



RSVP™ vacations

2018 Caribbean Cruise
February 11-18, 2018 | *Koningsdam*

Everything You
Need to Know



Welcome!

Thank you for choosing RSVP for your vacation on the beautiful *Koningsdam*! This cruise vacation guide outlines virtually everything you need to know before you cruise and what to expect onboard, including RSVP's signature entertainment and parties.

All of us here at RSVP can't wait to show you the exciting features aboard Holland America's flagship. *Koningsdam* brings new opportunities into the RSVP experience - letting our guests make the most out of cruising with us.

All of us on teamRSVP look forward to seeing you and we know you're excited to discover all that awaits onboard. Please take a minute to read this entire book as it contains essential information about your upcoming vacation!

Whether this is your first time with RSVP or you're one of our seasoned veterans, you'll quickly discover why RSVP is exactly where you belong.

We can't wait to welcome you aboard!

Enjoy,

Rich, James, Abel, Brad, & teamRSVP

Table Of Contents

Essentials – Things To Know and Do

First! Register On-line with Holland America	3
On February 11	4
On February 18	5
General Information	5
Koningsdam Tips	7

Basics – The Keys to a Great Vacation

Itinerary.....	8
Packing Advice.....	8
Entertainment & Party Preview.....	9
Internet Access.....	15
Mobile Phone Access.....	15
Medical Services.....	16
Gratuities & Tipping.....	16
Frequently Asked Questions.....	17

Details – For Those Who Want To Know It All

Shore Excursions.....	18
Spa Indulgences.....	18
Where You Eat.....	20
Where You Connect.....	23
A Few More Things.....	24
Onboard Cabana Rentals.....	26
teamRSVP Members.....	27

Essentials - Things to Know and Do

First! Register Online with Holland America Line (HAL)

To expedite embarkation, you'll want to complete your on-line registration and check-in with Holland America by 4pm PST on February 8. It takes about 15 minutes from start to finish.

To complete On-line Check-in, you will need the following:

- Holland America Booking Number (same for all guests in each stateroom)
- Full legal name as RSVP has it recorded
- Passport, plus visa or permanent resident card if necessary
- Emergency contact information
- Credit card to use for onboard purchases

To Begin:

- Log into [My Reservations](#) located in My Account
- Go to [On-line Check-in](#)

Once you finish, please print your Boarding Pass and hold onto it until embarkation day.

For On-line Check-In Assistance, please contact HAL at 877.932.4259.

If you are unable to complete on-line check-in, manual forms will be available at the pier. It just might take a bit longer to process and get you onboard.

Onboard Enhancements & Services

After completing your on-line check-in, you'll be able to book the following for your vacation:

- Shore Excursions
- Spa Services
- Specialty Restaurant Reservations for the first night
- Indulgences

You'll find information about Shore Excursions, Spa, Specialty Restaurants, and Indulgences in our "Details" section.

On February 11

Getting to the Pier

Koningsdam sails from Port Everglades, located about 10 minutes east of Fort Lauderdale International Airport (FLL) and approximately 45 minutes north of Miami International Airport (MIA). The pier address is:

Port Everglades - Pier 21
1801 SE 20th St, Fort Lauderdale, FL 33316

For those of you flying into Fort Lauderdale, we recommend taking a taxi or Uber from the airport to the ship.

Additionally, Holland America will offer group transfers from FLL and MIA Airports which may be purchased by calling Holland America at 866.929.2332. You may purchase return transfers onboard from the Shore Excursions Desk.

Parking is available at the pier.

Check In and Boarding Time

To make check-in super-smooth for everyone we have assigned specific arrival times by stateroom deck. Please arrive during your time slot and you'll be onboard in no time.

12:00pm - 12:45pm for Decks 7 & 8 (Schubert & Navigation)

12:45pm – 1:30pm for Decks 4 & 10 (Beethoven & Panorama)

1:30pm – 2:15pm for Decks 5 & 11 (Gershwin & Sun)

2:15pm – 3:00pm for Decks 1 & 6 (Mozart & Main)

*Pinnacle & Neptune Suites may arrive anytime between 12:00pm and 3pm

If you arrive before your assigned time, you will have to wait until the guests who arrived as scheduled are processed first. There's no benefit in getting to the terminal earlier except waiting in line! Please note that there is limited seating in the terminal.

All guests must check in by 3pm and any guest arriving after this time may be denied boarding. All aboard is 3pm, with our compulsory lifeboat drill at 3:15pm.

Koningsdam sets sail at 4pm sharp!

Documents Required

You will need the following to complete check-in at the pier:

- Your printed Boarding Pass from the Holland America website.
- US Citizens: Passport OR Driver License AND Original Birth Certificate
- Non-US Citizens: Passport and any required visas
- A credit card or cash for onboard charges

Contacts Before Sailing

If you have questions please call us at 310.432.2300, Monday – Friday, 8am – 5:30pm PST.

Disembark on February 18

Arrival into Fort Lauderdale

Upon arriving into Fort Lauderdale, we will begin disembarkation around 7:30am. This process generally takes around three hours and most guests will be off the ship by 10:30am.

Airport Transfers to FLL and MIA Airports

If you purchased an airport transfer from the Shore Excursion Desk, the appropriate luggage tags and instructions will be delivered to your stateroom.

Global Entry

Global Entry is a U.S. Customs and Border Protection (CBP) program that allows expedited clearance for pre-approved, low-risk travelers upon arrival into the United States. Port Everglades has a special Global Entry queue in the terminal for those U.S. citizens who are participants. Please note you must still complete and hand in an immigration form.

Contacting the Ship After You Disembark

For lost or forgotten items, email GuestRelations@hollandamerica.com.

For onboard billing questions after the cruise, please call 877.932.4259.

