

2000 – 2004 Permits Application

GLACIER BAY NATIONAL PARK



Holland America Line

A TRADITION OF EXCELLENCE®

National Park Service Note

The Following items are not included in this NPS release of: Holland America Line Westours, Inc. Proposal for Cruise Ship Services 2000-2004

Marked "Trade secrets...exempt from disclosure" by the applicant (possibly available pending final determination of releasability):

Consolidated Financial Statements:

Holland America Line/Westours Inc. (14 pages)

Holland America Line (17 pages)

Pollution Minimization Plan (loose-leaf binder containing 23 pages document and 6 attachments, totaling approx. 250 pages)

Materials generally available to the public or which repeats information included (available on request):

Exhibit 1: Brochure Covers (2 pages)

Exhibit 2: Glacier Bay Print Ads (2 pages)

Exhibit 3: Point of Sale/Sales Fliers (four items)

Exhibit 4: 1998 Alaska Cruise Brochure

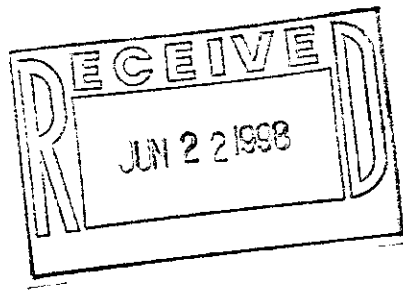
Exhibit 9: Environmental Program Brochures (5 pages)

Exhibit 10: Daily Quiz (1 page)

Exhibit 11: Citations/violations notices (2 pages)

Exhibit 12: Sanitation Inspection Reports (19 pages)

TABLE OF CONTENTS



Offer Letter	<u>TABS</u> I
Executive Summary	II
Application	III
HALW Financials	IV
HAL Antillen N. V. Financials	V
Certificates of Good Standing	VI
Certification of Stock Ownership	VII
Exhibits (Index)	VIII
15 Years Brochure Covers	<u>EXHIBITS</u> 1
Glacier Bay Print Ads	2
Point of Sale/Sales Flyers	3
1998 Alaska Cruise Brochure	4
Naturalist Program/Glacier Bay	5
Book and Video Lists	6
Daily Program - Glacier Bay	7
Youth Programs	8
Environmental/S.E.A. Materials	9
Daily Quiz - Glacier Bay	10
Citation/Violation Notices	11
Sanitation Inspection Reports	12
Videos	VIDEO

Holland America Line Westours Inc.

A. KIRK LANTERMAN
Chairman & CEO

June 18, 1998

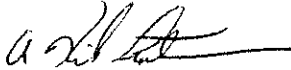
PROPOSAL FOR CONCESSION OPERATION

Superintendent
Glacier Bay National Park and Preserve
Attention: Division of Concession Program Management
P.O. Box 140
Gustavus, AK 99826

Dear Superintendent:

We hereby offer to provide cruise ship and services at Glacier Bay National Park & Preserve, in accordance with the terms and conditions as specified in your Prospectus and to execute the draft permit contained in the prospectus without substantive modification (except as may be required by NPS pursuant to the terms of the Prospectus and/or inclusion of items from the selected offer which are beneficial to the government). We are enclosing the required "APPLICATION" which, by this reference, is made a part hereof. We certify that the information furnished herewith is true to the best of our knowledge and belief. In addition, we agree to complete the execution of the Concession Permit within fifteen working days after it is presented by the National Park Service.

Sincerely,

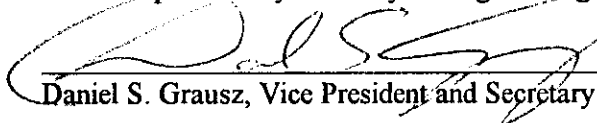


A. Kirk Lanterman
Chairman and C.E.O.

AKL\djp

CERTIFICATE OF CORPORATE OFFICER

I, DANIEL S. GRAUSZ, certify that I am the Vice President and Secretary of the corporation named as *Offeror* herein; that A. KIRK LANTERMAN, who signed this proposal on behalf of the *Offeror*, was then Chairman and C.E.O. of said corporation; that said proposal was duly signed for and in behalf of the corporation by authority of its governing body within the scope of its corporate powers.



Daniel S. Grausz, Vice President and Secretary

Dated this 18th day of June, 1998.

HIGHLIGHTS OF OFFER

Holland America Line-Westours Inc. has been bringing visitors to Glacier Bay National Park every year since 1971. During this time, we have tried to be a good corporate citizen and a quality concessioner. This Application goes beyond that standard. It represents our commitment to be far and away the best cruise line concessioner in the Park. Our goal was not merely to present an offer that is as good as that submitted by another cruise line. Instead, we are presenting what we believe to be the best offer of any cruise line. We also believe that another cruise line will find our offer, when viewed in its entirety, difficult if not impossible to match.

To achieve this goal in our Application, we go beyond a review of our extensive experience in and commitment to Glacier Bay. We go beyond our commitment to use only the most modern ships for the new entries. We go beyond sharing specific confidential information which substantiates our contribution to the NPS objective to provide diverse choices of visiting the Park. And we go beyond incorporating all NPS items suggested in the Prospectus to provide visitors with the best Park experience. We propose to extend human energy and financial support well beyond what is required to be responsive by the Prospectus.

By way of example, we have included five unique initiatives in this Application:

- An exclusive contract with the Hoonah Tlingits to provide Native Alaska interpreters on the Ships that will supplement the National Park Service interpretive efforts.
- An exclusive contract with the Alaska Native Heritage Center for an Artist-in-Residence program on board all of our Ships for the entire cruise duration. This contract will also ensure a supply of Alaska arts and crafts for sale to passengers.
- Providing equipment, personnel and training opportunities that will permit an on-site oil spill response capability in the Park.
- An agreement with an established noise expert that will provide the Park Service with baseline acoustical data and will also provide Holland America with information that will enable us to reduce noise levels, if necessary.
- An offer to assist the National Park Service in creating a website that will enable people around the world to "visit" and learn about Glacier Bay.

We have also included a Pollution Minimization Plan that does not limit itself to the three or four items the Prospectus requires us to address. Our Plan presents an overall, integrated environmental program that will, in fact, minimize pollution in the Park.

We at Holland America take pride in our product. We thank the National Park Service for considering our Application and for giving us this opportunity to share our ideas and visions regarding the future of cruising in Glacier Bay National Park.

The information specifically identified on pages of this offer constitutes trade secrets or confidential commercial and financial information that the offeror believes to be exempt from disclosure under the Freedom of Information Act. The offeror requests that this information not be disclosed to the public, except as may be required by law.

Factors, Criteria and Questions

- ***PRINCIPAL FACTOR I. THE EXPERIENCE AND RELATED BACKGROUND OF THE OFFEROR***

CRITERION 1A. (1) THE COMPETENCE OF THE OFFEROR, AS REFLECTED IN THE APPLICATION, TO MANAGE AND OPERATE A CRUISE SHIP BUSINESS SIMILAR TO THAT DEFINED IN THE PROSPECTUS. (2) THE ENTITY WITH WHICH NPS WILL CONTRACT AND ITS RELATIONSHIP TO SUPERIOR AND SUBORDINATE ENTITIES IS CLEARLY DEFINED.

1. Identify the "OFFEROR" (or "PROPOSED ENTITY[S]," that the offeror intends to establish for the purpose of operating this concession) making this application. Clearly identify both the formal structure of the primary business ENTITY with which the National Park Service will be dealing, and its owner(s).

RESPONSE: The OFFEROR making this Application, and the primary business Entity with which the National Park Service will be dealing, is Holland America Line-Westours Inc. (HALW). HALW is a Washington corporation that was incorporated on April 30, 1954. HALW is the Concessioner under National Park Service Concessions Permit No. CP-GLBA005-98. HALW is a wholly-owned indirect subsidiary of Carnival Corporation^{HAL1}. Carnival Corporation has its principal offices in Miami, Florida. The common stock of Carnival Corporation is publicly-owned and traded on the New York Stock Exchange.

2. Provide materials to explain the financial circumstances, legal form, and ownership of that ENTITY.

RESPONSE: Included with this Offer are: (1) Audited Financial Statements for HALW for the fiscal year ending November 30, 1997 (TAB IV); (2) Audited Financial Statements for HAL Antillen N.V. and subsidiaries (which represents the Holland America Line Group of Companies)^{HAL2} for the fiscal year ending November 30, 1997 (TAB V); (3) Certificates of Good Standing for HALW from both the State of Alaska and State of Washington (TAB VI); and (4) a Certification from the Secretary of HALW confirming the stock ownership of HALW (TAB VII).

^{HAL1} The word "indirect" is used to reflect a situation where there may be one or more intervening entities. In each case, however, the owning entity owns 100% of the capital stock of the owned entity. For example, 100% of the capital stock of HALW is owned by Holland America Line, Inc., a Delaware corporation; 100% of the stock of that entity is owned by HAL Buitenland B.V., a Dutch corporation; 100% of the stock of that entity is owned by HAL Antillen N.V., a Netherlands Antilles corporation; and 100% of the stock of that entity is owned by Carnival Corporation. This effectively makes Carnival Corporation the 100% owner of HALW.

^{HAL2} HAL Antillen N.V. is a Netherlands Antilles corporation that is a wholly-owned direct subsidiary of Carnival Corporation. All activities relating to the operation of Holland America Line cruise ships and tour operations are conducted by HAL Antillen N.V. and its subsidiaries. As such, they constitute the Holland America Line Group of Companies.

3. Identify related, subordinate, and superior ENTITIES and any other organization, ENTITY, contractor, or subcontractor that will have a role in managing, directing, operating, or otherwise carrying out the service to be provided.

RESPONSE: The primary Entity managing, directing, operating and otherwise carrying out the service is HALW. All of the cruise ships that will carry out the service are operated by Holland America Line N.V. under bareboat charters from HAL Nederland N.V. Both of these entities are Netherlands Antilles corporations that, like HALW, are wholly-owned indirect subsidiaries of Carnival Corporation.

4. Where there are layers of Entities, subordinate or superior entities, significant contractors/subcontractors, or other organizations or individuals that will act in concert to provide the services required, describe each of them and the relationship between or among them.

RESPONSE: HALW is the Entity with primary responsibility to provide the concession services required. The ship operator, Holland America Line N.V., acts in concert with HALW to provide service to Glacier Bay.

5. Using the format and instructions on the next page (duplicate the form as needed) identify the Offeror, each ENTITY, the New Concessioner, and the Operator and all similarly involved parties or people. Add information as necessary to make the relationships clear.

RESPONSE: See Forms 5 I, 5 II, 5 III and 5 IV which follow.

OFFEROR, ENTITY, NEW CONCESSIONER, OPERATOR IDENTIFICATION

FORM 5 I

(Enter the name of the person submitting the offer: The concession permit would be issued to this person)

Entity Name Holland America Line-Westours Inc.

Address 300 Elliott Ave. West
Seattle, WA 98119

Contact Person Joseph L. Valenti

Telephone Number 206-281-0584

FAX Number 206-286-3274

E-mail Address Joe_Valenti@HALW.COM

Form of business:

Corporation Partnership Individual (Sole Proprietorship) Other (Explain)

Describe the expected role in providing this concession service: Holland America Line-Westours Inc. (HALW) acts as the agent for the owner and operator of the cruise ships. In that capacity, HALW handles and oversees all of the operational, financial, legal, marketing and other business activities of the owner and operator.

Structure of the Business: (how is it related to the other entities you have identified): HALW is an affiliate of all of the other identified Entities. HALW and all of the other Entities are direct or indirect wholly-owned subsidiaries of Carnival Corporation. As a result, Carnival Corporation beneficially owns 100% of the capital stock of HALW and the other Entities.

Ownership: As noted above, 100% of the capital stock of this Entity is owned, directly or indirectly, by Carnival Corporation. In response to a verbal inquiry made with Kevin Apgar of the National Park Service on May 21, 1998, it is the Offeror’s understanding that the ownership chart included in the Prospectus need not be completed given the single owner situation.

OFFEROR, ENTITY, NEW CONCESSIONER, OPERATOR IDENTIFICATION**FORM 5 II**

Entity Name Holland America Line N.V.
Address 300 Elliott Ave. West
Seattle, WA 98119
Contact Person Joseph L. Valenti
Telephone Number 206-281-0584
FAX Number 206-286-3274
E-mail Address Joe_Valenti@HALW.COM

Form of business:

Corporation Partnership Individual (Sole Proprietorship) Other (Explain)

Describe the expected role in providing this concession service: Holland America Line N.V. operates all of the cruise ships under bareboat charters from the owner of the ships.

Structure of the Business: (how is it related to the other entities you have identified): Holland America Line N.V. is an affiliate of all of the other identified Entities. Holland America Line N.V. and all of the other Entities are direct or indirect wholly-owned subsidiaries of Carnival Corporation. As a result, Carnival Corporation beneficially owns 100% of the capital stock of Holland America Line N.V. and the other Entities.

Ownership: As noted above, 100% of the capital stock of this Entity is owned beneficially by Carnival Corporation.

OFFEROR, ENTITY, NEW CONCESSIONER, OPERATOR IDENTIFICATION**FORM 5 III**

Entity Name HAL Nederland N.V.
Address 300 Elliott Ave. West
Seattle, WA 98119
Contact Person Joseph L. Valenti
Telephone Number 206-281-0584
FAX Number 206-286-3274
E-mail Address Joe_Valenti@HALW.COM

Form of business:

Corporation Partnership Individual (Sole Proprietorship) Other (Explain)

Describe the expected role in providing this concession service: HAL Nederland N.V. is the owner of the cruise ships that will be providing the services under the Concession Permit.

Structure of the Business: (how is it related to the other entities you have identified): HAL Nederland N.V. is an affiliate of all of the other identified Entities. HAL Nederland N.V. and all of the other Entities are direct or indirect wholly-owned subsidiaries of Carnival Corporation. As a result, Carnival Corporation beneficially owns 100% of the capital stock of HAL Nederland N.V. and the other Entities.

Ownership: As noted above, 100% of the capital stock of this Entity is owned beneficially by Carnival Corporation.

OFFEROR, ENTITY, NEW CONCESSIONER, OPERATOR IDENTIFICATION**FORM 5 IV**

Entity Name Carnival Corporation

Address One Carnival Place
MLGL-815N
3655 N.W. 87th Ave.
Miami, FL 33178

Contact Person Arnaldo Perez

Telephone Number 305-406-8608

FAX Number 305-406-4758

E-mail Address

Form of business:

Corporation Partnership Individual (Sole Proprietorship) Other (Explain)

Describe the expected role in providing this concession service: Carnival Corporation is not expected to perform any role in providing this concession service. It has been included, however, because it owns, directly or indirectly, 100% of the capital stock of all other Entities that will be performing roles in providing the concession service.

Structure of the Business: (how is it related to the other entities you have identified): As indicated above, Carnival Corporation owns 100% of the capital stock of all other Entities that will be performing roles in providing the concession service.

Ownership: Carnival Corporation is a publicly-owned corporation. Its stock is traded on the New York Stock Exchange. A controlling interest in Carnival Corporation, approximately 47% of the capital stock, is owned by members of the Arison family including Micky Arison, the Chairman of Carnival Corporation, his father, Ted Arison, and his sister, Shari Arison, together with trusts that have been established for them and their families.

ANILCA Section 1307 Preferred Operator

Refer to the ANILCA Section 1307 regulations in the appendix to answer the following questions:

6. Is the entity making this offer a local resident, as defined in 36 CFR 13.81(f), for the services offered under this prospectus? *If yes, provide documentation to support this determination, as described in these regulations.*

Yes No

7. Are you applying for "most directly affected Native corporation" status, as defined in 36 CFR 13.85? *If yes, provide the documentation to support this determination, as described in these regulations.*

Yes No

Preference for New and Small Operators

8. Do you provide cruise ship services within Glacier Bay National Park under a current limited permit with the National Park Service?^{NPS1}

Yes No

9. If yes, does the number of cruise ship entries from June 1 to August 31 exceed 19 entries (14 percent of 139 cruise ship entries allocated for Glacier Bay from June 1 - August 31)?

Yes No

ADDITIONAL INFORMATION: As stated in "The Park Area and its Mission" section of the Prospectus, the National Park Service policy to favor "new" or "more rather than fewer cruise ship operators" is designed to "increase competitive allocations" not for the sake of competition itself but "to enhance visitor opportunities to select from a variety of possible cruises reflecting diverse *prices, quality, itineraries and program orientation.*" HALW contends that its product line offers diversity in pricing, itineraries and program orientation that exceeds the NPS goal.

^{NPS1} Answers will be used by the NPS to help identify offers from new prospective cruise ship concessioners or existing operators which have been allocated less than 14% of the available entries into Glacier Bay. Responsive offers from any qualified entity with less than 14% of the available entries (<14% offeror) will receive additional consideration during the selection process. If two or more offers, where at least one or more is a <14% offeror, are determined to be substantially equal offers by the NPS, additional consideration will be given to any <14% offeror in the selection process.

