

Q. When is the cruise and where does it go?

A. The Vet Vacation Cruise is a 7-night, Alaskan cruise aboard Holland America Line’s Koningsdam. It will depart from Vancouver, British Columbia, on Saturday, June 14, 2025, and return on Saturday, June 21, 2025.

Day	Date	Port of Call	Arrive	Depart
Sat	06/14/25	Vancouver, British Columbia	--	3:00pm
Sun	06/15/25	Cruising Inside Passage	--	--
Mon	06/16/25	Tracy Arm Inlet Juneau, Alaska	9:00am 1:30pm	9:30am 10:30pm
Tue	06/17/25	Skagway, Alaska	7:00am	8:00pm
Wed	06/18/25	Cruising Glacier Bay	--	--
Thu	06/19/25	Ketchikan, Alaska	11:00am	7:00pm
Fri	06/20/25	Cruising Inside Passage	--	--
Sat	06/21/25	Vancouver, British Columbia	7:00am	

Q. What does the cruise cost?

A. This cost includes 2 passengers and 1 DVM/Tech attending the meeting, all taxes, gratuities, WIFI package and Signature Beverage Package, one HAL Shore Excursion up to \$100 in value or \$100 off one tour per guest for the 1st and 2nd guests in each occupied stateroom, one night of Specialty Dining per guest for the 1st and 2nd guests in each occupied stateroom in Pinnacle Grill, Tamarind or Canaletto (subject to availability). You must book the cruise through our site to participate in the CE event.

Interior room double occupancy with 1 attendee \$5055
 Ocean View double occupancy with 1 attendee \$5795
 Verandah double occupancy with 1 attendee \$6635
 Vista Suite double occupancy with 1 attendee \$7435
 Signature Suite double occupancy with 1 attendee \$9935
 Neptune Suite double occupancy with 1 attendee \$10765
 3rd or 4th adult \$1680 or child \$1580 – based on availability
 2nd attendee \$995 registration

Q. What’s included / What’s Not Included?

A. YOUR CRUISE FARE INCLUDES:

- Holland America Line’s (HAL) Signature Beverage package for the 1st and 2nd guests in each room who are 21 years of age or older. HAL’s non-alcoholic refreshment beverage package will be provided for guests who are under 21 years of age (for the 1st or 2nd guests).

- Unlimited Surf Wi-Fi (one device per guest) for the 1st and 2nd guests
- Pre-paid shipboard gratuities for room steward and main dining venue staff services (note: casino dealers and spa personnel are not included in the pre-paid gratuities since not all guests utilize those services)
- Private cocktail reception with specialty cocktails, unlimited wine and beer, and hot & cold canapés
- One HAL Shore Excursion up to \$100 in value or \$100 off one tour per guest for the 1st and 2nd guests
- One night of Specialty Dining per guest for the 1st and 2nd guests in either the Pinnacle Grill, Tamarind or Canaletto dining venue (subject to availability)
- Shipboard accommodations for seven (7) nights in your choice of stateroom type
- Ocean transportation aboard the Koningsdam, roundtrip Vancouver, British Columbia
- All meals in the ship's main dining venues (there's gourmet fare in the formal dining rooms and casual restaurants for meals throughout the day), with reserved group dinner seating in the ship's main dining room. Please note dining at specialty restaurants requires an additional fee.
- 24-hour room service is available (a service fee may apply to room service orders)
- Variety of shipboard entertainment and activities

Please note the following are NOT included in the package prices:

- Air transportation
- Transfers (to or from airport/hotel and ship)
- Shore excursions (except for one shore excursion offer for 1st and 2nd guests outlined above)
- Photographs
- Cost of medical services, if required
- Specialty restaurant dining (except for one night specialty dining offer for 1st and 2nd guests outlined above)
- Goods purchased onboard (gift shops, art auctions, etc.)
- Spa and salon services
- Items of a personal nature including but not limited to laundry, and telephone
- Gratuities for casino dealers or spa personnel