General Information

Customs & Immigration

Customs and immigration officials will board the ship and clear it in each port before we are allowed to go ashore. Normally, this occurs without your knowledge or participation. Occasionally, passengers are called for inspection for a variety of reasons. In these cases, please follow the instructions provided to ensure we are able to disembark in a timely manner.

While we shouldn't have to say this, please don't even think of bringing any type of illegal substance, hazardous material, or other items that are banned by customs or ship security.

Remember that both Holland America and RSVP have a zero-tolerance policy towards all illegal substances and behavior that violates the above policy. Any violation could result in your vacation being terminated early, or worse. If a guest is found in possession of an illegal substance, appropriate action will be taken, which may include removal from the ship and the involvement of appropriate authorities, which may result in prosecution. Guests removed from the ship pursuant to this policy are responsible for their own accommodations and transportation home at their expense. No refund will be offered for the unused portion of their cruise

No Solicitation Policy

We do not allow guests to advertise, market, or offer any other type of commercial or non-profit solicitations onboard. We want the environment onboard to be free of advertising and other clutter. Any guest violating this policy will be fined a minimum of \$3,000 on their shipboard account.

Beverage Restrictions

As provided in the Holland America Passage Contract, passengers agree not to bring alcoholic beverages of any kind onboard for consumption, except one bottle of wine or champagne of 750ml per adult carried in your carry-on bag, which will not be subject to a corkage fee if consumed in the stateroom. Additional wine/champagne bottles in carry-on luggage are welcome, but will incur a \$18 corkage fee each, no matter where they are intended to be consumed. Beer, boxed wine, liquors, or any other spirits are not permitted. Also, for charter events, cases of soda/bottled water are prohibited. As luggage is loaded onto the ship, it will be scanned and items outside of HAL's policy will be held until the last day when the guest can collect the items. Any items left behind will be discarded. Alcoholic beverages purchased duty free from the ship's gift shop or in port will be collected for safekeeping and delivered to your stateroom on February 17.

Door Decoration Guidelines

Part of the fun of any RSVP vacation is decorating your stateroom door. Please make sure decorations do not obstruct doorways and hallways, or create a fire hazard. All materials must be flame retardant and cannot include any electrical components such as lights. Also, please refrain from using offensive images or nudity.

It is your responsibility to remove decorations at the end of the cruise and restore the door to its original state. Any costs associated with damage will be charged to your onboard account. Holland America, in its sole discretion, may require removal of any or all decorations that are deemed to be hazardous or offensive in nature.

Neptune Suite doors measure 32"x78", Accessible Stateroom doors are 34.5"x78", and Standard Stateroom doors are 25.5"x78". The doors are metal, so magnets will stick.

Smoking Policy

For the comfort and safety of all of our guests, all staterooms, stateroom balconies, and most indoor areas are designated non-smoking. Smoking is permitted in the following areas:

- Seaview Pool (Starboard Aft side designated area only)
- Sun Bar (above Seaview Pool, Deck 11)

Cigar and pipe smoking are not allowed anywhere inside the ship; it is only permitted on the outside decks as noted above. The use of electronic cigarettes is allowed within the confines of your stateroom (but not balconies) and within the Designated Smoking Areas.

Any guest who smokes inside their stateroom or on their stateroom balcony in violation of Holland America's smoking policies will be charged a \$250 cleaning fee per day of violation.

Personal Funds & Shipboard Charges

Once onboard, you can sign for all your expenses and have them charged to your stateroom. Your account is activated at the pier with a major credit card. An itemized statement outlining all your onboard charges will be delivered to your stateroom prior to disembarkation. By providing your credit card details in advance, you are automatically registered for express check-out and there is no need to visit the Front Office to settle your account on the final cruise day. Please note that all charges made to your credit card will be made in U.S. dollars. If you do not wish to register a credit or debit card and would prefer to open a cash account instead, please see Guest Services on Deck 3 to submit a deposit.

Koningsdam Tips

- The primary spot for sunbathers on *Koningsdam* will be the area around Seaview Pool on Deck 9 Aft. Decks 9, 10, and 11 with comfy loungers starting at 8am each day. Since our T-Dances and nighttime parties will be at Lido Pool (Deck 9 mid-ship), the area around Seaview Pool will be a nearly uninterrupted space to enjoy the sunshine.
- Although the area around Lido Pool is a very cool space, its exposure to direct sunlight is limited. Think of this space more as our cool party venue, a great place to chill in the shade, or a comfortable spot to enjoy a meal from Lido Market, Dive-In, or New York Deli & Pizza.
- Our nude sunbathing deck will be on Deck 14 Forward above Crow's Nest. As always, if you're moving down to the Crow's Nest to grab a drink, please be sure to put on a swimsuit before heading down.
- RSVP entertainment on World Stage is slightly different than on past cruises, using a ticket for entry, so be sure to read the instructions on how our ticketing system works.
- That being said...because of the smaller size of many of *Koningsdam*'s performance spaces, you may not get into a show you'd like to see – at least not that performance. We've created an entertainment schedule that gives you many choices throughout each evening. If you can't get into a particular show because the venue has filled to capacity, there'll always be another great option available to you and most performers repeat their shows throughout the week. A flexible, go-with-the-flow attitude will ensure you have a fantastic time!

Basics - The Keys to a Great Vacation

Your Cruise Itinerary

	Date	Port	Arrival	Departure
Day 1	Sunday, February 11	Fort Lauderdale, Florida		4pm
Day 2	Monday, February 12	At Sea		
Day 3	Tuesday, February 13	At Sea		
Day 4	Wednesday, February 14	Charlotte Amalie, St. Thomas	7am	4pm
Day 5	Thursday, February 15	Amber Cove, Dominican Rep	1pm	8pm
Day 6	Friday, February 16	At Sea		
Day 7	Saturday, February 17	Half Moon Cay, Bahamas	8am	4pm
Day 8	Sunday, February 18	Fort Lauderdale, Florida	7am	

Itinerary Changes

RSVP and Holland America have carefully planned this itinerary for your enjoyment. Although we do our best to adhere to published ports and times, both weather and sea conditions may force us to alter the itinerary during the cruise.