This policy is to "favor" new prospective concessioners or existing operators with less than 14% of the available entries. The policy is not meant to circumvent the established selection process contained in 36 CFR 5.1. Therefore, an offer which is determined by the NPS to best meet the overall objectives of the National Park Service will be selected. This selection criteria favors more rather than fewer cruise ships operators in compliance with the *Glacier Bay Cruise Ship Management Plan* (see business opportunity section, "preferences"). At such time as at least seven concessioners (separate ownership and control) are in operation, the policy will be reconsidered.

HALW currently operates Glacier Bay cruise ship services using 39 entries from June 1 to August 31, as an ANILCA Section 1307 Historical Operator. Awarding permits to HALW under this application still achieves the National Park Service goal to provide variety and diversity in the three most important, if not all four, indicated categories.

First, HALW will provide significant diversity in the price to visit Glacier Bay. The price range in 1998, for a 7-day cruise on an "S Class" ship (Statendam, Maasdam and Ryndam), is from \$899 to \$6,212 per person. Even though the lowest price is a limited promotional fare, a significant number of visitors experience Glacier Bay at these rates each summer on HALW ships. In 1998, about 25,000 of an estimated 109,000 visitors will travel on promotional fares.

HALW provides a more economical, shorter visit option: a 5-day fly cruise for \$699. HALW also offers special youth fares to encourage family travel to Glacier Bay. This is part of a special effort to attract younger guests as is the recently instituted "Just for Kids" shore excursion program. HALW will host over 5,000 children to the Park in 1998. Considering that these HALW products to visit Glacier Bay include transportation, accommodations, all meals, Park entry and full interpretation, it is certain there are few, if any, more economical ways to visit Glacier Bay with minimal impact on the Park.

Second, HALW provides excellent "variety in possible cruise(s)" itineraries. The choice of itineraries to Glacier Bay offered by HALW is diverse in three ways: 1) length of cruise(tour); 2) routing; and 3) non-peak season support of Glacier Bay.

It is customary to think of cruise ship passengers as only being 7-day visitors to Alaska who often begin and end their cruise in Canada. This is far from the case when it comes to HALW. Only HALW offers the Glacier Bay experience as part of two types of 7-day cruises, a shorter 5-day fly cruise and a myriad of cruisetour packages that include land tours into other parts of Alaska and the Yukon. In the 7-day cruise market, HALW offers an equal number of 7-day round trip cruises from Vancouver, B.C. and 7-day one way cruises between Vancouver, B.C. and Anchorage (Seward) assuring that the balance of cruise itinerary diversity will be maintained. The short 5-day fly cruise addresses the current trend among younger, busy two income households to take shorter vacations, providing them an economical way to visit Glacier Bay. In excess of one-third of HALW passengers visit Glacier Bay as part of cruisetours that range in length from 9 to 18 days. Every HALW cruisetour passenger visits at least one National Park in Alaska. Those going into Glacier Bay visit at least two National Parks (Glacier Bay plus another Park such as Denali National Park). Several tours visit three or more National Parks. This contributes to diversity and has the added benefit of supporting National Parks throughout Alaska. Finally, as to itinerary variety, HALW has the longest cruise season to Alaska with 20-22 sailings of each ship. This means newly permitted ships will carry visitors to Glacier Bay earlier in the Spring and later into Autumn than would be the case for other lines, showcasing the Park during periods when fewer people get to enjoy its beauty.

Third, HALW will provide diversity in program orientation in line with the National Park Service Mission to personalize service. HALW currently augments the excellent NPS Interpretive Program through youth counselors and on board naturalists. Both make Glacier Bay presentations in advance of the Park entry and then coordinate with and assist NPS Rangers when they begin their interpretation. A special "Meet the Ranger" element for youth has been added this year to provide young visitors with an even more personalized introduction to Glacier Bay.

HALW also excels in making the Park and Alaska accessible to visitors with disabilities. There are 6 cabins equipped for use by visitors with disabilities on each "S Class" ship. HALW has further taken the

lead to encourage the disabled to travel throughout Alaska. Encouragement goes beyond hardware such as 15 specially equipped motorcoaches and the inclusion of disability sensitivity training for service employees. Last year, HALW hosted an evaluation and familiarization trip through Alaska for travel writers with disabilities.

This diversity in program orientation will be further enhanced in 2000 when extensive Native Alaskan elements will be introduced on all Glacier Bay ships. Included will be interpretation by the most affected Native Corporation members, broad availability of Native Alaskan hand crafts and an onboard Native Alaskan "Artist in Residence" program.

HALW will continue to provide only a high quality experience in Glacier Bay. Because personal service is a significant element of our "Tradition of Excellence," we have chosen to limit the number of guests we host on our vessels to between 1,214 to 1,495, intentionally avoiding the mega ship direction being taken by other lines. HALW works diligently with the National Park Service and the National Park Service Interpretive Program to ensure an excellent experience sends the visitor home instilled with a deep appreciation of the Park and the importance of protecting it. The main elements supporting the NPS Mission for the Park include: 1) a strong pollution minimization program including passenger and crew videos, printed materials and presentations; 2) strong support of the NPS Interpretive Program including adherence to the NPS optimum itinerary, printed materials, a televised NPS Ranger interview, naturalist and youth counselor assistance and no conflicting programming while in the Park; and 3) strong educational support on the ships including naturalist and youth presentations in advance of Park entry, well stocked book and video libraries and a dedicated Alaska TV channel showing programs about wildlife, native culture and Glacier Bay.

Greater detail about the above mentioned HALW programs is provided in the appropriate areas of the application.

NOTE: To underscore the diversity point the following demographic information on HALW Alaska cruise passengers is provided compared to the overall averages for Alaska Vacation Pleasure Visitors.^{HAL3}

<u>Age</u>	<u>Percent of HALW Visitors</u>	<u>Percent of All Alaska Vacation Pleasure Visitors</u>
<45	18%	28%
45-54	18%	18%
55-64	24%	23%
65-74	27%	24%
75+	13%	7%

^{HAL3} HALW information is based on a Passenger Onboard Survey conducted by HALW. Alaska Vacation Pleasure Visitors data is from a study undertaken by the McDowell Group.

<u>Income</u>	<u>Percent of HALW Visitors</u>	<u>Percent of All Alaska Vacation Pleasure Visitors</u>
<35,000	19%	26%
\$35-75,000	43%	47%
\$75-99,000	13%	15%
\$100,000+	24%	12%

<u>Region</u>	<u>Percent of HALW Visitors</u>	<u>Percent of All Alaska Vacation Pleasure Visitors</u>
East	39%	36%
Central	17%	16%
West	34%	31%
Foreign	10%	17%

10. Do any of the above have operations or interest in other operations in areas adjacent to this national Park area or operations in other national Parks? *If Yes, please identify.*

Yes

No

HALW has extensive visitor service operations in the Southeast Alaska communities adjacent to Glacier Bay National Park and provides significant access to other National Parks in Alaska and Washington State. HALW owns and operates major motorcoach tour services in Juneau, Skagway and Ketchikan and owns or operates hotels in Juneau, Skagway, Ketchikan and Sitka. In fact, HALW worked with 434 business partners and had a total economic impact of over \$221 Million in Southeast Alaska in 1997. In Juneau, HALW owns and operates the Westmark Baranof Hotel and provides transportation for shore excursions and interpreted motorcoach tours of the city and Mendenhall Glacier. In Skagway, the Westmark Hotel provides overnight accommodations at Gold Rush Klondike National Historical Park, while HALW motorcoaches provide not only interpreted tours through the Park, but scheduled bus service and interpreted tour access to the Park from the Yukon and the rest of Alaska. In Ketchikan, HALW operates the Westmark Cape Fox in cooperation with the Cape Fox Native Corporation and owns and operates a travel agency and motorcoaches which provide transfers and interpreted tours. In Sitka, site of Sitka National Historical Park, HALW operates the Westmark Shee Atika under contract with Shee Atika Native Corporation.

As mentioned in response to Question 9 above, HALW is dedicated to promoting the National Parks. HALW provides domed rail car service, via 13 McKinley Explorer cars, as well as daily motorcoach service to Denali National Park. Combined, these operations are a primary source of visitors to this Park. HALW is also one of the largest providers of visitors to Kenai Fjords National Park, Gold Rush Klondike National Historical Park and Sitka National Historical Park. HALW works with Park concessioners at each of these locations to develop optimal programs for passengers. HALW ships also highlight the Wrangell St. Elias National Park, bringing passengers to the Hubbard Glacier. Similar HALW motorcoach tour operations in the State of Washington, under the Gray Line of Seattle banner, provide motorcoach access to Mt. Rainier National Park and Mt. St. Helens National Monument.

11. The NPS is looking for an ENTITY that has demonstrated experience in managing this type of business activity. Give specific examples of business operations undertaken by ENTITY. Detail the OFFEROR's experience and skills in developing efficient, effective, defined, targeted goals for business programs according to pre-established management parameters.

RESPONSE: HALW is the largest and most experienced operator providing quality visitor services to Alaska. The corporate predecessor to HALW began to sell tours to Alaska under the "Westours" name in 1947. Visits to Glacier Bay, which began in 1971, were integral to those early products.

Today we are a worldwide premium cruise line visiting more than 250 diverse ports and scenic cruise areas. Our eight ships sail to Alaska, Canada, New England, Europe, Asia and the Pacific, Hawaii, the Caribbean, South America, the Panama Canal, and on World Voyages. In 1998 we will host over one half million guests on our products. The growth of our company is the result of careful fiscal stewardship combined with attention to providing our guests with the destinations and excellent experiences they seek in travel. But our extensive experience in providing travel has also led to recognition of the need for applying forward thinking solutions when bringing modern technology to an increasingly fragile ecosystem.

Proud as we are of our modern ships, prudent management and growth, we are even more grateful for the high regard in which the traveling public holds us. For seven straight years we have received the "Best Value Cruise Award" from Ocean and Cruise News readers. Since 1991, when the poll began, we have been honored with Conde Nast's highest cruise line rating five times (for cruise lines with five or more ships).

While throughout the rest of the world we are primarily known as a premium cruise line, in Alaska we provide the most extensive array of visitor services of any company. In 1998, we expect to host over 200,000 guests to Alaska. We expect that about 109,000 of our passengers will visit Glacier Bay and 60,000 will visit Denali National Park. While the majority of HALW guests spend time on our ships in Alaska, over 45,000 do not cruise with us. Of this group, HALW arranges for 95% of them to visit Denali National Park. To provide visitor services in Alaska, 6 HAL ships sail the Inside Passage and across the Gulf, 13 McKinley Explorer rail cars take visitors to Denali National Park, 12 Westmark Hotels overnight guests in communities across the state and 160 motor coaches provide access to sights throughout Alaska. HALW is Alaska's 25th largest employer, doing business with more than 1,770 Alaska companies and had a combined economic impact on Alaska of \$523 million in 1997. HALW spends over \$18 Million annually to promote travel to Alaska.

This experience and qualification to effectively host a variety of guests is backed up by HALW's active support of protecting, preserving and learning more about our environment and the places we visit. As detailed below we have an aggressive pollution minimization program, Seagoing Environmental Awareness programs on all ships and a record of providing strong support to environmental stewardship programs like The Nature Conservancy, The Kenai River Trust, the American Oceans Campaign, the new Alaska SeaLife Center and the Raptor Center in Sitka.

12. Describe the business management qualifications and experience of the ENTITY and the NEW CONCESSIONER proposed to manage and operate this business.

RESPONSE: HALW was one of the first companies to promote, offer and provide cruises into Glacier Bay National Park when it began hosting visitors into what was then Glacier Bay National Monument in 1971. Currently, HALW holds and operates 39 entries as an Historic Operator under ANILCA.

This long history of successfully hosting guests into Glacier Bay is not only proof of experience and qualification to operate new permits but gives HALW a special appreciation and understanding of the Park. It has also engendered HALW's unparalleled commitment to Glacier Bay.

The understanding and appreciation of Glacier Bay begins at the top of the company. Chief Executive Officer, "Kirk" Lanterman, has over 25 years experience with Alaska and Glacier Bay. In our "Environmental" video he speaks of his special love for the place that makes working with the National Park Service at Glacier Bay the highest of priorities. This is why HALW has acted to incorporate all NPS recommendations for improving the visitor's experience. It is why we have instituted the strictest of pollution minimization policies and procedures on our vessels. It is why Joe Valenti, VP Marine Operations, stays in close touch with the NPS on operational concerns. And finally, it is why HALW has again taken the initiative to make even more improvements in our service to and protection of Glacier Bay in this application for new permits.

HALW's unparalleled commitment to Glacier Bay is made clear by the following facts:

- Glacier Bay has been featured on the cover of the HAL Alaska Cruises brochure for 14 of the last 15 years. (Exhibit 1) About 1,000,000 of these brochures are distributed each year.
- Glacier Bay is showcased in consumer advertising. Print advertising prominently featuring Glacier Bay made 274,304,000 consumer impressions for 1998 alone. (Exhibit 2)
- Glacier Bay is prominent in direct mail sales flyers and on point of sale promotional materials (Exhibit 3).
- Specific crew training and passenger Glacier Bay Environmental videos have been produced and are in use on all ships. (Exhibit VIDEO).
- HAL Inside Passage Cruises have been renamed Glacier Bay Inside Passage cruises (See 1998 Alaska Cruise Brochure - Exhibit 4).
- HALW voluntarily funded and worked with the NPS to update the official Glacier Bay film and video.

No other cruise line has demonstrated this powerful a commitment to the Park. In fact, others have given prominence to promoting alternatives to the Park. Our strong marketing support of Glacier Bay grows from a belief that, besides attracting visitors, our efforts generate awareness of the unique beauty and serenity of this national treasure. This awareness in turn contributes to broader appreciation of the need to preserve and protect this most unique National Park.

But HALW's commitment to Glacier Bay goes far beyond its unparalleled marketing support. This was evidenced back in the '80s when Jack Musiel, as President of Westours, headed industry efforts, through the auspices of the Alaska Visitors Association, to provide scientific information to the NPS on cruise ship impact in Glacier Bay. Continuation of HALW's commitment in actions like this is evidenced today by the creative initiatives brought forward in this application.

The most recent demonstration of commitment is the production and completion of a new Glacier Bay National Park video "Forever Wild." This video was funded by HALW to ensure that the Park had a first rate, current video to show visitors.

HALW also helps the NPS by ensuring that all Glacier Bay permits are used in a given year. Over the years, HALW has made last minute changes to ship itineraries so that permits that suddenly became available could be used. While it is always risky to tell passengers after they purchase a cruise that the itinerary is being changed, HALW takes the position that once passengers see Glacier Bay, they will have no regrets about the change.

13. Does the ENTITY have experience providing services under contract for an agency like NPS, United States Forest Service, Bureau of Land Management, city, state, large corporation, or other organization with significant philosophical and operational constraints? *If Yes, please identify.*

Yes

No

RESPONSE: HALW has extensive experience providing services under contract for the National Park Service and in other situations with significant philosophical and operational constraints.

In 1998, HALW has 51 entries into Glacier Bay during the June-August period. In operating these entries into Glacier Bay, HALW makes every effort to exceed NPS procedural guidelines and establish excellent cooperative working relationships.

In addition, various affiliated entities operate services under other U.S. permits:

Westours Motor Coaches, Inc., for example, operates tour facilities and a tour boat, mv Ptarmigan, at Portage Glacier under a Term Special Use Permit from the U.S. Department of Agriculture, Forest Service. HALW has permits to conduct guided bus tours to Mendenhall Glacier Visitor Center in Juneau and to Mt. Rainier National Park and Mt. St. Helen's National Monument in Washington.

Besides having direct experience operating under federal permits, HALW works extensively with Port Authorities, which have special requirements, in the U.S. and around the world. We are also experienced in operating cruise ships in other areas of the world requiring special procedures to protect sensitive environments (Mediterranean Sea, Baltic Sea, Black Sea, Red Sea, Etc.), UNESCO Biosphere Reserves (U.S. Virgin Islands, Aleutian Islands, Etc.) and World Heritage Sites (Venice, Rhodes, Etc.)

14. Use the format on the following page and add to it as necessary, or use your own format as long as it provides all of the requested information. Provide detailed resumes for all current and proposed partners, sole proprietors, and key management employees who will be actively involved in the management of this business and key ship-board personnel who will be operating in Glacier Bay. Identify the specific role the individual is to play and establish that person's ability to play that role.

When discussing work experience, be specific with respect to size of operation, dates, area of operation, specific duties, number of people supervised, hours worked per week, and other factors that would be helpful to reviewers in establishing a clear understanding. Do not omit training and education and do not omit special qualifications, ratings, or licenses that are needed in some special occupations.

RESPONSE: The employees for whom resumes are provided below constitute the same management team that guides and operates HALW's Glacier Bay activities under its existing Concession Permit. Each of these employees will continue to be actively involved in new permit management.