Q. What is the payment schedule for the cruise?

A. There is a payment plan option available for this event:

- You may pay in full, or you may pay in 2 installments.
- Installment plan: The first payment will be 50% of the cruise cabin fare plus the \$995 registration fee per conference attendee in addition to the \$400 payment plan fee per cabin. The 50% remaining balance will be collected on January 10, 2025. Payments include the credit card processing fee of 3.5%. If you wish to avoid the credit card processing fees, please email joel@vetvacationce to make a bank transfer. **Note:** deposits are retroactive, bookings made on or after deposit due dates, will be required to pay all the previous deposits combined, etc. Bookings after January 15, 2025, require payment in full. Note the payment plan adds \$400 to the cost of the adventure.

Q. What are Holland America Line's COVID-19 Requirements and Protocols?

A. There are currently no known required Health Protocols regarding COVID-19. HAL will advise guests via email if there is a Health Protocol change.

It is the responsibility of each guest to be informed and comply with HAL's requirements and protocols as apply at the time the cruise sails. Passengers not meeting the cruise line's requirements will be denied boarding, and no refund will be issued. These policies are set by the cruise line (not Vet Vacation CE), and **no exceptions are allowed.**

Q. Who do I contact if I have questions about the event?

A. For questions about your reservation or the event, contact us by phone at 888-48VETVACA (888-488-3882) or by email at jack@vetvacationce.com or joel@vetvacationce.com

Q. May I bring other family members and/or friends? Can our rooms be near each other on the ship?

A. Yes, we welcome family and friends! There is plenty of fun to be had on board the Koningsdam and in the cruise ports for guests not attending the Vet Vacation CE sessions and activities. Some cabins, have the capacity for a 3rd and 4th guest in the same cabin. These will sell out quickly so book early.

Q. What if I have to cancel after registering?

A. Due to the unique nature of this event, all reservations will be subject to the following cancellation policy related to your booking:

- If cancellation is received after registration until 11/06/24, 30% cancellation fee will be required.
- There are no cancellation refunds after 1/10/25.

Notice of cancellations must be submitted via email to jack@vetvacationce.com or joel@vetvacationce.com.

Q. May I purchase insurance for my cruise through the registration website?

A. No, but we strongly recommend travel insurance to cover the unexpected. We recommend you buy travel insurance for reimbursements on any travel interruptions and emergency medical expenses. We do not advocate, recommend, or underwrite travel insurance. Clients are directly responsible for all insurance administration. Popular travel insurance options: HTH, Travel Guard Insurance, Allianz Travel Insurance, Travelex.

Q. When registering, do I need to use my legal name and gender?

A. Yes, your legal name as shown on your passport and legal gender as shown on your identification is required.

Q. What documentation is required to cruise?

A. Proper travel documentation is required at embarkation and throughout the cruise for all passengers. Even though a passenger has completed the cruise line's online reservation, it is still passenger's responsibility to present the required travel documents at the time of embarkation. Any passenger without proper documents will not be allowed to board the vessel, and no refund of the cruise fare will be issued. Holland America Line, Vet Vacation CE, and its agents/affiliates assume no responsibility for advising passengers of proper travel documentation.

A valid passport is required for travel. For your protection, HAL highly recommends that all guests travel with a passport that is valid for at least 6 months beyond the end of their cruise. In addition, it is recommended that guests bring a second official form of identification such as a laminated driver's license or identification card issued by a federal, state, provincial, country, territory or municipal authority.

The ship may collect your passport to speed up the clearance formalities in each port of call, so it is suggested that you bring a few photocopies of your passport's personal page which includes the picture and that you carry one of these photocopies with you each time you leave the ship.

Requirements are subject to change, and it is each guest's responsibility to ensure that he/she has the appropriate documentation.

For more information on the documentation requirements visit: [Identification, Passports, Visa – Frequently Asked Questions \(hollandamerica.com\)](https://www.hollandamerica.com/identification-passports-visa-frequently-asked-questions).