Documentation Requirements

A passport is recommended for all guests, but for US citizens proof of citizenship consisting of an original birth certificate and state-issued photo ID are acceptable. Visas are not required for US or Canadian citizens.

Visa requirements for all other nationalities vary and should be confirmed with your embassy or consulate. Please note it is the responsibility of all passengers to have all necessary documentation. Failure to have the proper documentation will result in denied boarding and no refund will be provided.

Onboard Clothing Packing Advice

RSVP emphasizes a comfortable atmosphere where sportswear and casual resort attire are appropriate for nearly every occasion. There are no Formal Nights onboard, so you can leave your suit/tuxedo behind. Our only request is no tank tops in the restaurants at night!

On-Shore Clothing Packing Advice

Plan for comfortable days and nights. Average temperatures are typically in the mid-to-upper 80s during the day and around 70 at night. Don't forget to bring swimsuits, sunscreen, hats, and appropriate footwear if you plan to do more adventurous excursions.

Miscellaneous Packing Advice

Plan for uncertainty; pack at least one change of clothing in your carry-on luggage in case your bags are lost or mishandled en route. Please do not pack any valuables (passport, medications, cameras, jewelry, electronics, cash, etc.) in your checked baggage. Also, bring your own basic toiletries, as the onboard stores are not open while in port.

RSVP Entertainment & Party Preview

Below is a preview description of RSVP's featured entertainers, with a schedule to follow. Please note that all performers are subject to change.

Jackie Hoffman

New York based actress, singer, and comedian, Jackie appeared in the original Broadway casts of *The Addams Family*, *Xanadu*, and *Hairspray*. She is a veteran of *The Second City* theatre in Chicago, and her numerous solo shows at Joe's Pub have all received tremendous critical acclaim. www.jackiehoffman.com

Jessica Kirson

This superstar lesbian comedian returns to RSVP! Simply put...NO ONE is funnier than Jess. Her neurotic deep dive into her own hilarious id will leave you gasping for air. jessicakirson.com

The Boy Band Project

The Boy Band Project is an interactive boy band cover group that re-imagines the sound, movement, and energy of the most fascinating musical convention with a hilarious look at boy band acts from the 1990s and beyond. theboybandproject.com

Branden & James

BRANDEN & JAMES, the Cello and Vocal duo, bring the soulful timbre of James on his cello combined with Branden's emotional and powerful vocals, weaving familiar melodies of pop tunes in classical style with their own unique sound. brandenjames.com

Shoshana Bean

She's a veteran of the Broadway stage having made her debut in the original cast of *Hairspray* and starring as the first replacement for Elphaba in *Wicked*. Shoshana's three independent solo releases have all topped the iTunes R&B and Blues charts in the US and UK in peak positions including #1. shoshanabean.com

Amy & Freddy

RSVP is proud to welcome back RSVP regulars Amy & Freddy two of the most treasured entertainers in the RSVP family! amyfreddy.com

Justin Sayre

Justin is best known as the creator and host of *The Meeting** of the International Order of Sodomites, the acclaimed comedy/variety show, which was named among the top nightclub shows by *Time Out New York*. He is a contributor to *The Huffington Post* and was a staff writer on the hit CBS comedy *2 Broke Girls*.

Anne Steele with Nate on the Keys

Back by popular demand! 3 time MAC Award winner and recording artist Anne Steele is back with a fabulous line up of shows along side her always amazing Musical Director Nate Buccieri on the keys! www.annesteele.com www.twitter.com/nateonthekeys

RSVP Piano Bar

We've brought together an outstanding group of entertainers, featuring Kenney Green, Eric Michael Krop, William TN Hall and Laura Pavles, who will mix and mingle with each other over the course of our week here on *Koningsdam*. Each night will feature a different pairing. These

men and women are some of the finest piano bar entertainers in America and we couldn't be happier to have them all with us.

Gert Crawford

Our maven of madness returns! She's silly, satirical, and downright sidesplitting. www.facebook.com/gert.crawford

B.B. King's All-Stars Band

RSVP is proud to include the oh-so-cool B.B. King's All-Stars in our entertainment line-up. Direct from Beale Street, this funky, fast, soulful, smooth band brings the best of Memphis music to the sea in an exclusive partnership with Holland America.

Lincoln Center Stage

On a ship whose design is inspired by music, this new venue beautifully highlights Holland America's love of classical music. The artists of Lincoln Center Stage will be featured over the course of the week with an ever-changing repertoire of your favorite chamber music pieces.

DJ Robbie Leslie

Having started his illustrious career on Fire Island, this groundbreaking club DJ rose to fame playing New York's *The Saint*, *Studio 54*, and *Palladium*. Now in his third decade with RSVP, we couldn't be happier to have this iconic legend spinning for you. robbieleslie.com

DJ Roland Belmares

From his incredible emergence at Austin's famed *Meltdown* in 1996, DJ Roland Belmares' career has rocketed him to fame from New York to LA and Rio to Vancouver. A regular on the DJ "Hot List," Roland brings his finely-tuned style to *Koningsdam*! www.djrolandbelmares.com

DJ Ralph Rosario

Ralph Rosario is a founding member of the influential Chicago DJ group *Hot Mix 5*. His latest collaboration with Abel Aguilera under their Rosabel alias, garnered Rosario a *Billboard Dance Chart #1* single (of which he has several) with "Anthem of House." ralphrosario.com

DJ and Country Western Dance Instructor Ingu Yun

Get those cowboy hats and boots ready! We're bringing San Francisco's famed *Sundance Stompede* to the high seas! Led by our favorite two-step and line dance instructor, DJ Ingu Yun, you'll be boot-scootin' and boogying throughout the week!

