Holland America Line Statement #2, *Zaandam*

Seattle, Wash., March 24, 2020 (10:15 a.m. PDT) — Thirty guests (2.4%) and 47 crew (8%) have now reported to *Zaandam’s* medical center with influenza-like illness symptoms. Out of an abundance of caution and immediately after noting the early signs of elevated numbers of illness, all guests were asked to remain in their staterooms on March 22. There are 1,243 guests and 586 crew on board.

*Zaandam* is following response protocols that have been developed in coordination with the U.S. Centers for Disease Control and Prevention (CDC). Since it is flu season, and COVID-19 testing is not currently available on board, it is difficult to determine the cause of these elevated cases at this time.

Since all ports along *Zaandam’s* route are closed to cruise ships, Holland America Line has deployed *Rotterdam* to rendezvous with *Zaandam* and provide extra supplies, staff, COVID-19 test kits and other support as needed. Carrying 611 crew and no guests, *Rotterdam* departed Puerto Vallarta, Mexico, at 3 p.m. local time on March 22 and the current schedule is for the two ships to meet by the evening of March 26 off the coast of Panama.

The safety and well-being of our guests and crew is one of our highest priorities. The ship has activated these precautionary measures out of an abundance of caution:

- As is our standard practice, all ill persons have been isolated and their close contacts placed in quarantine.
- Guests have been asked to remain in their staterooms and monitor their health. If they become symptomatic, they are asked to call the medical center for an evaluation and care from the ship’s medical professionals (at no charge).
- Meal service is being provided by room service until further notice. All public areas are closed.
- The entire ship is operating at maximum sanitation levels, including rigorous cleaning and disinfecting of public and crew areas.
- Crew who are not required for the safe operation of the ship are being quarantined. Those that are needed to maintain the ship’s operation are being asked to self-isolate when not performing essential functions, practice social distancing, self-monitor and report any illness to the Medical Center.
- Both internet and guest stateroom telephone services remain complimentary so that guests may stay in touch with their families.
Zaandam was sailing a South America voyage that departed Buenos Aires, Argentina, on March 7 and was originally scheduled to end in San Antonio, Chile, on March 21. However, due to global health concerns, Holland America Line made the decision to suspend its global cruise operations for 30 days and end its current cruises in progress as quickly as possible and so guests could return home.

Zaandam provisioned in Valparaiso, Chile, March 20-21 and has plenty of food and fuel for the voyage to the U.S. Our intention is to proceed to Fort Lauderdale, Florida, for arrival on March 30, however plans are still being finalized. Alternative options also are being developed. No one has been off the ship since March 14 in Punta Arenas, Chile.

Complimentary telephone counseling services from our care partner, Empathia, have been made available to guests and crew if they would like extra support during this time. For those with family members on board, they can call the following numbers for information: 1-877-425-2231 or 1-206-626-7398.

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