

Holland America Line
presents

FACT OR FICTION?



Holland America Line

A Signature of Excellence

fact or fiction?

Your Hosts...

David Stockert

Director, Sales Training

Christine Thurlow

Manager, National Accounts



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fact or fiction?

Practice factoid:

“Mariners Dream” refers to the weird dreams first-time cruisers get when they don’t take their Dramamine



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FICTION

It's the stateroom experience, complete with plush mattress, fancy high thread count sheets, luxurious pillows and fluffy bathrobes



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Holland America Line's exclusive *Culinary Arts Center* is a food-oriented artist studio where cruisers paint vegetables to look like little woodland creatures



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FICTION

Culinary Arts Center, presented by *Food & Wine Magazine* is a demonstration kitchen featuring cooking demos by our own award-winning master chefs & guest chefs



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The average age of Holland America's guests on Caribbean cruises is 47 & on Alaska cruises is 55



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FACT

HAL guests are couples, singles age 40+, and multi-generational families



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The Digital Workshop *powered by Windows* was originally developed for a Star Trek convention held on the *Noordam*



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FICTION

It's a popular, complimentary seminar series presented by our Techspert as part of the Explorations Team



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Holland America Line's premium dining experience includes the superlative service, fresh seafood and Sterling Silver beef of our reservations-only Valley Grill



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FICTION

It's the *Pinnacle*
Grill, of course



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The cover charge for the new Italian Restaurant, Canaletto, is \$10 per person



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FICTION!
There is no
charge for this
new alternate
dining option



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Fact or Fiction?

Almost 50% of Holland America Line's guests are experienced cruisers



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FICTION

75% are
experienced
cruisers



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Holland America Line has an extensive teen program, with a teen disco, sports tournaments, dance lessons, video games, trivia contests, movies and even an online dating service for kids ages 13-17



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FICTION

Well, everything is true except for the online dating part



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Holland America Line's premium accommodations feature more space per guest than *all but one* of the other major cruise lines



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FICTION

More space per
guest than ALL
other major
cruise lines



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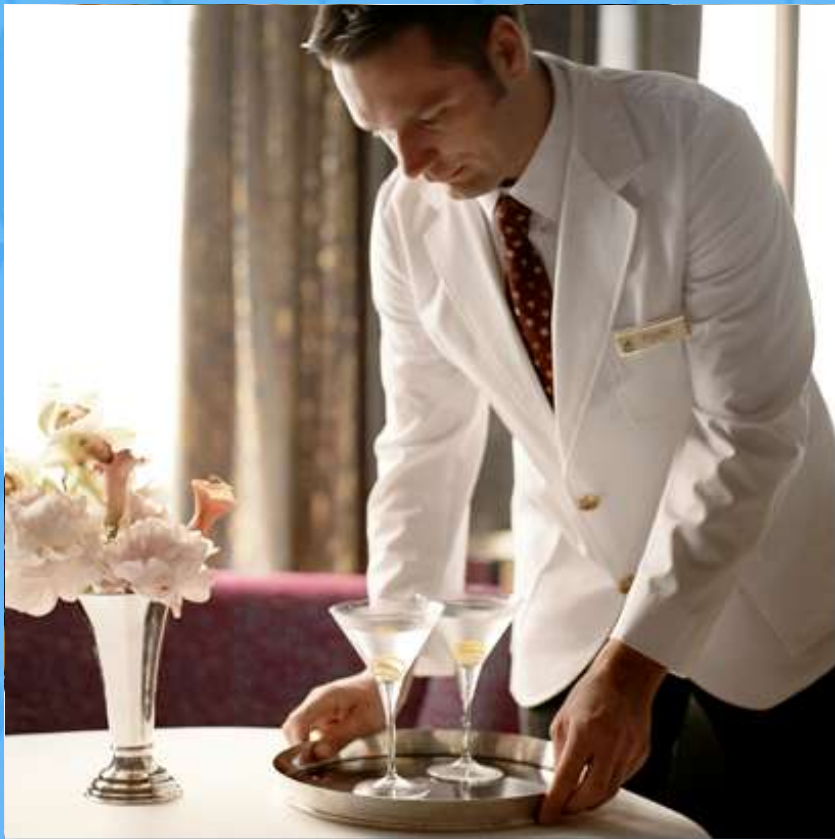
Holland America Line's premium service levels, defined as gracious and sincere, are, in fact, delivered by an amazing ratio of nearly one crew member for every two guests



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FACT

Holland America Line was recently awarded the “5-Star Diamond Award” by the American Academy of Hospitality Sciences



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Fact or Fiction?

Half Moon Cay, Holland America Line's exclusive and highest-rated private island in the Caribbean, was once a haven for *pirates*



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FACT

Today, you will find snorkeling with stingrays, jet skiing, horseback riding in the surf and much more



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You would most likely find Katherine and Nicole Mazza performing the Tango on any of Holland America's South America itineraries



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FACT

With Tangos' origins in Buenos Aires, Evita would be proud of these girls!

Katherine and Nicole Mazza and Partners



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A Lanai stateroom features sliding doors that open directly onto the walk-around promenade deck



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FACT

Now on the Veendam and Rotterdam, these popular staterooms will be added to the Ryndam, Statendam and Maasdam too



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Only the top 20% of all beef in the world meets the exacting stands of Sterling Silver Beef



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fact or fiction?



FICTION
Only the top
12% make
“the cut”



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