Sister Helen Holy

We're super excited to have Sister Helen Holy back to host her hilarious *701 Club* and also to handle our balls! She'll be calling three different bingo sessions over the course of our cruise:

Monday, February 12	11am
Tuesday, February 13	11am
Friday, February 16	11am

Bingo cards will be sold at 9:30am before each event outside the theater on Deck 2. All cash prizes will be awarded entirely during that particular session. In other words, there won't be a rollover jackpot from session to session.

Remember...the good Sister and her faithful companion Elenor Roseafelt encourage all bingo players to wear their best church hat to the sessions!

www.pauljwilliams.com/about-sister-helen-holy/

RSVP Party Themes

Our theme parties might warrant something special, but these, of course, are always optional. You'll be comfortable dressing up or down.

"Hello, My Name Is..." Bon Voyage Cocktail Party

Meet 2500 new friends and show your pride in who you are and where you're from. A creative nametag or a t-shirt with your name and hometown says it all and you'll probably meet friends from your own backyard as well as the other side of the world as we set sail.

The Key T

RSVP's colored keys unlock whether you're single, coupled, or somewhere in between. We provide the keys, you bring the fun!

Anthems

A night of the big vocals and gay anthems that make us proud to dance! No costumes here, just put on your dancing shoe and have some fun.

RSVP Mardi Gras

RSVP celebrates Fat Tuesday with the massively colorful traditions of New Orleans, Rio, the Caribbean, and beyond. From fantasy to fetish, feathers to leathers, anything goes at Mardi Gras! Masks encouraged, beads everywhere. Spectators of all sorts welcome..

Heart-On T-Dance

It's Valentine's day and time to get your Heart On with a party to bring out the romantic in all of us. RSVP brings the party, you bring the heart, and red is definitely the color of the afternoon.

Relight My Fire

Love is in the air when RSVP takes you back to the glorious nights of the 70's and 80's. Break out your dancing shoes for a night of flashback decadence that you'll love to love, baby!

RSVP's Big Olympic Costume Extravaganza

It's that time of years again, when sports takes over the airwaves and everyone watches men in tights. Yes, the Olympics are back and it's the RSVP inspiration for our zaniest costume contest yet. Deck yourself out for the games (summer or winter, it's up to you!), model yourself after a sporting event, be a superfan, or just come as the average athletic supporter.

The judges will bestow the best costumes with medals that can be redeemed for up to \$1000 discount on your next RSVP vacation.

Dark Knights

A night for the brave who come out to play at the RSVP traditional leather themed party. All are welcome here, and voyeurs encouraged.

The Endless Sea T

Our final T-dance of the week shines with the colors of the ocean around us. It's blue in every shade, from Azure to Ultramarine, and yes Cerulean somewhere as well!

RSVP Schedule of Events

And here's how it all comes together. Please note that this schedule is subject to change and you should refer to your When and Where each day for a complete schedule of events. These are also just the highlights and there's a lot more to see and do onboard!

Sunday, February 11

Deaf Guests Meetup

2:45pm, Ocean Bar

Compulsory Lifeboat Drill

3:15pm, Ship-wide

"Hello, My Name Is..." Bon Voyage Cocktail Party

4pm-6:30pm, Seaview Pool

RSVP Singles First Meet

6:30pm, Crow's Nest

Jackie Hoffman*

7pm & 8:45pm, World Stage

Sister Helen Holy's 701 Club

8:30pm, Queen's Lounge

Laura Pavles & William TN Hall

9:30pm - 12:30am, Notes Piano Bar

Jessica Kirson

10:30pm, World Stage

RSVP's Welcome Party

10:30pm, Lido Pool

B.B. King's All-Stars Band

10pm, Queen's Lounge

Monday, February 12 - At Sea

Sister Helen Holy Bingo

11am, World Stage – purchased Bingo Card required for entry

The Key T-Dance

4pm - 7pm, Lido Pool

The Boy Band Project*

7pm & 8:45pm, World Stage

Jackie Hoffman*

10:30pm, World Stage

Singles Zodiac Dinner

7pm, Meet in Ocean Bar

Anne Steele

8:30pm, Queen's Lounge (also Wednesday & Friday)

Elenor's Piano Hour

7pm, Lincoln Center Stage (also Wednesday & Saturday)

Anthems Party

10:30pm, Lido Pool

Justin Sayre

10pm, Queen's Lounge

Eric Krop & Kenney Green

9:30pm - 12:30am, Notes Piano Bar

Tuesday, February 13 - At Sea

Sister Helen Holy Bingo

11am World Stage – purchased Bingo Card required for entry

Bear Ice Cream Social

3pm, Lido Market

HAL Production Show – One World

7pm & 8:45pm, World Stage

Lincoln Center Stage

7pm (also Wednesday & Friday)

