

## VOLENDAM



The beautiful garden theme of *ms Volendam* features flowers of all kinds throughout the ship's artwork and interior design. This delightful motif unites *ms Volendam's* combination of classic cruise ship features and state-of-the-art amenities. With larger staterooms and many of our popular mini-suites with verandahs, an Internet Center with 24/7 access, boutique shopping, dazzling entertainment and our renowned reputation for gracious and unobtrusive service, a cruise aboard *ms Volendam* promises an unforgettable onboard experience.

### SHIP FACTS

**Tonnage:** 63,000

**Date commissioned:** 1999

**Country of registration:** Netherlands

**Maximum capacity:** 1440

**Number of crew:** 647

**Crew nationality:** International

**Officer nationality:** Dutch

**Language spoken:** Multi-Language

**Length:** 780 feet

### FACILITIES/ON-BOARD ACTIVITIES

#### ***Athletic/Exercise Facilities***

Gymnasium with separate Aerobics area

Practice Tennis Courts

#### ***Entertainment/Recreation***

Bars/Lounges/ Night Clubs - 5

Card Rooms

Casino

Library

Movie Theater/Cinema

Photo Shop and Photo Gallery

Piano Bar

Pools - Indoor

Pools - Outdoor  
Whirlpools – 2

***Health and Beauty***

Beauty Salon  
Health Spa with Massage Room  
Sauna/Steam Rooms  
Whirlpool Spas – 2

***Dining***

Cafe  
Dining Rooms  
Room service

***Shopping***

Boutiques  
Duty-free shopping

***Kids & Teens***

Club HAL  
The Loft  
Video Arcade

***Services***

Handicapped Accommodations  
Laundry/Ironing/Dry Cleaning Service  
Baby Sitting

***Ship Facilities***

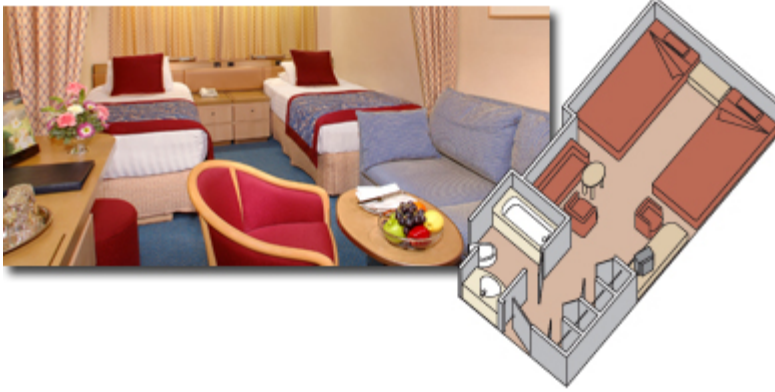
Air Conditioning  
Complimentary Deck Chairs  
Electric Current (220AC/110AC)  
Elevators - 12  
Passenger Decks - 10  
Stabilizers  
Wheelchair-accessible Cabins

**STATEROOM AMENITIES**

**All rooms offer**

2 twin beds that can convert to a queen  
Color TV  
Music Console  
Private Showers  
Radio/Stereo  
Safe-Deposit Box  
Telephones  
Voicemail

**Interior Stateroom approx. 182 square feet (NN, N, M, MM, L, K, J, & I).**



**Ocean-view Stateroom approx. 197 square feet (HH, FF, H, G, F, EE, E, DD, DA, D, C)**  
All DD-category staterooms have a partial sea view. \* 197 sq. ft. All HH-category staterooms have fully obstructed views.



**Verandah Suite approx. 292 square feet including Verandah (A, AA, B, BB, BC)**



**Includes additional amenities as**  
Whirlpool bath & shower  
Sitting area  
Mini-bar & refrigerator

**Deluxe Verandah Suite aprox. 556 square feet including Verandah (S)**



**Includes additional amenities as**

- Large sitting area
- Dressing room
- 1 sofa bed for 2 persons

**Penthouse Verandah Suite aprox. 1159 square feet including Verandah**



**Includes additional amenities as**

- Bedroom with 1 king-size bed
- Oversize whirlpool bath & shower
- Living room
- Dining room
- Dressing room
- Pantry
- 1 sofa bed for 2 persons
- Mini-bar and refrigerator
- Guest toilet

**DINING INFORMATION**

How better to enhance your onboard experience than to provide incomparable cuisine in a variety of wonderful ways. Bountiful buffets and dress-up dinners, hors d'oeuvres on your verandah or a picnic on the beach are just a few of the dining options awaiting you aboard a Holland America Line cruise vacation

**Number of Dinner Sitting Options: 4**

Holland America Line ships offer open seating for breakfast and lunch.