Q. I don't have a passport. How do I obtain one?

- A.** Please visit the U.S. Department of State [website](#) for all passport information. Please note a passport could take six weeks or more to process, so make certain you allow enough time.
- Q. Who May Sail?**
- A.** Passengers are responsible to ensure that they are eligible to sail according to HAL's requirements, including but not limited to the following:
- Infants must be at least 6 months old on the day of departure.
 - Women must be less than 24 weeks into their pregnancy on the day of departure and for the duration of the cruise. This policy is due to the risk of premature labor. Pregnant women must have a letter signed by their doctor (on the physician's letterhead) stating how far along in weeks their pregnancy will be at the beginning of the cruise, that mother and baby are in good health and fit to travel, and that the pregnancy is not considered high-risk.
 - Adults must be 21 or older unless the passenger is:
 - traveling in the same stateroom with an individual 25 years or older; or
 - traveling in the same stateroom with a spouse (proof of age and/or proof of marriage are required)

Passengers not meeting the cruise line's requirements will be denied boarding, and no refund of the cruise fare will be issued. These policies are set by the cruise line (not Vet Vacation CE), and **no exceptions are allowed.**

Q. How do I make changes to my existing reservation?

- A.** For changes or updates to your existing reservation, contact us by phone at 888-48VETVACA (888-488-3882) or by email at jack@vetvacationce.com or joel@vetvacationce.com

Q. Can I make a name change on my reservation?

- A.** Name changes are permitted, but at least one of the original and/or primary financially responsible guest's names as of the stateroom's original reservation must remain on the reservation. If all original guests cancel, this is considered a full cancellation without refund, and name changes will not be allowed. Note: event badges are not refundable and non-transferable as noted on the cancellation schedule above.

In all cases of name changes, the "new" guest must make the full payment amount due as of the date of the name replacement in order for the guest being replaced to receive a refund of payment amounts previously made.

Q. Can I change the number of guests in my room reservation?

- A.** Yes, you can - subject to availability. Rates are based on the number of guests in your reserved stateroom. Changes in occupancy will result in a rate increase or decrease, depending on the type of change. No refunds will be issued for any decrease of rate change until the stateroom has been paid for in full.

While many staterooms can accommodate more than two people with a sofa bed or upper berths stored in the stateroom ceiling, etc., not all rooms can; and such accommodations are subject to availability at the time of reservation. Due to Coast Guard safety regulations, there cannot be more guests accommodated in a stateroom than the designated occupancy for that room. Also, please be advised that each guest must be registered and paid for in full in order to be allowed to board the ship.

Q. Can I change my stateroom after I make my reservation?

- A.** Stateroom changes to another room within the same room category or higher can be made until 45 days prior to sailing and require authorization by all parties named on the reservation, and will be based on availability. A

stateroom change to a room category lower than the room category of the original reservation would be considered a room cancellation and rebooking, and cancellation fees would be applied.

Q. I am traveling solo. Will you find me a traveling partner/roommate?

A. Please email joel@vetvacationce.com if you wish to be matched with another traveler. "I wish to be matched with another single traveler and pay the double occupancy price." We will share your contact information with other attendees and you will choose your match, however roommate requests are not guaranteed. Please refer to the Single Share Terms & Conditions for additional information.

Q. How do I check-in for my cruise and receive my cruise documents?

A. Approximately 3 to 4 weeks prior to the sailing date, guests who have booked and paid in full will receive an email with their cruise line booking number for the cruise. The email will also contain instructions on how to check-in online via HAL's website - where guests can sign up for shore excursions, make specialty dining reservations and pre-register a credit card for onboard purchases. All guests are required to complete the online check-in at least four days prior to cruising. Cruise documents will be available for printing through the cruise line's online check-in approximately 3 weeks prior to sailing.

