

Holland America Cruises Commendation

Going Places Travel Receives Cruise Commendation

Going Places Travel received this award in 2002 from Holland America Cruise Line in recognition of our outstanding customer service. We continue to this day to service our customers with all of the care we can give. This is the nature of family owned and operated businesses. We work hard for your business.....we want to keep it!

Holland America 1/21/02 11:49 PAGE 1/1 ightFAX



FAX Transmitted

From: OPERATIONS SUPPORT Date: 01/21/02
To: Time: 11:11:11
GOING PLACES TRAVEL FAX#: 171 8442189
1883 VICTORY BLVD
STATEN ISLAND NY 10314 3517
USA

Dear Travel Partner,

Thank you for your travel agency's interest in booking cruises through Holland America's internet booking system (the "Internet Booking System").

Your signon is :
Your password is :

We require that your agency always have an appointed Security Administrator. He or she must be someone with managerial authority that will be responsible for oversight of all aspects of the travel agency's internal policies relating to use of Holland America's Internet Booking System including, but not limited to, control over whom at your agency may access the Internet Booking System, how they may do so, and maintaining and securing your travel agency's password(s). We need to be advised immediately as to any changes in this position.

Please note that access to our Internet Booking System should not be given to anyone other than your agency employees or travel agents. Please contact us immediately if you need to change your agency's password(s).

We require that the President of your agency or someone of similar authority execute this application to Holland America to verify the proper authority of the Security Administrator or the person executing this letter and we may ask for further documentation. We are not obligated, however, to independently verify any information of the Security Administrator or of any other person.

If you have questions, please contact the Automation Support Desk at 1(800) 207-3545 or (206) 298-5100. Holland America Line

Our FAX number is 1-800-628-355
300 Elliott Avenue West, Seattle WA 98119