Sister Helen Holy's 701 Club

8:30pm, Queen's Lounge

Open Country Western Dancing with DJ Ingu Yun

10pm, Queen's Lounge

The Boy Band Project*

10:30pm, World Stage

RSVP Mardi Gras Party

10:30pm, Lido Pool

Wednesday, February 14 - St. Thomas

Heart-On T-Dance

4pm, Lido Pool

Branden & James*

7pm & 8:45pm, World Stage

Justin Sayre

8:30pm, Queen's Lounge

Eric Krop & William T Hall

9:30pm - 12:30am, Notes Piano Bar

Anne Steele

10pm, Queen's Lounge

Relight My Fire Party

10:30pm, Lido Pool

Jessica Kirson

10:30pm, World Stage

Thursday, February 15 - Amber Cove

HAL Production Show – Off the Charts

7pm, 8:45pm & 10:30pm, World Stage

Sister Helen Holy's 701 Club

8:30pm, Queen's Lounge

Laura Pavles & William TN Hall

9:30pm - 12:30am, Notes Piano Bar

Open Country Western Dancing with DJ Ingu Yun

10pm, Queen's Lounge

Olympic Costume Contest

10pm, Lido Pool

Olympic Costume Party

11pm, Lido Pool

Friday, February 16 - At Sea

Sister Helen Holy Bingo

11am, World Stage – purchased Bingo Card required for entry

RSVP Guest Regional Meetups

5:30pm, Ship Wide

Shoshana Bean*

7pm & 8:45pm, World Stage

Hungry Bear Dinner

8pm, Lido Market

Justin Sayre

8:30pm, Queen's Lounge

Eric Krop & Kenney Green

9:30pm - 12:30am, Notes Piano Bar

Anne Steele

10pm, Queen's Lounge

Amy & Freddy*

10:30pm, World Stage

Dark Knights

10:30pm, Lido Pool

Saturday, February 17 - Half Moon Cay

Kinky Bear Ice Cream Social

3pm, Lido Market

Endless Sea T-Dance

4pm, Lido Pool

Shoshana Bean*

7pm, World Stage

Amy & Freddy*

8:45pm & 10:30pm, World Stage

Branden & James

8:30pm, Queen's Lounge

Laura & Will

8:30pm - 10:30pm, Notes Piano Bar

Jessica & Brad Comedy Duel

10pm, Queen's Lounge

Eric Krop & Kenney Green

10:30pm - 12:30am, Notes Piano Bar

*World Stage Ticketing

Because seating is limited in World Stage, we will use tickets for each of our RSVP production shows. Tickets are free, of course, and will be distributed onboard. Six hundred tickets will be distributed for each performance time.

This system will help us better control guest flow and hopefully limit disappointment of guests being turned away at the door.

A Ticket Distribution Desk will be set up on Deck 3 between Guest Services and the Grand Dutch Café to handle tickets for each day's shows. Just stop by during the times listed in the When and Where to pick up your tickets.

A Few Ticketing Notes

The theater will open for ticketed guests 30 minutes before show time. A ticket is required for entry until 10 minutes prior to showtime, at which point we will let all "standby" guests in.

Guests in Neptune Suites do not need a ticket to enter; your gold key card will serve as your ticket for all performances. There will be two specially-marked House Center rows for Neptune Suite guests held up until 15 minutes before show time. At that time, any unused seats in this Preferred Seating section will be opened to the general audience.

Tickets are not required for the Holland America production shows.

If you have questions about how this simple ticketing system will work, see any teamRSVP member onboard and we'll do our best to explain further.

teamRSVP

teamRSVP consists of our full-time employees and part-time supporters working together to create an exciting cruise experience for you. We'll be on-hand throughout to host and assist with every aspect of your vacation. Do not hesitate to ask any of us if you have a question or require assistance. Simply look for us in our RSVP name badges. We also host a daily Information Desk on Deck 3 at Guest Services. It's your central resource for all RSVP-related information. Hours vary and are posted in the When and Where and at the desk itself.

Internet Access

Both wireless and connected Internet access will be available aboard *Koningsdam* for an additional charge.

Not surprisingly, Internet speeds at sea are significantly slower than on land.

Also...and we'll say this as clearly as we can because it's always an issue for some...we as a community tend to be more connected than typical guests. That puts unusual demands on the limited bandwidth. We recommend trying to unplug a bit – after all, you're on vacation.

Mobile Phone Access

Holland America offers an advanced cell phone roaming service that allows you to make and receive calls, send and receive text messages, and access emails and surf the web while at sea using your own mobile phone and telephone number.

The Wireless Maritime Service system is available for use when the ship is in international waters. When your phone picks up the shipboard signal, it will usually display "cellular at sea," "Ship Roam," or "901-18." Depending on the type of mobile device you have and your carrier, you may be required to select "Roam" on the handset.

For frequently asked questions about cell phone service onboard, please go to www.wmsatsea.com.

To avoid substantial and expensive roaming charges, we highly recommend setting your phone to "airplane" mode when at sea. For questions about your service or about billing, please contact your home network customer service.

Medical Services

Emergency medical services are available on *Koningsdam* 24 hours a day.

The Medical Center is located on Deck A Forward and opening hours will be listed daily in your When and Where. Charges for medical services will be added to your shipboard account and you will be provided with an itemized summary to submit to your insurance company. The ship's Medical Center is primarily intended to provide acute care for illness and accidents that may occur while on vacation and is not intended to provide long-term care for patients with chronic illnesses. They are capable of treating minor matters, as well as assessing and stabilizing most medical emergencies. If you require treatment for a serious condition, arrangements may be made to transfer you to a medical facility ashore. If you are currently suffering from a serious medical condition, please consult with your personal physician prior to sailing. If you would like the medical staff to be aware of any special conditions or medications, please contact the Medical Center or Guest Services on Deck 3 upon boarding. Be sure to pack any medications in your carry-on and in their original prescription containers to avoid delays with security.

If you should come down with a contagious disease, or even suspect a contagious disease while onboard, it's compulsory you report it to the ship's Medical Center for the safety of everyone onboard. In rare instances, the medical staff may determine your medical condition requires you to be quarantined in your stateroom to protect the health of other guests. While both Holland America and RSVP will make every effort to make you comfortable in such a situation, we are unable to compensate for lost vacation time due to quarantine.