The expertise of these HALW executives in working within Glacier Bay dates prior to the establishment of Glacier Bay National Park and Preserve. As indicated in response to 12 above, Jack Musiel, past president of Westours, led the industry effort to develop, and share with NPS, the first scientific information concerning the effects of cruise ship operations in Glacier Bay. Kirk Lanterman, now CEO of HALW, has worked with Glacier Bay National Park since its beginning, giving him particular appreciation for the importance of Glacier Bay being "...preserved and managed for the benefit and inspiration of all the people". This appreciation is shared by each member of the HALW management team whose backgrounds and experience are summarized below.

All the HALW executives actively involved in the management of the concession may be contacted at:
Holland America Line-Westours Inc.
300 Elliott Avenue West
Seattle, WA 98119
Phone: 206-281-3535
Fax: 206-284-8332

Individual Experience and Related Background of Key Managers

Name: A. Kirk Lanterman

Title: Chairman and Chief Executive Officer, Holland America Line-Westours Inc.

SSN:

Kirk Lanterman served two terms as chairman of the Cruise Line International Association (CLIA) and is past president of the Alaska Visitors Association (AVA). He is a past trustee, vice chairman and treasurer for the Institute of Certified Travel Agents and served as vice chairman of the International Council of Cruise Lines. He has been with the company for 27 years and oversees the over 6,500 employees of HALW and its affiliates. Born in North Dakota, he is a Korean War veteran and graduated from the University of Washington with a degree in accounting. He is a Certified Public Accountant. With a vast knowledge of Alaska tourism and the evolution of Glacier Bay as a prime attraction, Kirk Lanterman infuses the entire company with his stalwart regard for preserving the grandeur of Glacier Bay for current and future generations to behold.

Name: Peter T. McHugh

Title: President and Chief Operating Officer, Holland America Line-Westours Inc.

SSN:

Peter T. McHugh is President and Chief Operating Officer of HALW. He joined the company as Executive Vice President in January of 1996. Prior to that, his career in travel had been focused on the airline industry rather than cruising. For more than 20 years, he held senior management positions with both TWA and Pan Am, including senior vice president of marketing and sales for TWA and chief operating officer of Pan Am. He also served as chief executive officer for Pan Am when liquidation of the company's assets became necessary. His expertise also includes developing new businesses: He created the Travel Channel while President of TWA Marketing Services. His knowledge of international travel and his familiarity with all segments of the travel customer and the travel trade made his transition from the airline industry to the cruise industry a particularly interesting and rapid one. He holds a bachelor's degree in finance from LaSalle College and an MBA from Drexel University, both in Philadelphia. He was an Army infantry lieutenant in Vietnam.

Name: Joseph L. Valenti

Title: Vice President, Marine Operations, Holland America Line-Westours Inc.

SSN:

Joe Valenti has been with HALW for three years. He is responsible for the operation, repair and upkeep of all HALW vessels. This includes ensuring the ships are operated in strict compliance with all environmental and safety regulations. He has forty years experience in the maritime industry and is a retired U.S. Coast Guard Captain. In addition to serving in both a deck and engineering capacities and as the master of a Coast Guard vessel, he has an extensive background in marine environmental protection. He headed the Coast Guard's pollution response program for a period of four years and also served as the commanding officer of a marine safety office. In the latter capacity, he was responsible for port safety, commercial vessel safety inspections and marine environmental protection activities. His maritime experience includes ten years with a port authority, including approximately five years as port director.

Name: Peter J.D. Smith
Title: Vice President, Marine Hotels, Holland America Line-Westours Inc.
SSN:

Holding overall responsibility for all marine hotel activities for the entire Holland America fleet, Peter Smith joined HALW in May, 1995. Prior to his work with HALW, he was at Westin Hotels and Resorts where his 24 year career encompassed virtually every phase of hotel operations. Immediately prior to joining HALW, he served as senior vice president responsible for operations in North America and part of Latin America. With Westin his responsibilities included supervision of 23 hotel properties including development of two resorts. He holds a bachelors degree in hotel administration from Washington State University and has served on numerous corporate and hotel industry committees and boards.

Name: Al Parrish
Title: Vice President, Government and Company Relations
SSN:

Al Parrish is responsible for HALW interface with the major government and business entities in Alaska. He has been with HALW since 1987 when Sheffield Enterprises and Westours Hotels merged. Before the merger, he was president of Sheffield Enterprises. He has been part of Alaska's hospitality industry since 1962. He is a Board Member and Chair of the Finance Committee of Sisters of Providence, Inc. of California, Oregon and Washington; Vice Chair of the Board of Providence Health Care System; and a Board Member of the Alaska Native Heritage Center. He was past president and Board Member of the Anchorage Chamber of Commerce, Fairbanks Chamber of Commerce, the Alaska Visitors Association, and the Anchorage Convention and Visitors Bureau. He served on the Anchorage Providence Hospital Advisory Board for eight years and was their Chair for two years. He has also served on the Boards of the Covenant House, the Alaska State Chamber of Commerce, the local Board of Humana Corporation, the Anchorage Downtown Development Corporation, the Advisory Board of the Center for Entrepreneurship for Alaska Pacific University, and the Alaska Performing Arts Center.

Name: Diane Moore
Title: Vice President, Passenger Programs
SSN:

Diane Moore joined HALW in January, 1996 as Vice President, Passenger Programs. Her responsibilities include overall responsibility for the Reservations, Air/Sea, Ship Inventory, Tour Inventory and Documentation Departments; approximately 400 individuals work in these Departments. Prior to joining HALW, she was Senior Vice President of Passenger Services at Royal Cruise Line where she held various management positions since 1974. She holds a B.S. Degree in Psychology from Purdue University.

Name: Daniel S. Grausz
Title: Vice President, Legal, and General Counsel, Holland America Line-Westours Inc.
SSN:

Dan Grausz has been the General Counsel of HALW since 1988. In that capacity, he has worked extensively with the National Park Service on Glacier Bay issues. He regularly addresses issues that bear upon the manner and method of operating both inside and outside of Glacier Bay. His job responsibilities include overseeing all of the legal affairs of the Holland America Line group of companies. He also works extensively with other lawyers in the cruise industry on matters of general

importance to passenger shipping. He has a B.S. Degree from Cornell University, a J.D. from the University of Pennsylvania and a M.B.A. from The Wharton School.

Name: Jack D. Anderson

Title: Senior Vice President, Marketing and Sales, Holland America Line-Westours Inc.

SSN:

Appointed to his present position in 1995, Jack Anderson oversees all sales and marketing for HALW and Windstar. He has been with HALW since his first job as a seasonal tour director in 1974. After joining HALW permanently in 1977 in the group reservations department, he became its manager in 1979. Before being named assistant vice president in 1985, Anderson held a number of managerial positions with HALW. Afterwards he served as Vice President, Operations and later as Vice President, Marketing. He has served on the USTOA Board, the Alaska Visitors Association Board and currently represents HALW on the CLIA Marketing Committee and the Traveling Time Advisory Board. Anderson graduated from the University of Puget Sound with a B.A. in English and a B.S. in Psychology.

Name: Linda Ehlenberger

Title: Vice President, Sales

SSN:

Linda Ehlenberger has been Vice President, Sales since December, 1993. In that position, she oversees all of HALW's cruise and cruisetour sales activities including supervising 117 field and inside sales people. Prior to joining HALW, she worked for 12 years with Princess Cruises in varying capacities, most recently as Vice President, Sales. She is a member of the Institute of Certified Travel Agents, American Society of Travel Agents, and National Association of Cruise Only Agencies. She serves on the Board of Directors of International Association des SKAL Clubs, Seattle Chapter. She has a B.A. in Business from the University of Washington.

Name: Charlie Ball

Title: Vice President, Marketing and Sales, Alaska Cruisetours, Holland America Line-Westours Inc.

SSN:

Appointed to his current position in June, 1997, Charlie Ball oversees the sales and promotions for the company's Westours division which offers comprehensive cruisetour operations in Alaska and the Yukon Territory. He joined HALW in 1985 as assistant manager, group reservations department. Prior to his current position, he was the Vice President, Reservations and Operations Administration. The Seattle native graduated cum laude with a degree in Economics from Whitman College in Walla Walla, WA.

Name: William C. Pedlar

Title: Vice President, Marketing, Holland America Line-Westours Inc.

SSN:

Bill Pedlar rejoined HALW in February 1995 as director of World Wide Cruise Marketing; he had worked for HALW from 1978-84 as a Regional Manager. He then served eight years with Princess Cruises as vice president of marketing communications and, prior to that, held the position of vice president of tours and director of marine operations for Sundance Cruises. He was promoted to his present position in July, 1995. His responsibilities include overseeing the product design, itinerary planning, and marketing communications and marketing staff for the line's eight ships. A director of the

Alaska Visitors Association Board and member of the Alaska Tourism Marketing Council, he has 20 years experience in the cruise and tour industry. He has a Master's degree in marketing and finance from the University of British Columbia.

Name: Captain Cees Deelstra

Title: Director Nautical Operations

SSN:

Cees Deelstra joined HALW over 26 years ago as a cadet officer and worked his way up through the deck officer's ranks to become a captain. He is a graduate of Rotterdam Nautical College. After sailing worldwide for 18 years, in 1990 he accepted a permanent position ashore at company headquarters in Seattle. As Director of Nautical Operations, he is responsible for safe navigation of the ships, certification and maintenance of the ship's safety and life saving equipment, ship security, and functioning of the ships' deck department consisting of the navigation officers, bosun and the bosun's sailors and other deck maintenance personnel. Captain Deelstra has long experience dealing with maritime safety and navigational matters. He serves as chairman of the Marine Safety Task Force in Alaska. This task force is made up of representatives from the marine pilots, maritime shipping companies, United States Coast Guard and others having interest in safe navigation of Alaskan waterways. He also serves as chairman of the Technical and Operational Committee of the NorthWest Cruise Ship Association representing the cruise ship industry in Alaska and British Columbia.

Name: Captain Rene Roussel

Title: Director, Maritime Affairs

SSN:

Captain Roussel has been with HALW since 1991 after retiring as a Captain in the U.S. Coast Guard with 32 years of service, mostly in the Marine Safety and legal programs. While assigned as Captain of the Port of Miami and Western Alaska in the 1980s, he was the Federal On Scene Coordinator for many oil spills, including the tanker Glacier Bay grounding and spill off Nikiski, Kenai in July 1987 and that portion of EXXON Valdez spill that reached outside of Prince William Sound to the shores of Cook Inlet, Kodiak and the Katmai National Park. As the Chief of the Marine Safety Program for the Thirteenth Coast Guard District headquartered in Seattle, Captain Roussel developed comprehensive spill prevention and response programs with the states of Oregon, Washington and Alaska, and British Columbia in Canada. He was a major supporter and contributor to the B.C./States Task Force. Captain Roussel supported and conducted multi-state and multinational spill exercises. He coordinated the first joint exercise with the Russians in Alaska in 1988, and the most comprehensive spill exercise at that time in the country in Washington State in 1990. Upon his retirement, Captain Roussel was one of, if not the most experienced, Federal On Scene Coordinator in the Coast Guard. As Director of Maritime Affairs with Holland America, he oversees the safety and environmental audit programs for the HALW and Windstar ships and the company. Captain Roussel is the Designated Person for HALW, a position mandated by the International Safety Management Code. In this position, he is the link between management and the ships for pollution prevention and safety issues. As such, Captain Roussel has access to the highest levels of management to ensure that resources are brought to bear on safety and pollution prevention problems that come to his attention.

Name: Captain L.N. Schowengerdt
Title: Director, Policy and Plans
SSN:

Captain Schowengerdt came to HALW following a career in the U.S. Coast Guard where he was involved in all facets of ship operations, maritime safety and environmental protection. He also spent four years with the United Nations Food and Agriculture Organization teaching fisheries management and protection of natural resources in lesser developed countries. His background and experience covers every aspect of marine operations in sensitive areas, such as Glacier Bay. Captain Schowengerdt is the Director of Policy and Plans, responsible for writing and coordinating the company's policies in all areas of marine operations, maritime safety and environmental protection. He oversees the company's Safety Management System.

Name: Johan Groothuizen
Title: Director, Marine Hotel Operations, Holland America Line-Westours Inc.
SSN:

As Director, Marine Hotel Operations, Johan Groothuizen oversees management of the company's on board services including food and beverage, and hotel and entertainment. He joined HAL in 1971 as controller on board ship. He later held the on-board positions of food and beverage manager as well as hotel manager before moving to the company's Seattle corporate office. He attended the Hogere Hotel School in The Hague, The Netherlands and is a board member of the Marine Hotel Catering and Duty Free Association.

Name: Hans M. M. Brinkhoff
Title: Director, Hotel Operations, Holland America Line-Westours Inc.
SSN:

Hans Brinkhoff joined HAL in 1971 as assistant front office manager aboard ship. His other ship positions included food and beverage controller and later food and beverage manager. He transferred to the head office in 1976 assuming the title of Manager Planning for hotel personnel. He subsequently served as Manager, Marine Hotel Operations, then Director, Food and Beverage and Housekeeping Services. When the company headquarters moved to Seattle, WA he became Director, Marine Hotel Operations. He graduated from St. Dominicus College, Neerbosch, The Netherlands and the Katholieke Hogere Hotelschool, Maastricht.

Name: Bill Sharp
Title: Director, Port Operations
SSN:

Bill Sharp is responsible for providing a reliable management system to enable ship calls in all ports worldwide. He manages a system that generates information necessary to plan ship calls, meet port authority requirements, plans and controls appropriate shore activities and formulates and controls associated budgets. His department maintains an accessible, current port information database. In coordination with the Directors of Technical Operations, Nautical Operations, Maritime Affairs, and Policy and Plans, he ensures that all equipment, procedures and practices are in compliance with applicable laws, regulations, standards, company policies and the Safety Management System. He is the designated HALW on scene Spill Response Coordinator. Prior to joining HALW, he was employed by Southeast Stevedoring Corp., d/b/a Cruise Line Agencies of Alaska. As Vice President of Operations, he

spent 18 years working all over the State of Alaska. His primary responsibilities included oversight of all cruise operations and cargo port operations. He was a member of the NorthWest Cruise Ship Association, Alaska Visitors Association, Ketchikan Visitors Bureau, Ketchikan Port & Harbor Advisory Board, Alaska Marine Safety Task Force and an active participant with the Alaska Board of Marine Pilots.

Name: Randall Peterson
Title: Chief of Environmental Programs
SSN:

Randy Peterson has a B.S. in Biology and has worked in the field of public and environmental health for over 30 years. He joined HALW in 1978 and helped set up a complete sanitation and environmental health program. In 1992, he joined the Centers for Disease Control and Prevention to become the Chief of the Vessel Sanitation Program which provides comprehensive audit, inspection and consultation services to the cruise industry on all environmental and health concerns. He returned to HALW as Chief of Environmental Programs in 1994. He is responsible for developing, implementing and writing HALW's policies on environmental awareness, compliance and training. He also developed and administers our chemical management and hazardous waste program, conducts environmental and public health audits and inspections, and provides assistance to our vessels in meeting USPHS, environmental and OSHA recommendations and regulations. During his career, he has held positions on several committees involved in environmental and public health concerns, including the National Environmental Health Association, National Sanitation Foundation, Seattle Environmental Affairs Committee and technical advisory committee for the International Council of Cruise Lines.

Name: Bob Diaz
Title: Manager, Maritime Affairs
SSN:

Bob Diaz recently joined HALW to strengthen marine operations. Having been in the marine industry for over 30 years, he has extensive first hand knowledge of marine safety. In his role as Manager of Maritime Affairs, he conducts vessel safety and environmental audits to improve vessel operations, protect the environment and provide the safest possible experience for our passengers and work place for our crew. He is responsible for preparing the company for compliance with the International Safety Management Code (ISM). In addition, he has authored various company marine regulation manuals, developed numerous technical and operational directives. He graduated from the California Maritime Academy in 1971. He went on to complete his Masters in Marine Engineering and Naval Architecture from the University of Michigan. In his 20+ years in the Coast Guard, he was involved in all aspects of commercial vessel safety. Before joining HALW, he was instrumental in starting up the Washington State Office of Marine Safety.

ADDITIONAL INFORMATION:

The following partial listing of Holland America Line Captains and Chief Officers further demonstrates our depth of experience in operating cruise ships in Glacier Bay National Park.

Name: Kees Buchens

Title: Captain

SSN:

A sea-going member of the daily committee of the Sea Safety Group, in Plymouth, Capt. Buchens is also an active member of the Nautical Institute and received his Certificate of Nautical Surveyor in 1993. He first sailed with Holland America Line in 1982 aboard the old ss Statendam. Subsequently he served aboard the ss Volendam, ss Rotterdam and ms Westerdam. He supervised the building of the ms Maasdam in Monfalcone, Italy. Capt. Buckens studied navigation at the De Ruyter Nautical College in Flushing and sailed on oil tankers from 1974 to 1982. He has been on the bridge of Holland America Line ships in Glacier Bay for over 120 visits.

