aft near the Sea View Bar and Pool. Clearly marked "Designated Smoking Area," the area includes a sufficient number of ashtrays that are emptied regularly. Cigarette, cigar and pipe smoking are permitted in the Designated Smoking Area. Holland America Line reserves the right to modify the smoking policy on board or alter the locations where smoking is permissible at any time. Please refer to the Holland America Line website for any other information.

#### TIPPING ON BOARD

Other than drink service charges, all tips for servers, cabin stewards, etc., have been pre-paid. However, please feel free to reward exemplary service with the internationally recognized sign of gratitude: "tipping."

#### HOSPITALITY AND SALES AREAS

Our hospitality desk is located on Deck 1 Midship across from Guest Services. Our sales office is located on Deck 3 Forward in the Hudson Room. Hours will be listed in the souvenir program and daily program delivered to your stateroom. Please stop by to say hello! It's always great to put a face with a voice.

#### T-SHIRT EXCHANGES

Our hospitality desk on Deck 1 Midship will be open for exchanges on Saturday and Sunday before the T-shirt party. Hours of operation will be posted on board. Please bring your T-shirt with you and we will happily exchange it, pending availability.



#### MALT SHOP MEMORIES CRUISE ATTIRE

The overall dress theme for the cruise is "smart casual."

**Daytime attire** is not subject to limitations, so guests may dress in appropriate and tasteful clothing of their choosing. Coverups and footwear are required in all venues and dining areas.

**Evening attire** is subject to the dress theme for that particular evening. For six of the seven nights the evening dress theme is "smart casual," which means no shorts, tank tops or T-shirts in the main dining room or premium restaurants. Jeans are acceptable attire for the "smart casual" evenings. Our formal night is Prom Night on Thursday. Our nightly themes offer you a chance to dress up in theme-appropriate clothing (e.g., sock hop, prom, costumes) most nights.

#### MALT SHOP MEMORIES CRUISE PROGRAMMING

To help you better prepare, we will post our onboard show and events schedule on maltshopcruise.com in October. We hope this enables you to better plan your days and schedule dining around the events you want to attend. Check back regularly for any updates as we fine-tune our time onboard.

During the course of the cruise we will continue to have special contests and events:

- Going, Going, Gonged Got a hidden talent you want to share? We are bringing back our talent show and all of the hilarity it inspires. If you would like to participate on board this year, start preparing now. Sign-up times will be announced aboard the ship. Please ensure that you have your own backing materials and tracks. Each participant will be allowed two minutes to perform.
- Door Decorating Contest Guests are encouraged to decorate the doors to their cabins to reflect the Malt Shop Memories Cruise format. Prizes will be awarded to the winners. We ask that guests use nonflammable materials and not use any fasteners or tape that would leave a hole or any residue or sticky substance when removed. Also, please don't use anything that could fall off and impede the flow of traffic.
- Hula-Hoop Contest You may try (as many times as you want!) to be the winner of the Single, Double and Triple Hula-Hoop Contests. Those who keep the hoops going the longest win prizes.

★ T-shirt Party and T-shirt Decoration Contest Join us on Sunday afternoon for the annual T-shirt party. Put on your Malt Shop Memories Cruise T-shirt and get ready to enjoy free drinks and entertainment. There will be a contest and prizes for the guests with the most inventive T-shirt decorations.





#### PARTIES AND NIGHTLY THEMES

The Malt Shop Memories Cruise will host a wide variety of gatherings and festive events. While it is not mandatory to dress in keeping with the theme, we do encourage you to have some fun and plan some outfits!

#### SATURDAY, NOVEMBER 2 | FORT LAUDERDALE

Sail-away Party: Join cruise Emcee Extraordinaire Jerry Blavat at the Sea View Pool, Deck 9 Aft, for drinks and dancing as we get the record hop started when we depart from Fort Lauderdale.

Mightly Theme: Welcome to the 1950s and 1960s-No special outfits required. Get unpacked and settled in for the week ahead!