Q. What is the Customs procedure upon arriving at the Canada Place (Vancouver, B.C. cruise terminal)?

A. Detailed instructions about clearing customs will be provided onboard ship near the end of your cruise. Some general guidelines/suggestions to keep in mind as you shop in foreign ports include keeping receipts for gifts and purchases. U.S. residents visiting foreign ports have a duty-free allowance of \$400 and those 21 years or older may include one liter of liquor.

Q. What should I pack?

A. Daytime: Casual attire is always appropriate day wear and in port, such as jeans, shorts, tees, polos, light sweater, jacket, etc. Temperatures can vary between ports and from morning to evening and typically range between the mid-40s to low-70s Fahrenheit in June; so packing clothes that layer easily is recommended

Also, be sure to bring low-heeled, comfortable shoes for deck activities and shore tours; and a hat, sunscreen and sunglasses are highly recommended.

Evening: For most evenings, Smart Casual attire is fine and typically includes pants or jeans with a casual top (excluding tank tops and shorts); or you may wish to take it up a notch with collared shirts, slacks, skirts, etc. Two evenings of your cruise will have "Evening Chic" attire designation, which is your chance to get glamorous, be chic and shine - your way.

Note: t-shirts, swimsuits, robes, bare feet, tank tops, baseball caps and pool wear are not allowed in the main restaurant or specialty restaurant at any time. Shorts and flip flops are not allowed during evening hours. The dress code will be enforced at all restaurants, and guests are asked to follow the Smart Casual or Evening Chic dress code in the Celebrity Theater for all evening performances.

The ship's daily program, which is delivered to guest staterooms each evening, will be your guide to the correct attire each evening.

Reminder: travel documents, valuables and medications should be packed in carry-on luggage.

Q. Can the ship accommodate special dietary needs?

A. HAL can accommodate special diets that have been created in consultation with a dietary specialist. Selections offered are for lunch and dinner in the main dining room only. Sample diets include vegetarian, vegan, diabetic, low fat, low sodium, low cholesterol, kosher meals, gluten free and lactose free. Please note any special dietary needs in the Notes section of your reservation.

Q. Is room service available on board?

A. Room service is available any time of the day or night - simply order from the room service menu located in your stateroom (a service fee applies for all room service orders).

Q. What types of accessibility options are available in staterooms?

A. There are a limited number of wheelchair accessible staterooms available onboard the ship. For people that do not use a wheelchair but still need minimal assistance, bars and raised toilet seats can be accommodated in most staterooms. In addition, disposal units for needles, refrigerators for medication, and oxygen tanks can be put into most staterooms upon request. All of these items are available on a limited basis and should be requested in the Notes section of your reservation. If you have an accessibility need, please send an email to jack@vetvacationce.com or joel@vetvacationce.com.

Q. How do I book shore excursions?

A. You can pre-purchase shore excursions on HAL's website once you receive your booking number and online check-in instructions for the cruise (approximately 3 to 4 weeks prior to the sailing date) or once you are onboard ship.

Q: Can I take pictures and video onboard?

A: Yes, you can take personal photos and videos of yourself and family/friends on board. Please be courteous and not include other ship guests or crew members in your photos or videos without their permission.

Q: Can I be contacted while onboard?

A: Guests can be contacted while onboard of the Koningsdam by calling 1-800-993-5483 (from the U.S.) or 1-321-837-6106 (from outside the U.S.) Please note that rates apply and are billed at \$16 per minute (subject to change) and a credit card is required for all inbound phone calls to the ship. Callers should have the ship name and the stateroom number or name of the party they are contacting before calling. Callers using the above numbers will be transferred directly to the guest's stateroom.

You can also make calls from the ship using the Ship-to-Shore telephone service. A satellite tariff applies for ship-to-shore calls and will be billed to your shipboard account. Please do not use a credit card or phone card; your onboard account will be billed in addition to the cost of the phone card or charges to your credit card. Collect calls are not possible from the ship.