Name: Dirk Van Den Berg

Title: Captain

SSN:

Captain Van Den Berg began his Holland America Line career over 30 years ago in 1965 when he became an apprentice officer aboard the company's former cargo line ships the ss Gaasterdyk and ss Averdyk. He worked his way through the ranks becoming chief officer in 1984. He has since served aboard many Holland America Line ships including the ss Veendam, ss Rotterdam, ms Nieuw Amsterdam, ms Noordam and ms Westerdam. He was promoted to captain on board the Westerdam in 1993. Alaska has always been one of his two favorite destinations. He has guided our ships on 125 visits to Glacier Bay.

Name: Jack Van Coevorden

Title: Captain

SSN:

Born in Indonesia and raised in New Guinea, Capt. Van Coevorden moved to Holland in 1961 to attend the Amsterdam Nautical Academy. He became an apprentice aboard Holland America Line's Amsteldyk, a cargo vessel. He received his third officer's license after one year at sea. In 1969, after further training, he became second officer. Rising through the ranks to chief officer and his first passenger ship, ss Statendam IV, he became master of the ms Nieuw Amsterdam in 1988. When he's not sailing the Alaska season or at home in Seattle, Captain Van Coevorden journeys to Sitka where he and his wife, Gail, love to fish. In 1993 he set the record for sport fishing in southeast Alaska. He has sailed Holland America Line ships into Glacier Bay over 140 times.

Name: Frans K. Consen

Title: Captain

SSN:

Captain Consen received his maritime training at Nautical College, Willem Barntsz, the Netherlands. He went to sea in 1970 and came onto Holland America Line ships in 1978. He has been to Glacier Bay over 160 times and still values its "unspoiled nature." Captain Consen says, "Every time I am in Glacier

Bay, I see something I haven't seen before." "It is a treasure of mother earth. . ."

Name: Leo Van Lanschot Hubrecht

Title: Captain

SSN:

Captain Van Lanschot Hubrecht first went to sea at the age of 17. He started sailing with Holland America Line in 1966 as an apprentice officer on the victory class freighter, the ss Arkeldijk. After serving on a number of cargo and then passenger vessels he was promoted to chief officer in 1982. Since then he has served on such ships as the ss Veendam, ss Volendam, ms Statendam, ms Noordam, and ms Westerdam. Recently promoted to Captain, he counts his 188 sailings to Alaska and 147 entries of Glacier Bay as favorite seafaring experiences.

Name: Albert Schoonderbeek

Title: Chief Officer

SSN:

Born in the Netherlands, Chief Officer Schoonderbeek decided upon a life at sea when only 5 years old. Eventually he entered the oldest maritime academy in the world, De Kweekskool Voor de Zeevaart, in Amsterdam in 1976 and served his sea-going apprenticeship upon graduation in 1979. Two years later he began his Holland America Line career aboard the old ss Statendam. His career at sea has seen hurricanes, world cruises and 125 entries of Glacier Bay.

Name: Werner Timmers

Title: Chief Officer

SSN:

Born and raised in the Netherlands, Chief Officer Timmers graduated Norbetus Lyceum and Nautical Academy in Vlissingern and apprenticed on Holland America Line's ms Noordam in 1984. He has a second degree in engineering and enjoys his responsibilities for safety, navigation and keeping ships in top condition. He has sailed into Glacier Bay 115 times.

Name: Olav van der Waard

Title: Chief Officer

SSN:

Born in the Hague, Chief Officer van der Waard graduated with distinction from the Merchant Marine Academy in Rotterdam. His career with Holland America Line began only 5 years ago, but he has already participated in building the ms Maasdam and has 64 entries of Glacier Bay in his log book.

CRITERION 1B. NONE.

• ***PRINCIPAL FACTOR 2. CONFORMANCE TO THE TERMS AND CONDITIONS OF THE PROSPECTUS IN RELATION TO QUALITY OF SERVICE TO THE VISITOR***

CRITERION 2A. THE OFFEROR AGREES TO PROVIDE THE SERVICES AS REQUIRED BY THIS PROSPECTUS.

1. Indicate below whether you agree to provide the required services under the conditions specified in the Permit.

Yes

No

2. Provide a basic description of the ship(s) which the offeror proposes to operate in the Park, including, as a minimum, the following, and any other vessel design information the offeror feels is pertinent.

Ship Name M.S. STATENDAM	Former Names N/A	Registry Netherlands
Gross Tonnage 55451	Builder Fincantieri	Date Launched April 3, 1992
Length (ft.) 719.8	Beam (ft.) 101.0	Date of Last Refit N/A
Draft (ft.) 25.3	Stack Height (ft.) 159.4	Propellers (no. & type) 2 x 4 Blade Var. Pitch
Propulsion type (diesel electric, etc.) Diesel Electric	Propulsion power (kW or HP) 2 x 12000 KW	Fuel (type/weight) IFO 180 - 1510 MT.
Passenger Capacity (basis 2) 1266	Passenger Capacity (all berths) 1629	Cabin Size (mean sq. ft.) 198
Passenger/space ratio (basis 2) 45.0	No. of Cabins 633	No. of Wheel Chair accessible cabins 6
Officer Nationality Dutch	Crew Nationality (approx. % each) Dutch 13%; Indonesian 59%; and Filipino 26%	

Ship Name M.S. MAASDAM	Former Names N/A	Registry Netherlands
Gross Tonnage 55451	Builder Fincantieri	Date Launched December 12, 1992
Length (ft.) 719.8	Beam (ft.) 101.0	Date of Last Refit N/A
Draft (ft.) 25.3	Stack Height (ft.) 159.4	Propellers (no. & type) 2 x 4 Blade Var. Pitch
Propulsion type (diesel electric, etc.) Diesel Electric	Propulsion power (kW or HP) 2 x 12000 KW	Fuel (type/weight) IFO 180 - 1510 MT.
Passenger Capacity (basis 2) 1266	Passenger Capacity (all berths) 1629	Cabin Size (mean sq. ft.) 198
Passenger/space ratio (basis 2) 45.0	No. of Cabins 633	No. of Wheel Chair accessible cabins 6
Officer Nationality Dutch	Crew Nationality (approx. % each) Dutch 13%; Indonesian 59%; and Filipino 26%	

Ship Name M.S. RYNDAM	Former Names N/A	Registry Netherlands
Gross Tonnage 55451	Builder Fincantieri	Date Launched October 9, 1993
Length (ft.) 719.8	Beam (ft.) 101.0	Date of Last Refit N/A
Draft (ft.) 25.3	Stack Height (ft.) 159.4	Propellers (no. & type) 2 x 4 Blade Var. Pitch
Propulsion type (diesel electric, etc.) Diesel Electric	Propulsion power (kW or HP) 2 x 12000 KW	Fuel (type/weight) IFO 180 - 1510 MT.
Passenger Capacity (basis 2) 1266	Passenger Capacity (all berths) 1629	Cabin Size (mean sq. ft.) 198
Passenger/space ratio (basis 2) 45.0	No. of Cabins 633	No. of Wheel Chair accessible cabins 6
Officer Nationality Dutch	Crew Nationality (approx. % each) Dutch 13%; Indonesian 59%; and Filipino 26%	

3. Do you agree not to use a substitute ship without the approval of the Park superintendent and that any substitute must meet or exceed the standards of the ship approved in the proposal?

Yes No

4. Specify the total number of cruise ship entries into Glacier Bay from June 1 - August 31 for which you are applying.

Number of Entries (maximum is 68) 40
--

As explained in "Business Opportunity", up to 68 entries are divided into the following six categories. This is necessary in order to give the incumbent concessioners their statutory right of preference in categories "B - F".

5. Do you wish to apply and compete in all categories in order to maximize your opportunity:

Yes No

If "NO", specify the category or categories under which you are applying and the number of entries as follows:

Category	Entries (enter number)
Category A (maximum 38 entries)	
Category B* (maximum 13 entries)	
Category C* (maximum 4 entries)	
Category D* (maximum of 7 entries)	
Category E* (maximum of 4 entries)	
Category F* (maximum of 2 entries)	

The best proposal will be selected in each of the above six categories.

* An incumbent concessioner has a right of preference in renewal for these entries (see "Application of Preference in Renewal", this section - above).

6. Do you intend to utilize all entries authorized throughout the term of the permit? (Unforeseen events or circumstances that intermittently interfere with operations may, with the approval of the superintendent, be excused.)

Yes No

7. Do you agree to notify the NPS of any unused entries that may become available in a timely manner and, if necessary, assist to facilitate the reallocation of the unused entry?

Yes No

RESPONSE: HALW has a long history of cooperating with the NPS and other cruise lines to reallocate unused permits and to work out schedule conflicts through conscientious work with Cruise Line Agencies of Alaska.

CRITERION 2B. DESCRIBE WHAT ADDITIONAL SERVICES AND/OR FACILITIES WILL BE PROVIDED AND/OR HOW THE COMPANY WILL IMPROVE UPON THE SERVICES OR SCHEDULES REQUIRED BY THIS PROSPECTUS, TO PROVIDE A SUPERIOR PARK EXPERIENCE FOR ITS PASSENGERS.

The National Park Service expects that concessioners will support the NPS in its mission to inform Park visitors and concession employees about Park resources and values. Some examples of services and facilities which might improve the visitor experience:

- a. Offer Native Alaskan art and handcrafts prominently in shipboard gift shops.
- b. Provide an expanded library of resource materials on Glacier Bay, Alaska, Native Culture including standard references, books, periodicals, videos, maps, etc.
- c. Feature local Alaskan artists and craftspersons in shipboard displays and in gift shops.
- d. Insure that ship board activities, gift shop items etc. contribute to visitor understanding of the area (e.g. gift shops offer only stuffed toy animals which are native to the area).
- e. Implement corporate and/or shipboard programs related to protection of the (marine) environment.
- f. Establish minimum standards of knowledge about Glacier Bay and the National Park Service for officers and crew members.

1. Describe the services and facilities related to the above that you propose to offer.

RESPONSE: See combined response below, 2 B, 3.

Management Policies Manual, Chapter VIII. "Promoting the sale of United States made handcrafts including Native American handcrafts relating to the culture, historical, natural and geographic characteristics of Park areas is encouraged and there shall be a continuing effort to enhance the scope and supply of local handcrafts where they exist and to establish them where they do not."

2. Describe what measures the company will take to implement this policy in your service.

RESPONSE: See combined response below, 2 B, 3.

3. Describe other services, facilities, programs, itineraries, etc., your company will implement that will provide a superior Park experience for the visitor.

RESPONSE: HALW will provide the following superior services, facilities and schedules to support the NPS in its mission to inform Park visitors and concession employees about Park resources and values. The goal is to provide a superior Park experience for HALW guests and give special attention to interpretation and the effort to preserve and protect Glacier Bay National Park.

- HALW will continue to showcase Glacier Bay more prominently than any other cruise line in the belief that creating awareness of the striking beauty of the Park not only attracts visitors but builds appreciation of the need to preserve and protect this national treasure.
- HALW will continue its on board Naturalist program strengthening it to dovetail with NPS interpretation. This includes a Glacier Bay lecture on every ship before the Park visit (Exhibit 5) and careful coordination with NPS to support their program while in the Park. HALW will send its onboard Naturalists to NPS "Training" as referenced in Criterion 4A.
- HALW will enhance consumer access to interpretive and general information about Glacier Bay National Park by providing funding and expert resource to develop, in concert with designated National Park Service personnel, a comprehensive Glacier Bay National Park and Preserve website.
- Native Alaskan art and hand crafts will be available on board HALW ships in its art auction program and gift shop. Up to this point supply has been limited. To address this problem, HALW has entered into an exclusive support arrangement with the new Alaska Native Heritage Center through which HALW will be provided with a consistent offering of art and hand craft beginning in 1999. This cooperative effort directly supports the NPS goal to include Native Alaskan content and the mission of the Center to pass traditions and skills from tribe elders to younger natives.
- As part of the HALW commitment to the Alaska Native Heritage Center, a "Native Alaskan Artist-in-Residence" program including lectures and demonstrations is being developed for introduction on newly permitted "S Class" ships in 2000.

- HALW has also moved to provide superior support to development of visitor understanding of the relationship of people to the lands and waters of Glacier Bay, particularly relating to the most effected tribe - the Tlingits. Glacier Bay was the Tlingit ancestral homeland. This information is currently included in the HALW Glacier Bay environmental video where it is presented by a Tlingit elder. As part of newly granted permits, HALW will strengthen support of native Alaskan interpretation through an exclusive arrangement with Hoonah Tlingits to have interpreters on board and develop, with the NPS, a linked interpretive program.
- HALW has expanded the availability of resource materials on Glacier Bay, Native culture and Alaska wildlife to include a minimum of 33 books and 7 videos, 2 copies of each, in the library of each ship. (See Exhibit 6 for titles).
- HALW has created a dedicated “Alaska Channel” which features the Glacier Bay video, an NPS Ranger interview about the Park and HALW’s Glacier Bay environmental video along with other programs about Alaska wildlife and Native culture. See sample Daily Program (Exhibit 7), for Alaska Channel programs.
- HALW will continue its “Club HAL” youth program and strengthen it to include NPS Ranger input on development of Junior Ranger content. Specific education on Glacier Bay and Alaska wildlife including availability of youth oriented videos and books has been added. The children’s segment of the program also includes Alaska wildlife “beanie” dolls. (Exhibit 8)
- In addition to including native artwork and hand crafts, shops on HALW ships also offer books and videos about Alaska along with Alaska oriented gifts for children such as stuffed moose, seals and puffins. Products of Alaska now include special teas, syrups and a variety of smoked salmon.
- In addition to the above mentioned activities, programs and materials designed to enhance the visitor experience of Glacier Bay, please note, in the sample daily program, that no conflicting activity is scheduled during the time in the Park.
- In order to protect the Glacier Bay marine environment, HALW has implemented a strong Pollution Minimization Program including policies, procedures and training. This program is detailed in the “Glacier Bay Pollution Minimization Plan 2000-2004” submitted with this application. Elements of pollution minimization specific to Glacier Bay are elaborated in response to Criterion 5B and include:
 - A quick response oil spill prevention program that will position trained personnel and equipment in the Park.
 - A zero discharge policy eliminating any discharge other than unadulterated sea water taken in for engine cooling.
 - No use of incinerators at any time in the Park.
 - Careful monitoring of stack emission with recorded opacity meters and TV cameras to insure lower than 15% opacity is maintained.
 - Use of low sulfur and lighter grade fuels to lower emissions.
 - Limitation of engines used in Glacier Bay to keep noise to the absolute minimum necessary for navigation.

- Restricted speed while in the bay.
 - Limit pitch change of props and bow thruster use to what is absolutely needed for safe navigation.
 - Crew training including a Glacier Bay environmental video. (Exhibit VIDEO)
 - Signs in crew areas and on deck stating not to feed animals or litter.
 - Use of reusable meal service ware to minimize chance of items blowing overboard and to minimize waste.
 - A Glacier Bay litter patrol on each deck watching to prevent accidental littering.
 - A Glacier Bay environmental video for passengers. (Exhibit VIDEO)
 - Passenger and crew handouts and in cabin material on HALW's Glacier Bay code of environmental conduct (Exhibit 9).
 - Spill retention boom and deployment equipment on each ship to fully encircle the ship as the first line of protection.
- In addition to the pollution minimization effort, HALW has a Safety Management System which is a proactive accident prevention program for each ship. This results in early detection of accident tracks so that accidents are eliminated.
 - To further protect the marine environment of Glacier Bay:
 - HALW will operate only "S Class" ships for these permits which means:
 - Isolated engine mounting to minimize transfer of engine noise to the ship hull.
 - Diesel electric propulsion which minimizes underwater noise by providing indirect drive to propellers.
 - The best emissions technology.
 - HALW fleet directives require that ships' officers and crew review educational material on Glacier Bay at the start of each Alaska season. This ensures they are prepared to answer passenger questions and add to visitor appreciation of the Park. Items included in this review are the history of Glacier Bay, the NPS Mission, the Park Area Mission, the "Glacier Bay Official National Park Handbook," the HALW Glacier Bay Pollution Minimization Plan and environmental video as well as the NPS Glacier Bay video.

CRITERION 3A. THE OFFEROR AGREES TO A FEE OF NOT LESS THAN THE AMOUNT DESCRIBED BELOW.

The NPS has determined that the fees described below is the minimum required offer:

\$5.00 per passenger (including both revenue and non-revenue passengers)

Please see the sample permit for specific details of the fee program.

1. Do you agree to this initial level of fees as shown above and in the sample permit?

Yes No

CRITERION 3B. NONE**CRITERION 4A. THE OFFEROR PROPOSES TO PROVIDE INTERPRETIVE SERVICES (EITHER THROUGH THE NPS INTERPRETIVE PROGRAM OR THROUGH AN APPROVED CONCESSIONER PROGRAM) WHICH MEETS THE REQUIREMENTS OF THE PROSPECTUS AND PERMIT.**

The National Park Service has determined that the following Interpretive program is the minimum acceptable program for cruise ship services in Glacier Bay.