#### SUNDAY, NOVEMBER 3 | AT SEA

Annual T-shirt Party: An afternoon of great live music and drinks on the Lido Deck, Deck 9 Midship-wear your Malt Shop Memories Cruise T-shirt for complimentary select beverages. Best decorated T-shirts will win prizes!

Mightly Theme: Sock Hop Celebration-Gals, pack your poodle skirts and saddle shoes; guys, grab your letterman sweaters and high-top sneakers to celebrate the great preppy styles of the late '50s and early '60s on the Lido Deck, Deck 9 Midship.

#### MONDAY. NOVEMBER 4 | AT SEA

Mightly Theme: Sci-fi, Space Race and Apollo 11-It's been 50 years since Apollo 11 landed on the moon and the world has been obsessed with space, aliens and sci-fi movies ever since. Dress as a space explorer or an intergalactic creature and celebrate under the moon with us!

#### TUESDAY, NOVEMBER 5 | ST. MAARTEN

Mightly Themes Back to the Beach-Wear your shorts, sarongs, Hawaiian shirts, leis or simply something comfortable for a special evening in the Mainstage with the Beach Boys!

#### WEDNESDAY, NOVEMBER 6 | ANTIGUA

Mightly Theme: 1950s & 1960s Movie and TV Character Night-Tonight is THE costume night! We have had everyone from Lucy and Ethel to the cast of *Gilligan's* Island in years past. Get creative and celebrate your favorites from TV and film of the '50s & '60s! We encourage everyone to participate as prizes will be awarded for the MOST CREATIVE COSTUMES!

#### THURSDAY, NOVEMBER 7 | AT SEA

Mightly Theme: Prom Night (Formal Night)-It was a very special night years ago so wear what you wore, would have worn or wished that you wore to your senior prom.

#### FRIDAY, NOVEMBER 8 AT SEA

Mightly Theme: Farewell Night-A celebration of the bittersweet feelings for the last night of a wonderful cruise. Wear whatever is still clean.



#### THE MAINSTAGE PERFORMANCES

The Mainstage is our main theater. Every guest will have the opportunity to see a nightly show based upon the designated show time (**BLUE** for early show and **ORANGE** for late show). The Mainstage Seating Card, (located in ID holder shipped with this guest booklet), is color coded for easy identification for the ushers and will match the color of your Stateroom Key Card (which you will receive at embarkation).

#### THE MAINSTAGE SHOW POLICIES AND PROCEDURES

To ensure that the entry and seating procedure is both fair and easy, we have adopted the following policies and procedures:

- You must present your Mainstage Seating Card to the ushers at the entrance in order to enter the theater for the appropriate show time. All seats have been assigned and we cannot accommodate seating requests or changes.
- There are four entrances to the Mainstage, two on Deck 2 and two on Deck 3. No other entrance is available for guests. The Mainstage Seating Card lists the suggested entrance best suited for your seat.
- Doors will open for each show approximately 30 minutes before scheduled show time. With assigned seating, there is no need to arrive early.
- All seats will be numbered clearly with Malt Shop Memories Cruise seat stickers, and ushers will be present to assist with any questions. Refer to the Mainstage Seating Schematic in this package.
- Unfortunately we cannot allow guests to change seats. The guest who was assigned a specific seat may arrive late and it is too disruptive to everyone else to move once the show starts.
- Guests who interfere with the fair and safe entry into the Mainstage may risk forfeiting their rights to attend that show or other shows. Our goal is to provide the best entertainment experience for all of our guests and we request that you treat all passengers and staff with respect. Any behavior that disrupts the enjoyment of other passengers will result in removal from the show by security staff.

The taking of flash photos and the recording of shows violate our contracts with the performers. Since it is impossible to easily discern what type of equipment can record, no electronic equipment of any kind will be allowed in the Mainstage during shows.