Q. Is there Internet access onboard?

A. Yes - basic "surf" Wi-Fi for surfing the web, sending emails, and texting family and friends via select messaging apps is included for the 1st and 2nd guests in non-suite accommodations (one device per guest). Guests who wish to upgrade and/or add additional devices to their Wi-Fi package may do so at their own expense (details will be available onboard the ship).

Q. Will my cell phone work while at sea or in ports of call during the cruise?

A. HAL offers an advanced roaming network on board all ships, allowing you to make and receive calls while at sea using compatible mobile phones that are set to roaming. International roaming charges will be conveniently billed to you by your home mobile carrier. Mobile phone service will be available for use while the ship is at sea.

Rates for use of your cellular phone are determined by your home mobile carrier. Please note that calls to 800, 888, 866 and 877 numbers are not toll free while onboard or in foreign ports. You will be billed by your home mobile carrier for your international roaming usage on your regular mobile phone bill. It can take up to 60 days

for charges acquired while using your cellular phone at these times to appear on your phone bill. For more information, please contact your home mobile carrier customer service.

Q. Are there hairdryers available in the staterooms?

A. Yes.

Q. Are there irons and ironing boards available in the staterooms?

A. Staterooms do not have irons or ironing boards; however, the ship offers washing, pressing, and dry-cleaning services for a reasonable rate. Please also note that irons and clothes steamers are strictly prohibited onboard the ship for safety reasons. If you choose to bring one with you, it will be confiscated from your luggage before sailing.

Q. Do staterooms have safes?

A. Yes.

Q. What if I have special medical needs?

A. Any special needs, including allergies, must be indicated in the Special Requests/Notes section of the online reservation, and will be addressed on a case-by-case basis. While there is no guarantee that all special needs/requests can be accommodated, we will make best efforts to accommodate the need or provide an alternative if possible.

Q. Is there a doctor on the ship?

A. The ship has a minimum of one fully licensed doctor and 2 licensed nurses onboard, who are available in the ship's medical facility during scheduled hours or on call 24 hours a day through the Guest Services desk.

Q. Are wheelchairs available onboard?

A. HAL does NOT provide wheelchairs for onboard use. Guests can, however, rent a wheelchair, motorized wheelchair or scooter from one of HAL's recommended providers:

- Scootaround - 1-888-441-7575 or 1-204-982-0657
- Special Needs At Sea - 1-800-513-4515 or 1-954-585-0575

Q. I'm bringing my own wheelchair, is the entire ship wheelchair accessible?

A. Not every area of the ship is wheelchair accessible; however, HAL has made substantial modifications to enhance your ability to move about the ship. Koningsdam features accessible elevators at each elevator bank with tactile controls within reach of passengers who use wheelchairs.

Accessible routes are available throughout most areas of the ship, and signs are posted to assist you in locating these pathways. There is also accessible seating within your ship's restaurants and lounges, and in designated accessible public restrooms.

Q. How do I make purchases onboard?

A. The cruise ship operates on a cashless system. Passengers can validate their onboard account with a Visa, MasterCard, or American Express card, or by making payment by cash or traveler's check. Passengers can then sign all on-board services and purchases to their shipboard account. At the end of the cruise, passengers will receive a completely itemized statement of charges.

HAL does not accept personal checks, and only U.S. currency is accepted aboard the ships. There is an ATM located onboard the ship, though a transaction fee will apply.

Q. Does the ship have a fitness center?

A. Yes, there is a fitness center (see ship's daily newsletter for scheduled hours) and a jogging track, which is open 24 hours a day and complimentary to all passengers.

Q. Can I bring my own beverages (alcoholic or non-alcoholic) on the cruise ship?

A. Guests are not allowed to bring water, sodas, and other non-alcoholic beverages onboard that are packaged in glass or plastic bottles. A small quantity of non-alcoholic beverages (i.e., sparkling water, sodas, energy drinks, juice, and milk) packaged in cans or cartons may be brought onboard on embarkation day and must be in the guest's carry-on luggage. A small quantity is considered a maximum of 12 sealed, unopened cans/cartons of 12-ounces each or less per person.