Program Overview

The Interpretive program will support the missions of both the National Park Service and Glacier Bay National Park and Preserve. Please refer to the *National Park Service and its Mission* and the *Park Area and its Mission* sections in this Prospectus.

Staffing

A minimum of three staff (one supervisor and two interpreters) are needed to meet the minimum goals and objectives of the Interpretive Program.

Supervisor: - The supervisor needs to exhibit the knowledge, skills and abilities to supervise employees, to direct an operation, to maintain cooperative working relationships, to communicate effectively orally and in writing and to demonstrate and teach interpretive methods and techniques. The supervisor needs a working knowledge of the area.

Interpreters: - The interpreters must exhibit knowledge of the cultural and natural history of Glacier Bay and the skills and abilities to research, prepare and present professional quality interpretive programs to diverse audiences. The interpreters must utilize accepted interpretive techniques and principles found in the Support Materials list below.

Recruitment

In order to find applicants with extensive interpretive experience and education, recruit from a broad range of applicants with a comprehensive knowledge of cultural and natural history. As a minimum, Interpretive staff must have completed a 4-year course of study above high school leading to a bachelor's degree with 24 semester hours of job related course work; 1 year of relevant interpretive experience; a combination of 1 and 2 above; or knowledge, skills and abilities needed to perform the job by virtue of having lived in or near Glacier Bay National Park and Preserve.

Training

Provide a comprehensive training program that will result in an interpretive staff who are knowledgeable in the natural and cultural history of Glacier Bay, past and present research and Park management issues. Training includes skills and techniques needed to prepare original thematically based presentations. A minimum of three days of orientation spent exploring Glacier Bay first hand from forest floor to glacial barrens. Interpreters will be provided with the opportunity to observe an experienced interpreter while conducting interpretive programs. A fully trained interpreter will have a working knowledge of the references listed below in Support Materials. A returning interpreter (who has gone through the training shown above) will be given adequate time and materials to know and understand changes in research findings, new Park issues, etc. prior to commencement of duties.

Supervision

The interpreter must demonstrate knowledge of interpretive skills and techniques to professionally convey the Park's basic themes. In order to evaluate interpreter's effectiveness the supervisor will observe each of the interpretive activities during the first half of each season. Elements that the supervisor will be evaluating will include pace, flow, creativity, knowledge, accuracy, and thematic development presented in a meaningful and engaging manner. Guidance will be provided in a timely manner for both content and presentation skills.

Ship-board Commentary

Present a professional and comprehensive 30-minute commentary on Glacier Bay. An additional 10 minutes is added if Johns Hopkins is included in itinerary. Announcements should be approximately two minutes each, limited generally to the most important concepts. One subject per announcement following a strong Park theme. Narration should point out significant landmarks and features. No commentary is given when stopped at glaciers, near wildlife sightings or in the vicinity of campers and kayakers.

Formal Program

Present a 30-minute auditorium program that is Glacier Bay specific using interpretive techniques as defined in Support Materials listed below. If slides, video or music are used in the auditorium program they need to be of the highest quality.

Information Desk

The information desk provides the visitor with an opportunity to ask Glacier Bay specific questions of the interpreter. The information desk is staffed while the commentary is in progress except during staff meals and while the ship is in front of glaciers. In addition to the interpreter, the information desk is stocked with reference materials of the natural and cultural history of Glacier Bay.

Informal Visitor Contacts

While at the glaciers interpreters will stroll the outside decks to answer visitor questions. This allows for a more in-depth explanation of concepts introduced during commentary and a chance to discuss the glacial features visible alongside the ship.

Program Evaluation

The cruise ship interpretive program will be evaluated for its effectiveness in meeting NPS mission goals referenced above. NPS standards for evaluation of interpretive programs are being developed and, when completed, will apply to cruise ship interpretive services.

Logistical Support

Provide the logistical support needed for the interpretive operation as outlined in the Draft Permit section 9.(p).

Support Materials (must be available to Interpretive staff for training and reference)

- "Environmental Interpretation, a Practical Guide" by Sam Ham
- "Principles in Interpretation" by Freeman Tilden.
- "The Interpreter's Guidebook, Techniques for Programs and Presentations" by K. Regnier
- "Interpreting for Park Visitors" by William Lewis
- "The Process of Interpretive Critiquing " by William Lewis
- "The Tlingit Indians" by G.T. Emmons
- "Glacier Bay Official National Park Handbook"

- "Glacier Bay, the Land and the Silence" by Dave Bohn
- "Blue Ice in Motion, The Story of Alaska's Glaciers" by Sally D. Wiley
- "Glaciers of North America, A Field Guide" by Sue A. Ferguson
- "The Nature of Southeast Alaska" by R. O'Clair, R. Armstrong and R. Carstensen "Guide to Marine Mammals of Alaska" by Kate Wynne
- "Field Guide to the Birds of North America" by National Geographic Society
- "Plants of the Pacific Northwest Coast" by J. Poljar and A. Mackinnon
- "Glacier Bay, the Grand Design" video, NPS publication
- NPS Strategic Plan
- Glacier Bay NP Strategic Plan
- Glacier Bay NP Vessel Management Plan
- Glacier Bay NP General Management Plan
- Glacier Bay NP Interpretive Plan (when available)

1. Do you agree to provide an interpretive program meeting these minimum criteria?

Yes No

The National Park Service offers cruise ship Concessioners the option of utilizing the *NPS Interpretive Program* on a cost-recovery basis (the Concessioner pays the prorated cost of the program). The NPS program exceeds the criteria stated above and the additional criteria identified in 4B (below) and consists of NPS trained Interpretive Rangers, who provide commentary, programs, interpretive materials, etc. as described below. The program includes pilot boat service for boarding and disembarking the Rangers as each ship enters and leaves Glacier Bay. The cost will range from \$0.75 to \$1.50 per passenger, based on actual program costs.

2. Will you participate in the NPS Interpretive Program (including cost-recovery)?

Yes No

If you do not participate in the NPS Interpretive Program, submit a full description of your proposed interpretive program, including employment standards (resumes for existing interpretive staff or position descriptions for currently unfilled interpretive positions), staffing levels, staff and supervisory training program, monitoring and mentoring program, native and local hire program, procedures for updating interpretive program with current research and Park management directives, sources for information, description of resource and reference materials available for the interpretive staff, description of slide file (or other media) available for audio-visual and other presentations, and other materials that would assist in evaluating the program. Minimum criteria for the Interpretive program (as stated above) must be met in order for the offer to be considered responsive.

CRITERION 4B. THE OFFEROR PROPOSES TO PROVIDE INTERPRETIVE SERVICES BEYOND THE MINIMUM LEVELS LISTED IN CRITERION 4A.

Optimal Itinerary

The NPS considers the following an optimal itinerary for a cruise ship visit to Glacier Bay: Vessel entry is scheduled so that the ship enters Glacier Bay from 0700 to 1100 (off Bartlett Cove), the ship then visits locations in the West Arm of Glacier Bay listed in the two examples below (in accordance with the provisions of this prospectus) and then departs Glacier Bay (off Bartlett Cove) from 1600 to 2100.

The following schedules give examples of an interpretive program resulting from specific arrival and

departure times within these optimal arrival/departure time periods. Experience has shown that arrivals earlier than 0700 do not allow passengers adequate time to wake up, have breakfast and find a place where they can view the glaciers and listen to the commentary. Please note: arrival between 0700 and 0759 would result in an *afternoon* interpretive presentation. Arrival between 0800 and 1100 would result in a *morning* interpretive presentation. As an element of the *optimal itinerary*, Concessioners would confirm the interpretive program schedule for each ship with the Park's Chief of Interpretation at least two weeks prior to the first entry.

Example of Optimal Itinerary for an 0700 Arrival

(Please note the *afternoon interpretive presentation* time for early arriving ships)

Time	Activity
0700	Arrive Glacier Bay
0900	Queen Inlet, Begin commentary
1030-1130	View Margerie and Grand Pacific glaciers
1230-1330	View Lamplugh Glacier (Jaw Pt./Johns Hopkins if appropriate). Commentary ends on departure from last glacier.
1400	Reid Inlet
1400	Interpretive presentation
1445	Second interpretive presentation, if needed
1600	Depart Glacier Bay

Example of Optimal Itinerary for a 1000 Arrival

(Please note the *morning interpretive presentation* time for late arriving ships)

Time	Activity
1000	Arrive Glacier Bay and make brief announcement about day's events on p.a. System
1030	Interpretive presentation
1115	Second interpretive presentation, if needed
1200	Queen Inlet, Begin commentary
1330-1430	View Margerie and Grand Pacific Glaciers
1530-1630	View Lamplugh (Jaw Pt./Johns Hopkins if appropriate). Commentary ends on departure from last glacier
1700	Reid Inlet
1900	Depart Glacier Bay

Muir Inlet is not part of the optimal itinerary because the NPS believes that the transit time needed for traveling to both the East and West arms of Glacier Bay could diminish the time spent at tidewater glaciers and thus passenger enjoyment and understanding of the Park.

Johns Hopkins Inlet is a secondary element of the optimal itinerary due to seasonal area closures, high concentrations of harbor seals and other factors that will often preclude going beyond, or even approaching, Jaw Point.

Other bays and inlets of Glacier Bay National Park (such as Dundas Bay, Lituya Bay) are not included due to potential conflicts of cruise ship activities with existing visitor uses.

Transit through **Glacier Bay National Park marine waters outside of headlands:** Icy Strait, Cross Sound and the outer coast open waters (the Park boundary extends three miles off shore) are considered an incidental use of the Park at this time. The NPS encourages cruise ship operators to develop appropriate ship-board programs to further passenger knowledge and appreciation of these remote areas of the Park.

1. Do you propose to operate in accordance with an *optimal itinerary* shown above?

Yes No

RESPONSE:

HALW will provide interpretive services superior to the minimum required levels. HALW will operate newly permitted entries on the optimal itinerary for morning interpretive presentation as outlined in the application. HALW currently operates this itinerary on temporarily permitted ships.

2. If no?:

RESPONSE: Not applicable.

3. Alternatives?

RESPONSE: Not proposed.

4. Additional elements if not participating in NPS Interpretive Program.

RESPONSE: Not applicable.

Additional Elements Not Included in the NPS Interpretive Program

The following items are potential areas where applicants could exceed minimum interpretive program requirements whether they are participating in the NPS interpretive program or not. All applicants should provide details of how each item would be addressed or provided if the item is to be included in the applicant's operation.

- Schedule programs and provide materials specifically for children on board with a Park related theme.
- Provide passengers and crew the opportunity to view video(s) about GLBA prior to arrival.
- Provide passengers and crew with supplemental materials about Glacier Bay prior to arrival in Glacier Bay.
- Provide programs for passengers by specialists on Park related subjects, i.e. geology, ecology, natural history, Alaska history, native Alaskan culture and art, prior to arrival in Glacier Bay.

5. Do you propose to meet any or all of the elements shown above? If yes, provide details.

Yes No

RESPONSE: HALW will provide superior interpretive services for Glacier Bay by supplementing NPS interpretation with the following programs:

- Described more fully in response to Question 6 below, HALW will have an exclusive agreement with the Hoonah Tlingits through which their members will provide an Alaska Native perspective on the Park aboard our Glacier Bay sailings. The program will be developed in full cooperation with the NPS as it is intended to support NPS interpretation. This enhanced Tlingit interpretation will provide Holland America Line guests with a unique perspective that will make their time in Glacier Bay even more memorable. HALW also views this as an excellent opportunity to support the Tlingits.
- A program to provide HALW guests the opportunity to experience Alaskan Native Art through interaction with a Native Artist in Residence is being introduced on our Alaska ships. This enhancement is more fully described in response to Question 6 below.
- HALW's exclusive On Board Naturalist program, in addition to educating passengers about Alaska and its wildlife, geology, ecology, history and native culture throughout the cruise, includes an introductory lecture about Glacier Bay (Exhibit 5). This lecture is presented on all ships before they arrive at the Park. The Naturalists are also specifically available to assist NPS Rangers throughout the Park visit. And as part of this application, HALW proposes to send its Naturalists to NPS Interpreter Training for Glacier Bay. Beginning in 1999, NPS Rangers will be invited, at HALW's expense, to make presentations at our Naturalist Orientation session in April.
- HALW further provides passengers and crew the opportunity to learn about Glacier Bay through:
 - A dedicated Alaska TV channel which shows: the NPS Glacier Bay video, an interview with an NPS Ranger, the Glacier Bay Environmental video and a video on Tlingit culture (see sample Daily Program channel listing - Exhibit 7).
 - A library of Alaska videos, including the NPS Glacier Bay video, available to passengers. (Exhibit 6)
 - An extensive library of books on Alaska aboard each ship, including titles on Glacier Bay, wildlife, plants, glaciers, history and native culture. (Exhibit 6)
 - Special children's books and videos which introduce the wildlife of Alaska are also available.
- "Club HAL", the HALW youth program, is being further adapted to provide younger visitors, kids and teens, with a better understanding of and appreciation for Glacier Bay. (Exhibit 8)
 - A "Monty the Moose" video module presents the wildlife of Glacier Bay and Alaska.
 - A "Match the Mammal" game with "beanie" wildlife prizes.
 - NPS Glacier Bay video showing and discussion.
 - Review and discussion of the Glacier Bay "Environmental Code of Conduct" and why it matters.
 - An environmental quiz with awards for knowing all 10 tips.

- Alaska Naturalist Youth programs: Match the Mammal, Measure a Whale, Youth Slide Presentation, Alaskan Native Story reading and/or Dream Catchers craft.
 - A “Meet the Ranger” program during the Glacier Bay visit including a conservation talk and certificates.
- In addition to the above, HALW distributes supplemental materials about Glacier Bay to passengers and crew prior to arrival at the Park. These include the newsletter cover article about Glacier Bay (Exhibit 7), the HALW Alaska Environmental Awareness flyer (Exhibit 9) and the “Daily Quiz” for Glacier Bay. (Exhibit 10)

Opportunity for Applicants to Propose Innovative Interpretive Program Elements Applicants are encouraged to provide details of any additional interpretive services or interpretive program details (not listed above) which they propose to provide and which would result in improved interpretive program.

6. Do you propose to any additional interpretive elements or services? If yes, provide details.

Yes

No

RESPONSE: HALW will introduce two new shipboard interpretive programs which will provide visitors with the opportunity to better understand the relationship of people to the lands and waters of Glacier Bay. Additionally, HALW proposes to extend availability of interpretive and general information about Glacier Bay beyond our guests by developing, with the NPS, a comprehensive Glacier Bay website.

- HALW, through an exclusive relationship with the Hoonah Tlingits, will sponsor Tlingit interpreters to sail on our ships to Glacier Bay. Since the intent behind this program is to supplement and not replace the work being done by NPS interpreters, the final form of the program will be carefully developed in concert with the NPS. The actual operation of the program and its tie-in with the NPS program will require the concurrence of both the NPS and Hoonah Tlingits. While HALW sees the addition of the Tlingit interpreters as a very positive step, we are committed to not doing anything that would interfere with the excellent interpretive program already offered by the NPS. HALW also wants to assure the NPS that this program will not represent an additional drain on NPS resources (e.g., the Tlingits will have their own housing in Gustavus and will not require the use of NPS facilities).

One of the Park Interpretive Themes and Goals is to provide visitors “with the opportunity to understand these relationships [between the people and the lands and waters of the Park], including Glacier Bay as Tlingit ancestral homeland.” The program envisioned by HALW will allow the Tlingits themselves to play an integral role in describing that relationship. HALW believes this will add a quality to the overall interpretive experience that could not otherwise be achieved. HALW intends to offer this program not only on the Statendam, Maasdam and Ryndam but also on the ships using the 39 ANILCA entries.

HALW also believes that bringing the Tlingits into the onboard interpretive program will ultimately benefit the NPS, other cruise lines and Park visitors in general. It provides one

more opportunity to keep the traditions and memories alive for the benefit of future generations.

Under ANILCA, the Hoonah Tlingits would qualify as the "most directly affected Native corporation" (as that term is defined by 36 CFR 13.85). This gives HALW the distinction of being the only applicant that will have a Native Alaska interpretive program that involves the most directly affected Native corporation. While the Hoonah Tlingits are not themselves applying for entries, HALW views their agreement to provide HALW with Native interpreters, on an exclusive basis, as a strong indication of their understanding and appreciation of the tradition of excellence that HALW has maintained both in its shipboard operations as well as in its dealings with all peoples in Alaska.

- HALW, through a second exclusive contract with, and as the official cruise/cruisetour partner of, the new Alaska Native Heritage Center in Anchorage, will provide visitors with a Native Alaskan Artist-in-Residence program on the ships together with an expanded opportunity to purchase Native arts and crafts. HALW pioneered the onboard Naturalist program in which individuals sail with the ships on a full-time basis in order to provide passengers with a daily opportunity to learn more about the areas they are visiting. HALW will now be first again in its introduction of the Native Alaskan Artist-in-Residence Program.