There are four sittings for dinner on our ships. Dinner times are 5:45 pm (First Upper), 6:15 pm (First Lower), 8:00 pm (Main Upper) and 8:30 pm (Main Lower).

For all Alaska cruises, dinner times are 5:30 pm (Early Upper), 6:00 pm (Early Lower), 7:45 pm (Main Upper) and 8:15 pm (Main Lower).

You may request any sitting time, table size and with whom you wish to sit. All such requests should be made through your travel agent in advance of sailing. Requests will be confirmed or waitlisted at the time of booking. Table numbers and table size are on request only and will be assigned by the Maitre d' on board.

**MAIN DINING ROOM**

Two-tiered dining room with fine art and antiques

Elegant details including Rosenthal china & Vista white table linens

Two expert servers per table

Knowledgeable wine stewards

Elegant five-course meals

Enhanced food program with culinary consultant Master Chef Rudi Sodamin

Four dinner sittings in the main Dining Room (two on ms *Prinsendam*)

**PINNACLE GRILL DINING EXPERIENCE**

Intimate, reservations-only dining

Fine dining featuring Sterling Silver beef and fresh seafood

Luxurious appointments including Bulgari® china, Riedel® stemware and Frette® linens

Extensive wine list

**OTHER DINING**

Complimentary in-room dining

Made-to-order dinner entrees and tableside waiter service in the enhanced Lido - popular casual dining alternative. Healthy alternative meals in all restaurants, including low carbohydrate options

**Special Diet:** Available upon request

**Clothing and dress code**

The right clothing can make a big difference in the enjoyment of your cruise. First and foremost, dress for comfort. Daily life aboard ship and in ports of call is laid-back and casual. You are encouraged to wear whatever makes you feel most comfortable-sportswear, shorts, sundresses, slacks, and so on. Warmer climates call for clothing made of lightweight, breathable fabrics. For cooler climates casual cloths are suggested, that can be layered easily and possibly a raincoat and waterproof hat or umbrella and gloves. Bring a swimsuit-all ships have pools and whirlpools. Shoes and a cover-up over a bathing suit when walking through the interior of the ship are requested.

If you'd like to jog on deck or work out in the fitness center, bring workout gear. Footwear should include comfortable walking shoes for visits ashore and sandals or rubber-soled shoes for strolling on deck.

Evening dress falls into three distinct categories. Each night a daily program will be delivered to your stateroom announcing the suggested dress for the following evening. Comfortable, relaxed clothing is fine for evenings designated as casual; however, T-shirts, jeans, swimsuits, tank tops and shorts are not allowed in the dining room, Lido restaurant, or public areas during the evening hours. During informal nights, dresses or pantsuits for women and jackets (tie optional) for men are standard.

On festive formal evenings, women usually wear cocktail dresses or gowns and men usually wear business suits or tuxedos. There are approximately two formal nights per week. (Gentlemen: Although business suits or tuxedos are suggested attire for formal evenings, they are certainly not required. You are welcome to wear a jacket and tie on formal nights). Formalwear for ladies and gentlemen can be pre-ordered for your use for the duration of your cruise.

In order to complement fellow guests, Holland America asks that you observe the suggested dress code throughout the entire evening.

### **Gratuity Policy**

Exceptional service is part of the Holland America cruise experience. Because you are a guest, it is Holland America's goal to make sure you receive the finest service possible. And they have made it easy for you to reward excellent service onboard.

A gratuity of \$10 per guest per day for dining and stateroom services will be automatically added to your shipboard account on a daily basis. We are confident that you will find the service onboard exemplary and, should you wish to make adjustments, you may do so at the end of the cruise by contacting the front desk.

In terminals, airports, ports of call and on shore excursions, it is suggested that you extend gratuities consistent with customary local practices.

### **Bar and Wine Service Charge**

A 15% service charge will be automatically added to your bar charges and dining room wine account.