Guests are not allowed to bring alcoholic beverages of any kind onboard for consumption, except two bottles of wine or champagne per guests who are adults of drinking age (21-years of age or older.) Guests who consume their personal wine or champagne in the dining room will incur a corkage fee per bottle. Personal wine or champagne may not be consumed in any other public area of the ship.

Please remember that luggage will be scanned and alcohol outside of the cruise line's policy will be removed and discarded. Security may inspect containers (water bottles, soda bottles, mouthwash, etc.) and will dispose of containers holding alcohol. HAL is not responsible for any alcoholic beverages removed and discarded by shore-side security staff. Such items are not eligible for monetary refund or replacement.

Alcoholic beverages purchased duty free from the ship's gift shop, or at ports of call, will be collected for safekeeping and delivered to the passenger's stateroom on the last day of the cruise. A member of the ship's staff will be at the gangway to assist passengers with the storage of their shore-side alcoholic purchase, while the ship's gift shop staff will assist passengers with shipboard alcoholic purchases.

Guests who are under the permitted drinking age will not have alcohol returned to them. Please note: all guests must comply with TSA guidelines for transporting liquids.

Q. What is the Smoking Policy onboard?

A. All interior public spaces (except as otherwise noted below) and staterooms/suite accommodations are entirely smoke free, including outside stateroom balconies. This policy includes all forms of smoking, including but not limited to, cigarettes, cigars, electronic cigarettes, and personal vaporizers.

Cigarette, E-cigarette, and personal vaporizer smoking is only permitted in designated exterior open deck areas, and in certain areas within the casino. Cigar and pipe smoking are allowed in designated exterior open deck areas.

Outdoor areas near restricted areas, food venues, and kids play areas and pools will not allow smoking. To assist in locating areas where smoking is permitted, guests will find visible signage posted within all smoking areas and ashtrays that are provided for use.

Cigarettes, cigars, and pipe tobacco must be properly disposed of and never thrown overboard. You must be at least 18 years of age to purchase, possess or use tobacco onboard.

Note: Passengers who smoke in their staterooms or on their balconies will be assessed a \$250 cleaning and refreshing fee on their onboard account and may be subject to further action. Information on this fee is included in Celebrity's cruise ticket contract. Passengers agree to strictly comply with Celebrity's non-smoking policy.

Q. What is the closest airport to the cruise port?

A. Vancouver International Airport (YVR) in British Columbia, Canada, is approximately 10 miles (about 30-45 minutes depending on traffic) from the Canada Place Cruise Port.

Q. When should I book my flights?

A. If you are flying on the day the cruise departs, it is recommended that your flight arrive at Vancouver International Airport (YVR) **before 11:00am** on June 14, 2025, to be sure you have time to disembark the plane, collect your luggage and make your way to the cruise terminal. All guests must be checked in and onboard the ship at least one hour prior to sailing.

If you are flying on the day the cruise returns, it is recommended that your flight departs Vancouver International Airport (YVR) **after 12:00pm** on June 21, 2025. This will allow sufficient time to claim your luggage, go through Customs and Immigration process, then make your way to the airport.

Q. What is the address for the port where the cruise starts and ends?

A. The port address is:

Canada Place Cruise Ship Terminal
999 Canada Place
Vancouver, BC V6C 3E1, Canada

Q. What time should I arrive at the pier?

A. Guests are required to check-in at least one hour prior to departure. Guests will be asked to choose an Arrival Time Slot during the online check-in prior to sailing. It is important that you arrive during your designated time slot. If you arrive earlier, you will NOT be able to begin boarding process until your designated time and will have to wait. Those who arrive late will have to wait till they can be placed in another arrival group.

Q. How early can I board the ship?

A. The ship must be cleared by local customs authorities before guests can begin boarding, which can be as early as 11:30am or noon but varies. Please note, however, that staterooms will not be available until approximately 1:00pm and guests will be asked to adhere to their chosen Arrival Time Slot.