This unique program will bring Native Alaskan artisans onto the ships for the entire 7-day cruise to share their skills and traditions with visitors from throughout the world. It represents a wonderful opportunity for people to do more than merely buy arts and crafts. In much the same way that places like Sturbridge Village in Massachusetts and similar attractions have enthralled visitors for many years, HALW sees this as a great addition to its onboard programs. Children in particular should find this one of the activities they most remember and learn from - actually observing artisans at work making crafts much the same way it was done years ago.

In addition to having artists on the ships, the Alaska Native Heritage Center has made arrangements with various Native Alaskans to provide HALW ships with a steady supply of arts and crafts for sale to passengers. This will address a problem that HALW has encountered in the past when it tried to market authentic Alaskan arts and crafts. Through this arrangements, HALW will also help the Alaska Native Heritage Center during its initial years of operation.

Equally important is the positive impact this program will have on the maintenance of Native Alaskan culture. It is often said that artists record a culture for future generations - through art we learn about people, their traditions and their way of life. The program being developed by HALW will provide Native Alaskan artists with both a market for their products and an opportunity to demonstrate with pride their skills and traditions to thousands of people.

- HALW will provide funding and expert resource personnel to develop, in concert with the NPS, a comprehensive Glacier Bay National Park website. The site would provide detailed interpretive and general information on the Park. While there currently are several sites that reference Glacier Bay, a search of "Glacier Bay," using the major

search engines, does not access a site that does the Park justice. Excellent source materials from maps and manuals to photos and video are readily available. As conceived, the site would contain text, pictures, site maps, audio, animation and video. Special sections could be aimed at youth, prospective visitors and educators or students. This website has the potential to educate people who have been to, are planning to visit or who will never visit the Park. Consequently, development of the site represents an excellent extension of the NPS interpretive program.

CRITERION 5A. THE OFFEROR AGREES TO SUBMIT A POLLUTION MINIMIZATION PLAN Park vessel regulations (see appendix) require the following:

To obtain or renew an entry permit, a cruise ship company must submit and, after approval, implement a pollution minimization plan. The plan must ensure, to the fullest extent possible, that any ship permitted to travel within Glacier Bay will apply the industry's best approaches toward vessel oil-spill response planning and prevention and minimization of air and underwater noise pollution while operating in Glacier Bay. The superintendent will approve or disapprove the plan." (36 CFR 13.65(b)(2)(ii)(A))

The *Pollution Minimization Plan* was first implemented for the 1996 season. The NPS offered some initial ideas and suggestions to existing operators to help guide preparation of these pollution plans (see appendix - *Pollution Minimization Plan Elements*). These initial ideas are by no means exhaustive, nor are they mandatory requirements, but are offered to provide general guidance to all potential applicants. The *Pollution Minimization Plan* is an essential element of the Glacier Bay Vessel Management Plan's carefully crafted approach of providing increased access to the Park while also assuring the performance of the NPS's fundamental and predominant stewardship responsibility to protect the Park's resources and values. Companies are strongly encouraged to go beyond the elements initially suggested for these plans and to propose innovative, creative, and cost effective strategies to minimize air, water and underwater noise pollution.

1. Do you agree to submit the required *Pollution Minimization Plan* as part of your application and, after approval, implement the plan as approved? If yes, attach the plan (see Criteria 5B for additional elements which may be included).

Yes

No

RESPONSE: The initial Pollution Minimization Plan submitted in 1996 to the National Park Service provided only a small part of a comprehensive environmental protection program that Holland America Line ships adhere to on a worldwide basis. Earlier this year, in connection with the renewal of its permits for the 1998-99 Seasons, HALW submitted a new Pollution Minimization Plan which included a more complete description of its overall program. In this application, HALW is further supplementing its Pollution Minimization Plan so that effective with the 2000 Season, HALW will be operating under a Plan that combines a rigorous year-round environmental compliance program with special initiatives that will result in HALW being the most environmentally proactive cruise line concessioner in the Park.

Pollution minimization, to be effective, does not begin and end when ships enter and leave the Park. Instead, it only happens if ships always operate to the highest environmental standards. Recognizing this, HALW has developed its Safety Management System (SMS) under which every aspect of ship

operations is directed towards maximizing safety and minimizing pollution. The SMS now comprises 14 manuals, several of which address, in whole or in part, environmental issues.

MR-700 is the heart of HALW's overall environmental protection program. Its development began almost ten years ago with a waste stream analysis of our shipboard operations. An operator cannot begin to minimize pollution until it understands how the pollution is being generated. That analysis led HALW to realize that substantial amounts of waste were being unnecessarily generated. HALW further realized that while some waste generation was inevitable, the pollution that resulted from that waste could be minimized through recycling and product changes.

HALW also recognized that simply requiring ships to adhere to legal requirements sent the wrong message to crewmembers. It would have told people that scraping by and making the least amount of effort was good enough. IT IS NOT. A good operator takes the next step, in fact the next several steps, to ensure that its operations will always be ahead of the curve. It is for this reason that the Pollution Minimization Plan submitted by HALW recognizes the need to go beyond legal requirements to minimize environmental impact on Glacier Bay National Park. Starting with our "Zero Discharge" policy and the extraordinary measures to limit emissions, noise and disturbance of wildlife, the Plan brings forward voluntary initiatives to provide baseline data for stack emissions and noise generation with the aim of finding new ways to further minimize both. It also details our actions focused on accident avoidance and effective spill response where we exceed legal requirements and industry standards in training of crew and equipping of our vessels.

HALW recognizes the need to make a detailed assessment of what is required to protect the Park's resources from oil spills. Contingent upon the grant of at least 20 new permits to HALW, the Plan will address the current need for an immediate oil spill response capability in the Park. HALW, at its expense, is prepared to place in the Park during the entire cruise ship season the equipment and personnel that will provide an immediate response to an oil spill during those critical hours that will necessarily elapse before equipment from Juneau or Valdez can be brought in. The HALW proposal would additionally offer the Park Service, again at HALW's expense, oil spill response training programs for local residents and Park personnel. This response capability would be available to deal with spills from any vessel, not just those of Holland America Line. HALW is also willing to provide expert assistance to the Park Service to prepare full response plans that include risk assessment, definition of resources to be protected and comprehensive action required.

The extraordinary effort extended by HALW to preserve and protect Glacier Bay National Park grows from a strong corporate commitment to environmental responsibility. Our long commitment to the environment is reflected in the establishment of the HAL Seagoing Environmental Awareness program on all ships (Exhibit 9) and the carefully controlled recycling element of our "Zero Discharge" procedures. But HALW efforts to protect the environment extend beyond company procedures. For example, our recognition of the need to protect biological diversity and critical habitat led to the establishment of a \$300,000 partnership with The Nature Conservancy. Our desire to support research about and rehabilitation of marine wildlife led to a \$200,000 contribution to the new Alaska SeaLife Center. For like reason, HALW is the major corporate supporter of Sitka's Raptor Center.

HALW's world leadership, initiative and commitment to voluntarily set the highest cruise industry standards for environmental respect and global citizenship was recently recognized by the "American Environmental Review" in a PBS documentary. (Exhibit VIDEO)

CRITERION 5B. THE OFFEROR PROPOSES TO MINIMIZE ENVIRONMENTAL IMPACT IN THE PARK.

Following is a description of the potential environmental impacts cruise ships have in Glacier Bay National Park. Offerors should address in their proposal measures they would take which go beyond law and regulation to further minimize or eliminate these environmental impacts while operating in the Park.

RESPONSE:**Stack emissions**

HALW is committed to limit the opacity of stack emissions to below the required minimum levels especially while operating in environmentally sensitive Glacier Bay. The following operating procedures and extraordinary measures will apply to the newly permitted "S Class" ships:

- Vessel propulsion is diesel electric. This allows the diesel engines that operate the generators, which in turn power the electric propulsion motors, to be run at constant, maximum efficiency RPMs to control and minimize emissions.
- Fuel used for propulsion is the highest quality, lowest sulfur for the type fuel used in our engines. Fuels meet ISO 8217 Standards. They are significantly more expensive, but their use helps control stack emissions.
- Stacks are carefully monitored by color TV systems and opacity meters at all times in the Park to ensure particulate emissions are held below Alaska State and National Park Service regulation limits. Opacity meter alarms are set to sound if 15% opacity is exceeded. These state of the art monitoring systems assure engine adjustments are immediate if corrective action is needed. Additionally, each "S Class" ship is equipped with two opacity recorders. These will be employed to provide position related readings for the newly permitted ships. (See our response below at page 44 for baseline data on stack emissions).
- Incinerators will not be operated and sludge will not be burned while in Glacier Bay.
- To further limit emissions while in the Park, our ships operate at steady speeds with minimization of load shifts, particularly while maneuvering. The number of engines run while in the Park is also limited to only those needed for safe operation of the ship.

Discharge into Park waters

- HALW adheres to a strict "Zero Discharge Policy" while in Glacier Bay. The policy applies to all liquid and solid wastes. Bilge pumps are not operated; consequently oily water separators are not used in the Park. All sewage, even treated waste, is kept in onboard holding tanks while ships are in the Park. All solid waste goes into a comprehensive on board recycling and shore side disposal program as defined in the HAL Environmental Compliance and Waste Management Manual (MR 700). All outdoor cleaning and maintenance ceases during the Park visit. Even outdoor smoking by the crew is prohibited. These measures are extended through special environmental training of crew and an active passenger indoctrination including presentations, videos and printed materials.

Oil Spill Response

- As a further demonstration of its commitment to the protection of Glacier Bay and with the aim of submitting what is “clearly the best proposal...not substantially equal” to proposals from others, if granted at least 20 new permits, HALW will fund and position at the Park during the cruise ship season personnel and various items of equipment for the purpose of providing the NPS with an initial oil spill response capability. HALW recognizes that the NPS is evaluating its oil spill response requirements with a view towards implementing a comprehensive program. The effort now being proposed by HALW is not intended as a substitute for that comprehensive program. Instead, HALW views it as an interim measure that will afford the NPS the time to formulate and implement its own comprehensive program; HALW is committed to working with NPS on the development and implementation of that program.

The interim program proposed by HALW would, under contract with an established oil spill response company, position in the Park the following equipment:

- a 34' Aluminum Spill Response Vessel with bow ramp door and twin O/B.
- a RBS-6D Rotating Brush Skimmer System with extra Disc cassette for light oil recovery, complete with power pack and transfer pump, with a recovery rate of 75 bbls/hr.
- FL-5 (1320 gal.) surface response bags for temporary storage of recovered oil complete with valves and fittings matched to the RBS Skimmer system.
- 2000' of American Marine Special Simplex 8" diameter floatation x 12" Skirt oil containment boom, 22 oz. PVC material, tow bridles and various anchoring accessories.
- Training for selection of proper oil recovery equipment and for personnel protection.

In addition to this equipment, the program will provide two people in the Park on a full-time basis during the cruise ship season to maintain the equipment, work with NPS, conduct oil spill response drills, and, most importantly, be there to activate the equipment in the event of a real spill. The arrangement discussed with the contractor would also offer oil response and personnel protection training and annual updates to NPS personnel and other interested parties so they are in a position to act as standby crews in the event of an actual spill.

The program described above was developed through discussions between HALW personnel (many of whom have direct experience developing oil spill response programs) and individuals from the environmental contractor. Before it is implemented, HALW and the contractor will need the full review and approval of the NPS. While HALW believes this program will meet the initial response requirements of the Park until a comprehensive program can be implemented, HALW recognizes that the NPS is ultimately responsible for the stewardship of the Park. HALW looks forward to discussing this matter with the NPS. Most important is devising a means for meeting the oil spill response needs of the Park. By including this program in its Pollution Minimization Plan, HALW is demonstrating that it will do more than simply talk about those needs - it will work with the Park Service in a meaningful way to satisfy those needs.

- Oil spill prevention and response are given the highest degree of importance on our ships. Central to preventing oil spills is operating the ships safely. The HALW Safety Management System addresses protection of the environment by requiring officer and crew compliance with specific standards and procedures necessary to ensure the safe management and operation of ships. A “Shipboard Oil Pollution Emergency Plan” is in place along with the “Masters and Deck Officers Operating Regulations” (MR 400). This includes instructions on material use and requires on board training.
- All HALW Deck Officers have been attending Bridge Resource Management training. All new officers attend this training as soon as practicable. The course is taught at Marine Safety in Rotterdam and was specifically developed for HALW marine operations. Simulator exercises use ship specific maneuvering data to provide maximum practical experience and to develop operating practices which will minimize the potential of an accident occurring. The BRM course has been approved by the U.S. Coast Guard and the Netherlands Shipping Inspectorate. HALW has been at the forefront in encouraging pilots to attend BRM courses. By invitation, Alaska Southeast Pilots attend refresher BRM training on board our ships.
- Spill retention absorbent boom and moorings are carried on all Holland America ships, even though none is required. Additional equipment is being added to enhance our ability to fully encircle any spill around a vessel. Absorbent pads are also carried by each ship.
- The added spill response equipment on our ships also enables us to respond to assist, should another vessel suffer a spill in Glacier Bay while a Holland America ship is in the vicinity.
- HALW works closely with the U.S. Coast Guard, the State of Alaska and Cruise Line Agencies of Alaska in annual oil spill response exercises involving and training company staff who would actually respond in the event of a spill.
- Each calendar quarter, our ships perform oil and chemical spill response drills. Drills focus on containment, notification, clean up and personnel safety requirements.

Underwater Noise

- HALW makes every effort to minimize underwater noise while operating ships in Glacier Bay. Specific measures to limit noise include:
 - Keeping overall ship speed no faster than required for safe navigation.
 - Running at reasonably constant RPM and propeller pitch settings.
 - Limiting pitch changes and maneuvering to the minimum needed for safety and to provide a complete experience in the Park.
 - Minimizing use of bow and stern thrusters.
 - Limiting engine and machinery in operation to only what is required for safe passage.
 - Reducing speed and maintaining distance in areas of possible whale contact.

- The newly permitted “S Class” ships apply the latest technology to minimize underwater noise and vibration transmission to the hull:
 - Diesel electric propulsion eliminating direct connection of reciprocating engines to the propulsion system.
 - Resilient or “floating” engine mounts which isolate engines from direct link to the hull.
 - Isolation mounting of pipes.
 - Sophisticated controls enabling precise, slow changes in speed, direction and propeller pitch to eliminate noise caused by sudden changes.
- HALW will continue its practice of exceeding NPS guideline to not disturb whales by:
 - Keeping extra bridge watch for whales while in the Park.
 - Reducing ship speed anytime whales are seen nearby.
 - Exceeding minimum recommended distance guidelines.
- In demonstration of commitment to noise reduction and control, HALW has identified and contacted a highly qualified expert acoustical consultant with whom we will contract to conduct noise signature work for one of the newly permitted ships. The goal of this work would be to identify the main radiating sources and transmission paths to define noise abatement procedures. (See our response below at pages 44 and 45 for baseline data on noise).

Wildlife protection

- In addition to taking actions to minimize possible disturbance of whales:
 - HALW acknowledges that the upper part of John Hopkins Inlet is one of the largest harbor seal pupping areas in the world. Consequently, in addition to observing the May 1 through August 31 closure south of Jaw Point, ships will avoid any areas with large concentrations of seals hauled out on icebergs. A bridge watch for seals is maintained to minimize encounters.
 - HALW advises crew and passengers not to feed seabirds or other wildlife. This is accomplished through in cabin flyers, distribution of the HALW Alaska Code of Environmental Ethics, the Seagoing Environmental Program, ship signage, on board announcement, the ship’s Daily Program and through crew training and passenger environmental videos. This advice is accompanied with an explanation as to why the delicate ecosystem of the Park is not to be disturbed.
 - HALW ships are instructed to remain at least 100 yards from seabird nesting colonies.

Litter

- HALW implements a strong program to eliminate litter throughout Alaska with specific elements applied to Glacier Bay:
 - Distribution of the Alaska Code of Environmental Ethics with documents, in cabin information and in the Daily Program (Exhibits 7 and 9).

- Signage on all decks and in crew areas prohibiting littering.
 - Prohibition of open deck smoking in Glacier Bay.
 - A litter patrol on each deck to assist passenger disposal of trash and watch for any loose items which may blow overboard.
 - Use of reusable service ware on deck while in the Park.
 - Storage of all open deck games (ping pong, tennis, etc.) prior to Park entry.
- As with other aspects of HALW's environmental program, fighting litter does not begin and end when ships enter and leave the Park. Through one of the most comprehensive recycling programs in the industry, HALW has sought to minimize the items that could otherwise end up being litter. HALW recycles glass (all colors), aluminum, cardboard, batteries and mixed paper. HALW requires that its photo concessionaire recover silver that is a byproduct of photo processing so that it does not contaminate the ship's waste stream; the silver is sold ashore and recycled. Even used cooking oil is employed as fuel in incinerators. HALW encourages crew participation in recycling by using the proceeds to support crew social programs.
 - Typical of HALW's commitment to the environment is the decision made several years ago to replace plastic stirrers with wooden ones. While seemingly small in nature, HALW realized that thousands of plastic stirrers were being introduced into the waste stream on every voyage. This seemingly small change meant the world was spared tons of plastic that would otherwise find its way into landfills.
 - HALW made a similar decision several years ago when it banned large plastic garbage bags from its ships. While dumping garbage bags overboard has always been prohibited, HALW wanted to eliminate even the possibility of this occurring.
 - Another example of being proactive was the decision made by HALW to eliminate small condiment packages from the ships and replace them with dispensers. Here again, a small gesture when viewed in isolation but a huge impact when one realizes that thousands of foil condiment packages (mustard, cream, ketchup, mayonnaise, maple syrup) were being thrown into the garbage on a daily basis.