Gratuities & Tipping

All standard service charges for your stateroom attendants and dining room staff have been pre-paid with your RSVP reservation. Additional tipping for exceptional service is of course at your discretion. This standard gratuity does not cover purchases made onboard, and as such an 18% service charge is automatically added to bar charges, dining room wine purchases, and spa services.

Frequently Asked Questions

Question: Is everything here in my Cruise Vacation Guide set in stone?

Answer: We do our best to keep everything exactly as it's laid out here. However, sometimes unexpected changes do occur. We will do our best to communicate those changes via email, our social media channels, and in the When and Where.

Question: Do I need to wear a costume at every party?

Answer: Of course not! While we'd love to see you in costume, you'll feel right at home in any outfit and are always invited to join in the fun.

Question: Can I bring a friend onboard?

Answer: Unfortunately, no. Only registered cruise guests and crew have access to the ship; no visitors are allowed onboard. This is for the safety and security of all guests.

Question: Will I receive anything in the mail?

Answer: No paper documents will be sent. All RSVP/HAL documents and correspondence are sent via email.

Details – For Those Who Want To Know It All

Shore Excursions

After registering on-line, use the following link to book Shore Excursions:
<https://book2.hollandamerica.com/secondaryFlow/login>.

You'll need your HAL Booking Number to get started.

After logging in, select "Explore EXC Tours" to get started. You can look at available excursions in each port by clicking on that port's tab underneath the main photo. Once you decide on which excursion you'd like to book,

- Click on the "BUY NOW" button
- Choose your desired time from the drop-down menu
- Simply "Add To Cart." You'll see an itemized listing of your excursion choices.
- If you're satisfied with your selection(s), agree to the Terms & Conditions.
- COMPLETE TRANSACTION
- Continue on to enter your credit card billing information
- Then purchase your selections

All advance excursion bookings will be charged immediately to your credit card. Excursions booked in-person on *Koningsdam* are charged to your onboard account.

For further details regarding excursions, you can contact a HAL Reservations Agent by calling 877.932.4259 or 206.286.3900. Agents are available Monday – Friday from 5am to 7pm PST as well as Saturday & Sunday from 6am to 5pm PST.

Excursions will also be available for purchase onboard, but remember capacity is limited and guests booking on-line in advance have priority.

RSVP has worked closely with Holland America to enhance and develop unique, fun, and exciting excursions. Many of these excursions are exclusive to RSVP guests, although in some cases tours may be mixed with guests from other cruise ships. If you are in doubt, please inquire with the Shore Excursions Desk before booking.

Many of our excursions are true adventures involving elements beyond our control, like weather. Because your safety is our number one concern, decisions will always be made with your welfare in mind. Although rare, if your excursion is canceled due to weather, HAL will do everything within their power to get you on another exciting adventure.

The Greenhouse Spa & Salon

Using Holland America's on-line booking system, you can also pre-book appointments at *Koningsdam's* fantastic Greenhouse Spa, which features a wealth of options to help you relax and revitalize. Simply use your HAL Booking Number and Last Name to get started here: <https://book2.hollandamerica.com/secondaryFlow/login>

The Greenhouse Spa & Salon nurtures every aspect of your well-being with renowned spa rituals and healing touches from around the world. True to its roots, The Greenhouse Spa redefines the spa experience to harmonize your body, mind, and spirit with a fusion of luxury and nature's most precious ingredients.

The Greenhouse Retreat is a social relaxation center that offers therapeutic mild sauna and steam grottoes to gently cleanse and purify the body. Feel free to move in and out of the grottoes and showers as you wish, and then relax on heated ceramic lounges that allow the pressures of life to rinse away.

The Greenhouse Pool. The bubbling ocean water is rich with trace elements and vitamins, helping to remineralize the body. Gently heated to body temperature, the hydrotherapy pool alleviates arthritic pain, soothes sore muscles, and offers relief for sports injuries.

Passes for The Greenhouse Retreat & Pool are available for purchase immediately following our Lifeboat Drill on February 11.

Reservations for Greenhouse Spa treatments and Salon services can be made on-line through 4pm PST on February 8 or onboard *Koningsdam*. However, please note once again that in fairness to all guests due to the limited number of available slots, The Greenhouse Retreat will only be available for booking after our 3:15pm Lifeboat Drill on February 11.

There is a small free-to-use public sauna onboard on Deck 9 Forward.

The Greenhouse Fitness Center

Koningsdam features a fully-equipped state-of-the-art fitness center with daily classes available in a variety of formats. See the When and Where onboard and the fitness schedule in the spa for complete details.

Where You Eat

RSVP features open seating at all meals so you can eat whenever and sit with whomever you'd like.

The Dining Room (Decks 2,3)

Platinum & Gold Alumni Appreciation Brunch – By Invitation Only (February 12)
Standard Brunch – 10:30am – 12:30pm (February 13, 15, 16)
Cupcake Tea – 3pm - 3:45pm (February 12, 13, 16)
Dinner - 6:00pm – 10:00pm

Lido Marketplace (Deck 9)

Full Breakfast - 7am – 11:00am
Lunch - 11:30am – 2pm
Sandwiches and Salad Bar – 11:30am – 4pm
Dinner - 6pm – 9:30pm
Late Night - 11pm – 3am

Dive-In (Deck 9)

11:30am – 8pm
11:30am – 2:30pm (February 7, 8, 11)

New York Deli & Pizza (Deck 10)

Breakfast – 6am – 11am
Standard Menu – 11:30am – 6pm (closes at 3pm on t-dance days)
Snacks – 7:30pm – 9pm

Grand Dutch Cafe (Deck 3)

Drinks & Snacks 7am – 10pm
Standard Full Menu 11:30am – 8pm

Gelato Bar (Deck 9)

11:30am – 6pm (closes at 3:30 pm on T-dance days)