#### MAIN DINING ROOM INCLUDED IN CRUISE FARE

On November 2, you will be given your Stateroom Key Card, which will either be ORANGE (early dinner seating) or BLUE (late dinner seating). Early dining begins at 6:00 p.m. and late dining begins at 8:30 p.m. As both dinner seatings are completely full, we cannot accommodate any requests to switch your dining time. Guests who previously made table requests with our office will receive a letter in their stateroom on embarkation day with the assigned table number. These guests should enter the Upper Dining Room on Deck 3. All other seating will be open, meaning that once guests have their full party together, they should proceed to the Lower Dining Room on Deck 2 to be seated. In the spirit of the Malt Shop Memories Cruise, guests with smaller parties will be seated with other guests.

#### **OTHER DINING OPTIONS**

Please visit the Holland America Line website to view the Casual Dining (included in fare) and Fine Dining (additional cost) options on board: **Go to www.hollandamerica.com. Click "The Experience"** 

Reservations for Fine Dining (additional cost) are recommended and can easily be made through the Holland America Line website once you complete your Online Check-in or from your stateroom.

Go to www.hollandamerica.com. Click "Already Booked" and login with My Account.

#### BAR SERVICE OFFERINGS

#### Special Beverage Packages

If you purchase before we sail, you save! Holland America Line offers alcohol and non-alcohol beverage packages.

Please note: All guests in a stateroom must purchase the same package. If you are interested in purchasing a beverage package now, please contact Holland America Line at 800-541-1576. Please visit the Holland America Line website to view the available bars and lounges on board the *Nieuw Amsterdam*. Go to www.hollandamerica.com. Click "The Experience" then go to "Activities"

#### ACTIVITIES ON BOARD

The Casino on board the *Nieuw Amsterdam* offers a variety of games for all levels, complimentary lessons from dealers, and tournaments for veteran players.

The Greenhouse Spa & Salon offers luxurious beauty salon and spa treatments, and features thermal pools, heated ceramic lounges and treatment rooms. *Fees vary.* 

**The Fitness Center** is equipped with state-of-the-art cardio and weight machines and offers classes in yoga, Pilates, indoor cycling and more. *Fees for classes vary.* 

Please visit the Holland America Line website to view some of the onboard activities offered during your cruise:

Go to www.hollandamerica.com. Click "The Experience"

#### **ONLINE BOOKING: SHORE EXCURSIONS**

Once you have completed your online check-in, you can book excursions directly at Holland America Line.

Go to www.hollandamerica.com. Click "Already Booked" and login with My Account.

Choose your tour times, book tours and receive confirmation of your shore excursion reservations up until three days before sailing. Make your payment online and receive approximate tour departure times. Reservations made online receive priority handling and are processed prior to requests made on board. We recommend booking as early as possible because many of the popular excursions sell out quickly.

Holland America offers "Our Best Price Guarantee" which ensures you can book shore excursions with total confidence. Find a better price on any tour they offer and they'll refund you 110 percent of the price difference in the form of an onboard credit.

Worry-free return to the ship. In the very rare event that your tour is late and the ship must leave, we will arrange at our expense to get you to the next port of call. With independently booked tours, you are responsible for rejoining the ship at the next port of call.





## EXCLUSIVE OFFER' FOR YOU!

OUR LOWEST PRICING AND DETAILS REGARDING THE 2020 MALT SHOP MEMORIES CRUISE WILL BE EMAILED TO YOU IN MID-OCTOBER.

- When you receive the Malt Shop Memories 2020 email in mid-October, you will have a chance to pre-book your same cabin for 2020.
- If you prefer to speak to a sales agent onboard, stop by the Hudson Room, Deck 3 Forward.
  - You will have until Tuesday, November 5, to keep your same cabin and same Mainstage seat.
  - Starting Wednesday, November 6, all remaining cabins and Mainstage seats will be available to book onboard.
  - Onboard sales office hours will be printed in the daily program delivered to your stateroom.
- \* Exclusive offer expires November 9. Open to the public starting November 14.

MaltShopCruise.com 844-855-6258 (MALT) Toll-free US and Canada Alt Shop Cruise