Shipboard noise

- HALW recognizes that the visit to Glacier Bay National Park has the single purpose of enhancing visitor appreciation of the Park. Consequently, the public address system on ships is dedicated to broadcast of NPS Ranger Interpretation. No music will be broadcast and operational announcements will be made only when absolutely necessary. Other distracting noises such as whistles and bells will not be used, except in emergencies.

Helicopters

- Helicopters will not be used by HALW in Glacier Bay unless specifically authorized by the NPS.

Baseline Data Gathering - The NPS is interested in obtaining baseline data on stack emissions and vessel noise levels as part of the *Pollution Minimization Plan*. This information will assist NPS in evaluating the effects of vessels and will also be helpful in designing meaningful operating requirements. Examples of useful data would be: automatic opacity measurements every minute or less keyed to time and location; stack emission sampling, vessel sound signatures; and below waterline hull vibration measurements keyed to time and speed and machinery use. The NPS has not developed specific sampling criteria, but rather is interested in specific proposals from the cruise lines based on available sampling technology.

1. Do you offer to provide baseline data from your vessel(s), such as stack emission opacity or noise levels?

Yes

No

If yes, describe in detail the nature and format of the data, procedures for data submission and constraints, if any, for data use or distribution.

RESPONSE

- HALW “S Class” ships are equipped with 2 opacity meters and recorders. One records main engine exhaust and the other emissions for boilers and incinerators. Each recorder receives up to five inputs to provide perspective on emissions density over time. These records on opacity can then be time matched to GPS position printouts to provide NPS with the desired baseline data.
- It was HALW that originally advised the Park Service as to the possibility of obtaining sound signatures for vessels. While HALW had initially hoped these signatures could be obtained through the specialized facilities of the U.S. Navy near Ketchikan, further inquiries have ruled out that option. HALW has now received a proposal from and negotiated an arrangement with a highly qualified acoustical consultant that would enable NPS and HALW to obtain baseline data on one of the newly permitted vessels operating in Glacier Bay. This effort would consist of the following elements:
 - Task 1: Conduct a radiated noise signature of the vessel and perform on board vibration tests. The consultant supplies engineers, instrumentation and analysis. The work is done in Glacier Bay by deploying an array of hydrophones from a small chase boat and taking range data. The minimum water depth needs to be 100 meters. A minimum of two hydrophones will be deployed at depths of 25’ and 150’.
 - Task 2: Use diagnostic data from Task 1 to identify radiating sources and paths of transmission as the basis for potential noise abatement procedures. The consultant will provide the potential change in noise signature for various abatement scenarios.
 - Task 3: The consultant will compare data with information obtained from prior studies involving naval and commercial vessels. This information will also be compared to data on noise studies regarding whales. Combined this information will provide a yardstick with which to measure technology required for quieter vessels.

The proposed consultant has years of experience working with both governmental and private concerns (including the U.S. Navy) in the design of vessels and other facilities with a view towards minimizing noise. HALW's proposal goes beyond merely accumulating baseline data. HALW's consultant is uniquely qualified to take that data and, if reducing noise is necessary, make proposals that will have actual positive results.^{HAL4}

CRITERION 6A. THE OFFEROR'S PAST RECORD RELATED TO MARINE CASUALTIES, VIOLATION NOTICES AND FOOD SERVICE SANITATION.

The past record of marine casualties, violation notices and food service sanitation reports for *each cruise ship* must be included in the offeror's proposal. If there is less than a complete record for the time period described for any ship included in the proposal, establish a record for the company as a whole by providing the information requested for the company, including all cruise ships operated by the company.

1. Has the offeror had any reportable marine casualties (as defined by USCG regulations), including but not limited to grounding, loss of primary propulsion, collision, flooding, capsizing, fire, explosion, loss of life or reportable injury for the period beginning three years prior to the date this prospectus was issued through the present^{NPS2}? If yes, submit a copy of the official report (US Coast Guard or other), except for injuries (submit a brief summary, including reason for each injury).

Yes

No

RESPONSE: A review of HAL records for reportable marine casualties (as defined by the USCG), for ms Statendam, ms Maasdam and ms Ryndam, for the three years prior to the date of this prospectus was issued through the present, identified one incident:

- ms Statendam: October, 1996; Emergency Generator Casualty.

An inspection by ship personnel in January, 1997 determined that the emergency generator diesel lubrication oil had overheated and damaged the generator. The cause of damage was failure of the lube oil heater thermostat. When the thermostat failed, it closed and overheated the lube oil causing it to bake on to internal engine components. The generator engine was completely rebuilt. The ship was fitted with a temporary generator until repairs could be completed. Using a temporary generator required approval of the Coast Guard, which approval was secured through verbal communications. The manner in which this incident evolved and the communications that ensued with the Coast Guard eliminated the need to file a Form 2692. As a result,

^{HAL4} HALW recognizes that under Section 704 of P.L. 104-333, a question exists as to whether Pollution Minimization Plans can be required of concessioners. HALW is proud of its environmental record and of its environmental compliance/pollution minimization program. Consequently, even though the law may not require the submission of a Pollution Minimization Plan, HALW has included one with this Application.

^{NPS2} Information which comes to the attention of the National Park Service for the period of time after a prospectus is issued but prior to the actual award of a permit will be considered in the selection process.

no actual official report is available. Additional information will be provided upon request.

2. Has the offeror received citations or notices of violation received from, or criminal information or indictments filed by local, state, or federal authorities in the United States, regardless of the outcome, for the period beginning three years prior to the date this prospectus was issued through the present? *If yes, submit a copy of the citation, indictment, etc., and an explanation of the violation, settlement, penalty (if any), and any corrective actions taken by the offeror.*

Yes

No

RESPONSE: Two violation notices were identified: ^{HAL5}

- ms Ryndam; January 1, 1997; Anchoring in a prohibited area; St. John, US Virgin Islands.

On January 1, 1997, ms Ryndam was cited for anchoring in a prohibited area off the island of St. John, U.S. Virgin Islands. The action resulted in damage to coral reef (approximately 4 square meters). A penalty of \$50 was paid for the infraction. In addition, HALW retained Dr. Walter Jaap, an expert on coral reef restoration, to work with the government to assess the coral reef damage. This action is consistent with the HALW philosophy that fixing damage is more important than merely paying a fine. As a result of Dr. Jaap's efforts, HALW contributed \$14,000 to help restore the coral reef. HALW's subsequent investigation concluded that the accident was caused by a defective chart; the one issued to the Ryndam did not show the area to be restricted. A subsequent Notice to Mariners amended the chart, making the area the ms Ryndam anchored in restricted (not available for anchoring). All ships have since checked charts to ensure that corrections have been made. Copy of citation attached as part of Exhibit 11.

- ms Statendam; March 29, 1998; Oil spill; San Pedro, California.

On March 29, 1998, while discharging ballast during bunkering, ms Statendam pumped oil overboard with the ballast water. The ballast tank being emptied was opened and oil was discovered to be leaking into the tank through a two millimeter hole found in the longitudinal bulkhead which separates the ballast tank from the bunker tank. This hole was caused by galvanic corrosion from an unattached stainless steel ballast water level transmitter touching the common longitudinal bulkhead. HALW believes that when the ship was constructed, the transmitter was not properly attached by the shipyard. The level transmitter has now been properly attached by the ship's personnel and the hole plugged. Since this incident, all Holland America Line ships built by the same shipyard have examined their ballast tanks adjacent to fuel oil tanks and found no similar problems.

^{HAL5} HALW has previously informed the Park Service that one of its affiliates (not HALW) will enter a guilty plea involving the activities of the former ss Rotterdam in 1994. Information on this matter has been omitted from this Application because the plea does not relate to the Statendam, Maasdam or Ryndam, nor is it being made by HALW. The same affiliate has also entered into a Compliance Agreement with the Environmental Protection Agency, acting on behalf of itself and the Department of the Interior, pursuant to which neither HALW's existing Concession Permit, nor any subsequent Concession Permit, will be impacted by these events. HALW will provide additional information on these matters upon request.

When the incident occurred, the vessel immediately notified governmental authorities. Working together with the California Department of Fish and Game's Office of Spill Prevention and Response, HALW hired Foss Environmental to clean-up the oil. As a result of HALW's quick and unequivocal response to the incident, State authorities did not assess any fines but instead only required HALW to pay \$20,000 under California's program which requires payment whenever there is natural resources damage (in this case, primarily mussels, barnacles and invertebrates). The Coast Guard has also assessed an \$800 fine under the Clean Water Act (which imposes liability without regard to fault). The maximum Clean Water Act fine that could have been imposed was \$11,000. A copy of the USCG citation is attached as part of Exhibit 11.

Both of these incidents resulted from causes that even the best operating system would have been hard-pressed to avoid. The goal of HALW's Safety Management System (SMS) is to eliminate as many incidents of this type as is feasible. The focus of the SMS is the safe operation of vessels and pollution prevention. The SMS goes beyond statutory requirements and establishes the high level of performance and quality that are the hallmarks of the Holland America tradition of excellence.

The SMS requires compliance with stringent standards and procedures deemed necessary to ensure the safe management and operation of its ships, the protection and safety of its passengers and crews and protection of the environment. The stringent standards include quarterly ships visits by Technical Superintendents, the issuance of Fleet Alerts to convey new policy, and annual safety and environmental audits by the Designated Person.

The SMS brings together all of the safety and environmental protection policies, procedures and practices that have been part of Holland America Line's systems in the past, and melds those policies and procedures together with the International Maritime Organization's International Safety Management Code.

3. Has the offeror received any unsatisfactory food service sanitation inspection reports from the U.S. Public Health Service for the period beginning two years prior to the date this prospectus was issued through the present? If yes, submit the reports for these inspections and a summary of any corrective actions taken by the offeror.

Yes No

RESPONSE: Maasdam Public Health Inspection on February 11, 1997. Several cleaning and food handling issues, as well as dish washing equipment malfunctions were noted during the February inspection. To implement corrective procedures an inspection team consisting of Seattle based personnel visited the vessel. The team performed food handling training, and discussed supervisory and leadership skills. Several policies were changed and implemented. The Maasdam was reinspected during March 1997 and received a high passing score of 97. A copy of both USPH reports are included as part of Exhibit 12.

Statendam Public Health Inspection on January 14, 1997.

Several pieces of galley equipment and cooking utensils were found soiled. Several pieces of stainless steel galley equipment had to be modified to remove areas where dirt could accumulate. Similarly, ceramic tiles were found cracked and with grout missing. A Seattle team visited the Statendam. The

team reviewed cleaning and equipment maintenance procedures with the shipboard staff. Several pieces of equipment were re-welded to remove food traps and tiles were changed and/or re-grouted. Additionally, the team provided cleaning training. The Statendam was reinspected during March 1997 and received a high passing score of 98. A copy of both USPH reports are included as part of Exhibit 12.

CRITERION 6B. NONE

- ***PRINCIPAL FACTOR 3. THE OFFEROR'S FINANCIAL CAPABILITY***

CRITERION 7A. THE OFFEROR DEMONSTRATES THAT NEEDED FUNDING (EQUITY AND/OR BORROWED) IS AVAILABLE AND IS DEMONSTRATED TO BE SUPPORTABLE WITHIN THE INCOME STATEMENT AND BALANCE SHEETS REQUIRED.

1. Provide the following information:

- a. For OFFERORS and CONCESSIONERS provide the latest financial statement for themselves and their parent company (if any) including the notes to the statements or similar explanatory material and the related audit report.
- b. For corporations, partnerships, or others that are OFFERORS, or that propose to provide the services or part of the services required: Provide the latest financial statement available including the notes to the statement or similar explanatory material and the related audit report.
- c. Sole proprietors and unconventional lenders and proposed individual investors: Provide personal financial statements.

RESPONSE: As requested for corporations, we include copies of the 1997 Audited Financial Statements for HALW at TAB IV and for HAL Antillen N.V. and Subsidiaries at TAB V.

2. Identify the source(s) of all needed funds. Document the source and availability of all funds with current audited financial statements, financing agreements, letters of commitment, and similar supporting documents from all sources. Present compelling evidence of offeror's ability to obtain the necessary funds. Be specific. Identify all sources and provide complete documentation. Explain fully the financial arrangements you propose to use.

- a. If funds are to be obtained from individuals, provide a current personal financial statement, documentation of assets to be sold, commitments from lenders, or other assurances that meet the need to make a compelling demonstration that the funds are available and committed.
- b. Funds from other sources must be supported by a current, audited balance sheet and income statement and whatever supporting documents are needed to provide compelling evidence that funds are available and committed.
- c. Funds obtained by the sale of assets must be supported by a description and condition of the assets and any encumbrances on those assets and/or the proceeds of their sale. Also, the condition of the market for such items should be indicated in a way that identifies both the ability to sell the asset at the necessary time and the ability to sell at a price sufficient to

meet funding expectations. Qualified appraisals and other professional estimates of value must be provided. You must prove in a compelling way that the asset will yield the necessary funds at the necessary time.

RESPONSE: All funds required to provide the concession services will be available from current liquid assets and from revenues generated by ongoing operations. As demonstrated by the financial statements referred to above, HALW and HAL Antillen N.V. are extremely sound when measured by any generally accepted financial standard. ONE CLEAR EXAMPLE OF THIS FINANCIAL STRENGTH IS THAT NONE OF HOLLAND AMERICA'S SHIPS ARE ENCUMBERED BY SHIP MORTGAGES -THEY ARE FULLY PAID FOR. No external financial sources will be required. In addition, based on the strength of the submitted balance sheets, HALW does not anticipate any future financing issues.

3. Describe how your financing arrangements, taken as a whole, are advantageous terms for financing that both balance the financial interests of the N-PS in this PERMIT and the need for a soundly financed concessioner with the least number of financing issues to be negotiated in the future.

RESPONSE: HALW, as an ANILCA Historical operator, has an established track record of financial responsibility with the NPS. Since we will not require funds from any external sources in order to offer the services, we do not present the NPS with any financing issues that will need to be negotiated in the future. Here again, the absence of any mortgage debt provides NPS with assurances that HALW, unlike many other operators, will be able to continue operating even if the economy weakens. While other cruise lines have also expanded, they have done so by becoming highly leveraged. A downturn in the economy could be devastating to their operations and to their ability to meet the safety and environmental commitments being made to the NPS. HALW does not present the NPS with that problem.

CRITERION 7B. NONE.

SECONDARY FACTOR(S). FRANCHISE FEE OFFERED ABOVE THE MINIMUM

CRITERION 8A. NONE

CRITERION 8B. A FRANCHISE FEE ABOVE THE LEVEL REQUIRED AT CRITERION 3A IS OFFERED.

A franchise fee offer above the required level will be a secondary factor as explained by the terms of PL 89-249 (and Public Law 104-333, Section 704, below^{NPS3}). Secondary factors will be used in the evaluation of offers when a selection of the best offer cannot otherwise be made from the results of evaluating the three primary factors. Public Law 89-249, Section 3(d) and 36 CFR Part 51.4b(3), (Both are included in the Appendix) provides guidance as to franchise fees.

^{NPS3} Public Law 104-333, Section 704, states: "Fees paid by certain permittees for the privilege of entering into Glacier Bay shall not exceed \$5 per passenger. For the purposes of this subsection, 'certain permittee' shall mean a permittee which provides overnight accommodations for at least 500 passengers for an itinerary of at least 3 nights". Therefore, the NPS may not be able to accept a higher franchise fee from applicants who fit the definition of 'certain permittee', but may accept such an offer from other applicants.

1. Do you propose to offer a franchise fee above the level required at Criterion 3A?

Yes

No

RESPONSE: HALW believes that it is prevented from offering a franchise fee above \$5 per passenger by the terms of P.L. 104-333. However, we believe in supporting the National Park Service in achieving its goals at Glacier Bay National Park. This is evidenced by HALW coming forward in 1996 to support the NPS in producing the new Glacier Bay video.

