

FREQUENTLY ASKED QUESTIONS

Am I guaranteed access to all shows on board?

For those who are familiar with our show presentation format, each and every night of the cruise features a major nightly show for each of our dining groups. Starting around 6 pm every night, those who are in 1st Seating Dining will dine and then will see their major nightly show around 8:30 pm or so. Those in Main Seating Dining will go to their major nightly show which will start around 6 pm as well. The exact show times and dining schedules have not been confirmed, but these times are reasonable approximations at this time. The nightly shows may be the same show twice or different shows. In either event, each show is performed once for 1st Seating Diners and once for Main Seating Diners, so you will see every show sometime during the cruise.

The major nightly shows of The Soul Train Cruise 2014 will be held in the Vista Lounge. There is ample good seating for every guest. The rest of the cruise is set up as in a festival style, with numerous shows and activities going on at the same time, where you are welcome to come and go as you wish.

Are there payment plans available?

There are three ways to pay for your cabin for the Soul Train Cruise. Payment Plan One is our Standard Payment Plan. We also have two Payment Plans that allow our guests to s-t-r-e-t-c-h out their payments over many months. Payment Plan Two is our monthly Sail-A-Way plan and Payment Plan Three is our Quarterly Sail-A-Way plan. At the time of your reservation, you may select whichever plan you desire.

Payment Plan One— Standard Payment Plan

Remaining Balance (Total Cabin Price less Deposit) due as follows:

- Additional payment due on June 1, 2013.
 - \$600
- Remaining Balance on September 1, 2013 (Final Payment Date for Standard Plan)

Payment Plan Two— Sail-A-Way Pay Plan (Monthly)

Remaining Balance (Total Cabin Price less Deposit) due as follows:

- Payments will be divided equally by the number of remaining months until Final Payment on January 1, 2014. (Final Payment Date for Sail-Away Plan).

Payment Plan Three— Sail-A-Way Pay Plan (Quarterly)

Remaining Balance (Total Cabin Price less Deposit) due as follows:

- The remainder of your balance is divided by 4 and your remaining payments will occur on May 1, 2013, August 1, 2013, and December 1, 2013.

Is there long term parking available at the pier?

Yes, there is long term covered parking available near the pier with Premier Cruise Parking. The special discounted rate is **\$8.50 per day**. If interested, contact premiercruise@bellsouth.net or 800-435-3195 for a reservation. A **reservation is mandatory** and a rate code, **STFLL13**, must be given at the time of making the reservation. The assigned rate is inclusive of taxes and courtesy round trip shuttle service to the pier for a maximum of 4 passengers per reserved parking space.

Paperless Documents and Online Check-In

Holland America has eliminated the cumbersome document booklet and has adopted an eco-friendly online check in procedure that will certainly save you time and energy when you board the ship. You will be sent a unique booking number 4-6 weeks prior to the cruise and be directed to the Holland America site to complete your boarding documents. By completing this process now, you will minimize your time standing in lines on your departure date.

What does the price of the Soul Train Cruise include?

In addition to admission to all of the amazing performances and onboard events produced by Entertainment Cruise Productions, all of the standard items associated with a Holland America Cruise are included, which includes but is not limited to all meals (including 24 hour room service), non-carbonated beverages (i.e. coffee, juices, tea, etc), use of the ship's beautiful pools, and use of the ship's health & fitness center.

The price does not include airfare, ground transportation, onboard purchases (i.e. spa services, alcoholic beverages, gift shop, etc), gambling, excursions, or travel insurance.

What is the Cruise Itinerary?

Sunday, February 23 - Fort Lauderdale
Monday, February 24 - At Sea
Tuesday, February 25 - At Sea
Wednesday, February 26 - Gustavia, St. Barthelemy
Wednesday, February 26 - Philipsburg, St. Maarten
Thursday, February 27 - Philipsburg, St. Maarten
Friday, February 28 - At Sea
Saturday, March 1 - Half Moon Cay, Bahamas
Sunday, March 2 - Fort Lauderdale, Florida

What is Entertainment Cruise Productions cancellation policy?

All payments made are non-refundable.

Entertainment Cruise Productions strongly encourages the purchase of trip insurance. Please inquire at the time of booking about trip insurance, as certain preconditions mandate purchase within 21 days of your reservation to be effective. Certain policies allow for a nearly full refund for almost "any reason or cause" whatsoever.

What type of identification will I need to board the ship?

For United States Citizens:

A valid passport is required for all travel outside of the United States. Passports must not expire within six months after your date of travel in order to be considered valid. For further information and

passport requirements, please visit www.state.gov

For Non-United States Citizens:

You must have a valid passport and any necessary visas for travel. Please carefully verify the existing identification requirements for your particular travel situation with your local consulate. In addition, non-U.S. citizens who have previously been admitted to the United States for permanent residence must carry their Permanent Residence Card (Form I-551), commonly known as a Green Card. Resident aliens not in possession of this must obtain one at the nearest office of the United States Immigration Service.

Visas:

Visa requirements vary depending on the passport under which you are traveling and the countries being visited. Guests traveling under non-U.S., non-Canadian and non-European passports must check with the Consulate of every country visited during the cruise for specific Visa requirements. When contacting the Consulate for the country being visited, be sure to provide the complete itinerary of the cruise so the Consulate can provide the correct information as your Schengen Visa requirements. Guests may also contact a Visa service agency in their country for assistance.

Will the entertainers be onboard the whole time?

The vast majority of our artists will be onboard the ship for the entire cruise. However, there may be some cases where an artist must join us during the trip or depart early due to schedule or family commitments.

Travel Insurance

Travel Insurance is highly recommended and can be purchased when you book your reservation. There are some policies (to be effective) that must be purchased within 21 days of your reservation. For inquiries regarding pricing and coverage options, contact your travel agent.

Artists

*Maxi Priest * The Chi-Lites * Honey Cone featuring Edna Wright*

*Ray, Goodman & Brown * Blue Magic featuring Ted Mills * DW3*

*Peaches & Herb * Comedian, Alonzo Bodden * DJ Extraordinaire, Biz Markie*

*Isley Brothers featuring Ronald & Ernest Isley * Charlie Wilson * Jody Watley*

*Roberta Flack * The Commodores * Stephanie Mills * Peabo Bryson*

*Morris Day & The Time * The Mannhattans featuring Gerald Alston & Blue Lovett*