Canaletto (Deck 9)

Dinner (\$15) – 6pm – 9:30pm

Pinnacle Grill (Deck 2)

Suite Guest Breakfast – 8am – 9:30am (February 14, 17)
Suite Guest Breakfast – 8:30am - 10am (all other days)
Lunch (\$10) – Noon – 1:30pm (February 12, 13, 15, & 16)
Dinner (\$35) – 6pm – 9:30pm
De Librije (\$69 w/wine) – 6pm – 9:30pm (February 14)

Tamarind (Deck 10)

Dinner (\$25) – 6pm – 9:30pm

Sel de Mer (Deck 2)

Dinner (a la carte menu pricing) – 6pm – 11pm

Culinary Arts Center (Deck 2)

Dinner (a la carte menu pricing) – 6pm -11 pm

All of these dining times are approximate and may change slightly according to our port

times and onboard events. Check your When and Where for exact times each day.

We ask that you do not wear tank tops in any of the restaurants during evening dining.

teamRSVP will be on-hand outside the Dining Room to greet you, help with seating, and answer questions. We always encourage you to join other guests for meals; it's the best way to meet people. Both RSVP and Holland America will do our best to honor special seating requests, but please note that the majority of tables in the main restaurants seat 6 or 8 people, with a small number seating larger groups. For the majority of parties larger than 8, we cannot guarantee that everyone will be able to sit together, but we will do our best to find nearby tables.

Please be patient during peak hours of 7:30pm to 8:30pm as there may be a slight wait in the main restaurants. Our advice to avoid waiting in line is to go to one of the early shows and have dinner afterwards. You'll have a wonderful, relaxing night without waiting.

Room Service

Room service is available 24 hours a day. Breakfast may be ordered with the door card in your stateroom. For all other times, simply dial "88" on your phone to place an order. Also, if you wish to enjoy a relaxing drink in the privacy of your stateroom, bottles of liquor and stateroom bar packages are available for purchase at non-duty-free prices through room service. The stateroom directory lists a complete menu of offerings.

Specialty Restaurants

For the perfect night out, visit one of our fabulous specialty restaurants. Reservations are required for dining in Pinnacle Grill, Canaletto, Sel de Mer, Culinary Arts Center, Tamarind, Blend, and for "A Taste of De Librije." Please note there is an extra charge for dining in these venues.

Advance reservations are available on-line. Bookings can also be made in-person at the designated times listed in the When and Where for same- or next-day dining. Reservations are based on availability and are first come, first served.

Pinnacle Grill

This sophisticated dining experience features Double R beef and fresh seafood. \$35 service fee per person.

Canaletto

This rustic Italian restaurant features an upbeat family-style setting, focusing on fresh-made pastas and other fabulous specialties. \$15 service fee per person.

Sel de Mer

An intimate seafood brasserie with French classics. From bouillabaisse and fresh oysters to salt-crusted whole fish, this restaurant concept features a la carte pricing.

Culinary Arts Center

HAL's innovative Culinary Arts Center now magically transforms from its show kitchen and hands-on cooking classes during the day to a beautiful restaurant each evening. A la Carte pricing.

Tamarind

Delight in the stunning panoramic views while enjoying tantalizing food evoking the rich culinary traditions of Southeast Asia, China, and Japan. \$25 service fee per person.

De Librije

Modern, innovative dishes and reinvented gastronomic classics inspired by Jonnie Boer's 3-Michelin star restaurant. Pinnacle Grille is transformed on February 14 to feature "A Taste of De Librije" from Chef Boer's Netherlands-based award-winning restaurant. \$69 service fee per person.

Blend

Bespoke wine blending, hosted by the vinologists of Washington State's famed Chateau Ste. Michelle winery. Taste. Blend. Learn. \$129 service fee per person, including one take-away bottle of your perfect blend. A \$179 special rate is available to couples and includes 2 take-away bottles. Limited to 11 guests per session. Ideal for special event get-togethers, with total room buy-outs available at \$1160.

Special Occasions

We are at your service for any special celebration. Whether it's a birthday, anniversary, or any other event, we want to make it memorable! Once onboard, please see either an RSVP or HAL team member and we'll help you make it unforgettable.

Singles Dining

Traveling solo doesn't mean you have to eat alone. Whenever you enter our main restaurants, please let teamRSVP know you would like to be seated with other guests. Also, there will be a designated non-RSVP-hosted meeting place for single guests to gather for drinks before dinner most nights. See When and Where for specific times and locations.

Special Diets

Since we operate with open seating, it is your responsibility to notify your server and/or the Dining Room Manager of any special requests/needs you have each time you dine.

Optional Beverage Packages

Holland America will offer a wide range of beverage packages on our charter. The packages listed below can be booked on-line in advance under Indulgences at <https://book2.hollandamerica.com/secondaryFlow/login>. Any beer and/or spirit packages purchased in advance will be delivered to your stateroom on February 11 and are intended for in-stateroom consumption only.

Over 40 additional spirit, wine, and soda options can be booked in advance on-line through the Indulgences page. Please note that listed prices already include the standard gratuity.

Beverage packages may also be purchased onboard at the designated tables on Sunday, February 11 or at any of the non-satellite bars at any time over the course of the voyage.

Please note that alcoholic beverage packages are not offered on charter cruises.

Where You Connect

Want to Listen?

Through music, we celebrate the unique and diverse interests in our community. The following musically-themed nights will be available over the course of the week:

- **Bette, Babs, and Beyond** for our guests who simply love the greatest singers/entertainers of all time
- **Boys Boys Boys** music by the boys we love to love.
- **Madonna** the name says it all
- **The Great Beyond** icons who have left us, but left behind great music
- **Broadway Broadway** showtunes from classics to current
- **She Rocks!** For our female guests and their friends

Want to Connect?

We'll also hold meetings/get-togethers for Friends of Bill W, Veteran and Active Service Members, Bisexual Guests, Trans-gendered Guests, and First Time Cruisers.

We host several social gatherings throughout the week for our single guests, ranging from cocktail parties to sports events. There are singles events almost every day!

A Few More Things

En Route Delays

If you encounter unforeseen flight or weather-related delays on sailing day, immediately advise an airline representative at the airport that you are a cruise passenger sailing that day. Often, airlines are able to arrange alternative flights at the airline counter for passengers to continue with their travel to the point of embarkation. It is the airline's responsibility to make alternate flight arrangements resulting from a delay or cancellation.

If you believe a delay will cause you to arrive in Fort Lauderdale less than two hours before *Koningsdam's* scheduled departure or if you are concerned for any reason that the ship may leave before you arrive, HAL representatives may be able to advise you of arrangements to minimize disruptions in your vacation plans.

Call HAL's Air/Sea Department at 800.628.4771 or 206.286.3294. Representatives are available 24 hours a day, 7 days a week, 365 days a year. These numbers are provided for emergency use only relating to travel delays; please do not call unless it is your day of departure and you are experiencing a delay.

In the event costs are incurred, you are responsible for out-of-pocket expenses. If you've purchased travel protection, costs incurred as a result of trip delays are likely covered by Trip Delay protection. Please ensure you keep all receipts for submission and contact your travel plan administrator for assistance and clarification.

If your delay involves missing the ship in Fort Lauderdale, you must immediately contact the Air/Sea Department to confirm you will be permitted to join the vessel at the next port of call. In certain instances, you will not be permitted to join the vessel at the next port if the late embarkation will result in a violation of the Passenger Vessel Services Act (PVSA).

If your checked baggage is delayed or misdirected by your airline, immediately report this to the carrier. Once you arrive onboard, report this delay to Guest Services on Deck 3, providing the claim information and bag description. As a courtesy, our onboard staff will assist in following up with the airline; however, any costs incurred in forwarding the luggage to the ship is at the passenger's expense. If you purchased travel insurance, verify that you have Baggage Protection, which may include baggage delay coverage. Please keep all receipts and contact your travel plan administrator for assistance.

Contacting *Koningsdam* During Your Cruise

To provide greater peace of mind while you're away from home, you can give friends and relatives the following information on how to telephone you. Have them simply dial 800.993.5483 from the U.S. or Canada. A credit card is required for all inbound calls to the ship. The cost is \$16 USD per minute, subject to change without notice. When calling, they dial 16# to select *Koningsdam*. Once they connect to an operator, they'll need your full name and your stateroom number in order to connect.

For calls originating outside the U.S. and Canada, 1.321.837.6106 should be used.

RSVP Publicity Photos

We will have a photographer and video crew onboard to document our voyage and assist us in creating future marketing materials. Our official RSVP photographer will identify himself to you before taking your picture. If you do not wish to appear in our promotional materials, please simply decline.

RSVP Roommate Share Program

If you are participating in our roommate share program, you have been assigned a roommate based on smoking preferences, and will receive a detailed letter from RSVP outlining Share Program expectations. Look for it in your stateroom on Day One. Please note that room changes are not possible.

Holland America's Mariner Society Membership

All RSVP guests belonging to Holland America's Mariner Society loyalty program will earn credit for this sailing. In addition, you'll also receive most of the applicable onboard benefits commensurate with your Mariner Society membership level. Some exclusions apply.

Power & Water

The ship has both 110 (U.S. standard) and 220 (European) voltage power outlets in the staterooms. All water onboard is filtered and potable, however bottled water is available for purchase from all bars. There are also USB charging ports in the bedside outlets.

Laundry & Dry Cleaning Services

For your comfort and convenience, Koningsdam offers full laundry and dry cleaning services. Laundry bags and price lists are located in your stateroom closet.

For safety reasons, travel irons, steamers, and electric water heaters/kettles may not be brought onboard.

Onboard Cabana Rentals

Retreat Cabanas will be rented on a daily and first come/first served basis. Each Neptune Suite will be entitled to pre-book one (1) rental with their Neptune Lounge Concierge prior to 3pm. In fairness to all other guests, remaining bookings will take place at Guest Services on Deck 3 immediately following our 3:15 Boat Drill; look for the specially-marked queue. Each stateroom may only make one (1) booking. In order to allow more guests to enjoy a cabana, weekly bookings will not be available on this cruise.*

- Retreat Cabana (8'x8') Port Day – \$55
- Retreat Cabana (8'x8') Sea Day – \$85
- Retreat Family Cabana (9'x12') Port Day – \$75
- Retreat Family Cabana (9'x12') Sea Day – \$125

*If cabanas remain after Day 1, HAL's standard booking rules will then apply and cabanas may be rented on a daily or weekly basis starting Day 2.

teamRSVP Members

Rich Campbell – President
James Compton – Producer
Abel Diaz
Michael Reilly
Jimmy Cone
Brad Loekle – Cruise Director

Seth Bradshaw	Aaron Libby
Gary DeVaughn	Ashley Love
Steve Endo	Greg Lynch
Eric Hodgson	David Plunkett
Blake Holiday	Tracy Terrill
Ronnie Jones	Matt Thatcher
Randy Juden	

Technical Team

Erin Visslailli – Technical Director
Bryan Holcombe – Lighting Director
Robert Montenegro – Video Director
Kevin Wear – Sound Design

If you have any questions about your cruise,
please call us at 310.432.2300
or email us at:

info@rsvpvacations.com

We hope you enjoyed your Cruise Vacation Guide.
See you aboard *Koningsdam*!

RSVPTM
vacations