To further this type of support, beginning in 1999, HALW will initiate a program on board its ships visiting Glacier Bay that will offer passengers the opportunity to make voluntary contributions to the National Parks Foundation that are earmarked for Glacier Bay projects. This effort will include in cabin documents, coverage in the Glacier Bay environmental video and other significant promotional support. HALW views this as an excellent opportunity to raise monies from persons who will have recently been exposed to the wonders of Glacier Bay. This program, which HALW expects will quickly be copied by other cruise lines, should provide the Foundation with a steady source of funds to enable the continued maintenance and improvement of the Park.

2. If yes, state the total franchise fee that you propose. Express this as a per passenger fee.

Year	Per Passenger Fee
2000	\$
2001	\$
2002	\$
2003	\$
2004	\$

Consolidated Financial Statements

HALW 14 pages

HAL 17 pages

Not Included

STATE of WASHINGTON



SECRETARY of STATE

I, RALPH MUNRO, Secretary of State of the State of Washington and custodian of its seal,
hereby issue this

- CERTIFICATE OF EXISTENCE/AUTHORIZATION

OF

HOLLAND AMERICA LINE-WESTOURS INC.

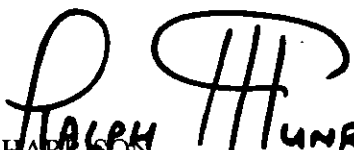
I FURTHER CERTIFY that the records on file in this office show that the
above named profit corporation was formed under the laws of the
State of Washington and was issued a Certificate of Incorporation
in Washington on April 30, 1954.

I FURTHER CERTIFY that as of the date of this certificate, no Articles of Dissolution
have been filed, and that the corporation is duly authorized to
transact business in the corporate form in the State of Washington.



Date: May 20, 1998

*Given under my hand and the Seal of the State
of Washington at Olympia, the State Capital*


S. HARRISON **MUNRO**
Ralph Munro, Secretary of State

State of Alaska
Department of Commerce and Economic Development
Division of Banking, Securities and Corporations

CERTIFICATE
OF
COMPLIANCE

The undersigned, as Commissioner of Commerce and Economic Development of the State of Alaska, and custodian of corporation records for said state, hereby certifies that

HOLLAND AMERICA LINE-WESTOURS INC.

authorized to transact business in Alaska as

HOLLAND AMERICA LINE-WESTOURS INC.

is a corporation organized under the laws of **Washington** and on **February 20, 1964** qualified as a foreign business corporation authorized to do business in Alaska.

I FURTHER CERTIFY that said corporation is in good standing and has filed all biennial corporate reports due at this time and has paid all biennial corporation taxes and fees due and payable at this time.

No information is available in this office on the financial condition, business activity or practices of this corporation.

IN TESTIMONY WHEREOF, I execute this certificate
and affix the Great Seal of the State of Alaska on
May 21, 1998



Willis F. Kirkpatrick
Designee for the Commissioner of Commerce
and Economic Development

CERTIFICATION

I, DANIEL S. GRAUSZ, being the Vice President, Secretary and General Counsel of Holland America Line-Westours Inc., a Washington corporation, do hereby certify that:

(a) 100% of the capital stock of Holland America Line-Westours Inc. is owned, beneficially and of record, by Holland America Line, Inc., a Delaware corporation;

(b) 100% of the capital stock of Holland America Line, Inc. is owned, beneficially and of record, by HAL Buitenland B.V., a Netherlands corporation;

(c) 100% of the capital stock of HAL Buitenland B.V. is owned by HAL Antillen N.V., a Netherlands Antilles corporation;

(d) 100% of the capital stock of HAL Antillen N.V. is owned, beneficially and of record, by Carnival Corporation, a Panamanian corporation;

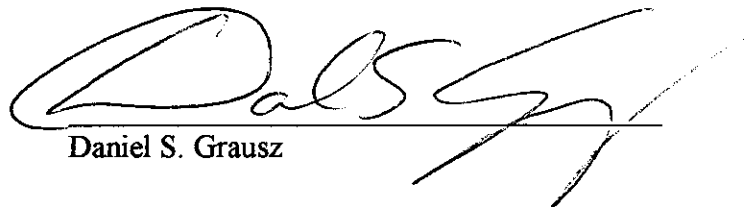
(e) 100% of the capital stock of Holland America Line N.V. is owned by HAL Antillen N.V.;

(f) 100% of the capital stock of HAL Nederland N.V. is owned by Wind Surf Limited, a Bahamian corporation;

(g) 100% of the capital stock of Wind Surf Limited is owned by HAL Antillen N.V.; and

(h) accordingly, Carnival Corporation is the beneficial owner of 100% of the capital stock of Holland America Line-Westours Inc., 100% of the capital stock of HAL Nederland N.V., 100% of the capital stock of Holland America Line N.V., and 100% of the capital stock of HAL Antillen N.V.

EXECUTED this 18th day of June, 1998.


Daniel S. Grausz

1998 ALASKA NATURALIST PROGRAM

REVISED NATURALIST PROGRAM OVERVIEW

The *Alaska Naturalist Program* is an integral component of the Alaska cruise experience for enriching passengers knowledge of the region and helping them to more fully appreciate the destinations. To further enhance this experience the 1998 Alaska Naturalist Program will be revised with additional lectures, standardized lecture topics with scripts and slides, and public domain videos relating to the lectures and other subjects to be shown on the Port Channel.

REVISED NATURALIST PROGRAM REQUIREMENTS

Scripts

The revised Alaska Naturalist Program will provide scripts for the lecture topics listed below.

- ◆ Each script will be outlined with subheadings and contain approximately 1,500 words designed to be delivered by the speaker within a 45 minute time frame.
- ◆ The scripts will allow flexibility for each individual Naturalist to enhance the lecture with their own personal anecdotes and commentary.
- ◆ The script will be provided on 3¼" floppy disk in ASCII or Lotus AmiPro format with hard copy.

Slides

To enhance the lectures, slides will be provided coordinated with the accompanying scripts.

- ◆ Each slide set for each script will contain approximately 80 slides numbered and titled in the order of the subject matter covered in the script.
- ◆ Holland America Line will have the rights for usage and duplication as necessary. Obtaining the rights is the responsibility of the contractor.

Program Schedule

An Alaska Naturalist program schedule will be provided that directs the day to day activity of the Naturalist.

- ◆ The schedule will include a recommended presentation time for each lecture program within the daily cruise activity schedule of the ship.
- ◆ The schedule will include approximate times or landmarks that may be referenced for scenic cruising narratives as well as times recommended for whale/nature watching with passengers on deck.
- ◆ The schedule will also include times for the Naturalist to be free to assist with the Shore Excursion Office during hours of peak activity.
- ◆ Recommended schedules will be provided for Northbound and Southbound Glacier Route, and Inside Passage cruise itineraries.

Training Seminar

The consultant developing the revised Alaska Naturalist program will provide a two or three day training seminar to introduce the new lecture programs to the 1998 Alaska Naturalists.

- ♦ The training seminar will take place approximately 1 week prior to the start of the Alaska season in Seattle.
- ♦ The training seminar will include: 1) Overview of the new program, 2) Presentations of each standardized lecture, 3) Reviews of each lecture programs with open forum discussion.
- ♦ Following the Seattle training seminar the consultant will accompany each ship at season start up to oversee implementation of the new program.

Bibliography & Public Domain Videos

The 1998 Naturalist program will include a supplementary reading/reference list and recommendations of public domain videos to be shown on the Port Channel.

- ♦ The bibliography for the scripts will work from the current Naturalist resource list to support passages of the script.
- ♦ Ship libraries have been greatly improved and now include 33 titles on Alaska including books on wildlife, geology, glaciers and Native Alaskan cultures. There are children's books too. They are available as reference books
- ♦ A general bibliography will be provided for additional reference and for recommendations to passengers.
- ♦ The public domain video recommendations will include videos pertinent to the subject matter of the lectures and to the enhancement of the ports. The video recommendations will be accompanied by information about rights to show the videos and any associated costs.
- ♦ Alaska Ships now have seven videos which are shown on a dedicated Alaska Channel and which can also be borrowed for use in deluxe suite cabins with VCRs.

Lecture Topics

The following general lecture topics have been established for the revised Alaska Naturalist program.

1. Introduction To The Nature Of S.E. Alaska
2. Introduction to Glacier Bay (for ships calling on Glacier Bay in their itinerary)
3. Whales & Wildlife
4. The Alaskan Natives And Their Culture
5. Glaciers & Glaciation
6. Alaskan Natural Resources & Modern Development

Additional Program Standards

The Alaska Naturalist program will also include revising the existing programs listed below to further standardize ship-board activities:

1. Outline of Youth Naturalist Program with suggestions for one Youth Naturalist activity.
2. Assistance to National Park Service Rangers and youth coordinator during Glacier Bay National Park visits.
3. Scenic cruising narrative scripting for Bella Bella and any other pertinent points of interest for scenic cruising.
4. Review port talk scripts for the Assistant Shore Excursion Manager.

Position Description

Title: Naturalist (Alaska Season Only)

Department: Hotel Department

Primary Function: Accumulate, manage and dispense information regarding the natural history of the cruise itinerary region including natural history lectures and scenic cruising narratives along with providing assistance to the Shore Excursion program.

Reports To: Shore Excursion Manager

Major Responsibilities

1. Manage and organize natural history information materials for theater lectures on natural history topics for the cruise itinerary region including animal species, flora, fauna, marine life, geology, climate and other natural phenomena utilizing slides, reference notes, and other audio visuals.
2. Provide scenic cruising narratives over the ship's public address system from the ship's bridge describing the surrounding landscape, flora and fauna while identifying specific sights, landmarks and species that become visible for the enrichment of passengers.
3. Establish outside deck hours and locations to mingle with passengers and stroll the decks while cruising to watch for species unique to the region, point out landmarks, and provide answers to passengers questions about the area.
4. Assist National Park Service Interpretive Rangers and Club HAL youth coordinators during visits of Glacier Bay National Park.
5. Accompany nature and interpretive tours as directed through the Shore Excursion Office.
6. Assist in Shore Excursion Office to book passenger's tours and provide tickets as required.
7. Develop general knowledge of all available tour programs to provide tour information to passengers.
8. Assist in the dispatch of tours from ship and pier.
9. Cruise staff related functions, including assisting with embarkation and disembarkation of passengers.
10. Assist in other duties as requested by the Shore Excursion Manager.

Naturalist Ship Board Agenda

Nature Lectures

During the course of an Alaska Inside Passage or Glacier Route cruise, the Alaskan Naturalist is to provide the following standard Naturalist lectures in one of the ship's public lounges or Theater:

1. Introduction To The Nature of Southeast Alaska
2. Introduction to Glacier Bay (for ships that include a visit to Glacier Bay)
3. Fire & Ice: The Geology of Alaska
4. Fur, Fluke & Feather: Alaska's Wildlife
5. The First Peoples: Natives of Alaska
6. Natural Resources of Alaska

Scenic Cruising Narratives

The Alaskan Naturalist is to provide scenic cruising narratives from the ship's bridge at points of interest on Glacier Route and Inside Passage cruise itineraries. The Naturalist is to coordinate scenic cruising narratives to enhance the cruise program and to not interfere with the ship's operation. Inside Passage scenic cruising narratives include Bella Bella and Alert Bay. Glacier Route scenic cruising narratives also include Hubbard Glacier at Yakutat Bay; the Columbia Glacier at Prince William Sound; and the College Fjord. Additional scenic cruising narratives may be implemented as appropriate.

Naturalist Youth Program

In addition to Theater lectures and scenic cruising narratives, the Alaskan Naturalist is to provide one 30 minute youth program activity or lecture. The Naturalist Youth Program aboard Inside Passage cruise itineraries is to be presented at Glacier Bay. The Naturalist Youth Program aboard Glacier Route itineraries may be presented as appropriate to the cruise schedule.

Shore Excursion Assistance

The Alaskan Naturalist is to assist the Shore Excursion Office at peak times of booking activity and help the Shore Excursion staff with the dispatch of tours at times of heavy tour departures. The Alaskan Naturalist is also to escort and monitor the "environmentally sensitive" tours for the purposes of quality control.

Nature Watching & Wildlife Sighting

The Alaskan Naturalist is to allocate a certain amount of time each cruise to wander the decks in order to mingle with passengers, explain features of the landscape and help spot wildlife.



Inside Passage Lecture Schedule & Naturalist Duties

Day	Itinerary	Time	Activity
0	Vancouver	19:30, 21:30	Staff Introductions Early/Late Seating
		17:00 - 22:00	Assist Shore Excursion Office
I	At Sea	08:00 - 13:00	Assist Shore Excursion Office
		10:00 - 12:00	<i>Bella Bella Scenic Cruising Narrative</i>
		14:15	Ketchikan Port Talk (Asst. Shorex Mgr.)
		14:30	<i>Introduction To The Nature of S.E. Alaska</i>
		15:30	NO & NA Repeat Intro To The Nature of S.E. AK
II	Ketchikan, AK	15:15	Juneau Port Talk (Asst. Shorex Mgr.)
		15:30	<i>Fire & Ice: The Geology of Alaska</i>
		16:30	NO & NA Repeat Fire & Ice, AK Geology
III	Juneau, AK	21:15	<i>Introduction To Glacier Bay</i>
IV	Glacier Bay	08:00 - 12:00	Assist Shore Excursion Office
		08:00 - 12:00	<i>Glacier Bay Youth Program</i>
		15:45	Sitka Port Talk (Asst. Shorex Mgr.)
		16:00	<i>The First Peoples: Natives of Alaska</i>
V	Sitka, AK	13:00 - 14:00	Nature Watching On Deck for Whales
		14:30	<i>Fur, Fluke & Feather: Alaska's Wildlife</i>
VI	At Sea	14:00	<i>Natural Resources of Alaska</i>
VII	Vancouver		



Southbound Glacier Discovery Lecture Schedule & Naturalist Duties (Glacier Bay Cruises)

Day	Itinerary	Time	Activity
0	Seward	19:30, 21:30	Staff Introductions Early/Late Seating
		20:15, 22:15	Valdez Port Talk (Asst. Shorex Mgr.)
		17:00 - 22:00	Assist Shore Excursion Office
I	College Fjord	0700 - 0900	<i>Columbia Glacier Scenic Cruising Narrative</i>
		11:00	<i>Fire & Ice: The Geology of Alaska</i>
		14:00	<i>Introduction to Glacier Bay National Park</i>
II	Glacier Bay National Park	10:00	<i>Arrive Glacier Bay National Park</i>
		10:30 -16:00	<i>Assist NPS Rangers & youth coordinator</i>
		16:30	<i>Fur, Fluke & Feather: Alaska's Wildlife</i>
III	Sitka, AK		No lecture program
IV	Juneau, AK		No lecture program
V	Ketchikan, AK	10:00	Ketchikan Port Talk (Asst. Shorex Mgr.)
		10:15	<i>The First Peoples: Natives of Alaska</i>
VI	At Sea	14:00	<i>Natural Resources of Alaska</i>
		13:00 - 15:00	<i>Bella Bella Scenic Cruising Narrative</i>
VII	Vancouver		

ALASKA NATURALIST YOUTH PROGRAM

To enhance the Youth program and compliment the Alaska Naturalist program, Naturalist Youth Programs will be performed during Alaska cruise itineraries. The Alaska Naturalist will conduct the programs. On Inside Passage cruise itineraries, the Naturalist Youth Program will focus on Glacier Bay. On Glacier Route cruise itineraries, the Alaska Naturalist Youth Program will focus on one of the other suggested activities.

GLACIER BAY YOUTH NATURALIST PROGRAM

Meet The Ranger

Designate a morning meeting time to collect the youth together and coordinate the Glacier Bay National Park Ranger to come and meet with them. During the time together, perform the following activities:

1. Ranger gives a short conservation talk.
2. Present youth with a certificate for attending the conservation talk. (Certificate to be provided by Youth Counselor).
3. Coordinate the ship's photographer to be at the meeting to take individual pictures of each youth with the ranger for purchase at photo gallery.
4. Conclude with a walk to view glaciers/nature and provide youth with personal interpretation.

ALTERNATIVE YOUTH NATURALIST PROGRAMS

The following alternative youth naturalist programs may be performed when the ship does not call at Glacier Bay or an additional youth program is required.

Measure A Whale

- ♦ Meet and greet attending youth and begin discussion about the dimensions of various whales. Use any available pictures or models to illustrate the shape and behavior of whales. Afterwards, escort children to an outside deck with enough room to measure off the length of a whale. It is recommended to use a string with knots tied at the approximate lengths of various whales.

Youth Naturalist Slide Presentation

- ♦ Meet and greet youth at a location that can allow for a private slide presentation. Select slides of birds, animals, or any creatures you prefer that may be easily illustrated to children. Use any available props to direct children to mock the behavior of designated creatures.

Read An Alaskan Native Story

- ♦ Describe the different Native cultures of Alaska to the children and then read a native story to them. Use any available props and characterizations possible to dramatize the story.

Alaska Trivia With Youth Using Kid's TriviAlaska Card Game

- ♦ Obtain a set of kid's TriviAlaska trivia cards for youth and use for a game of Alaska trivia.

Introduction To Glacier Bay

Well good evening ladies and gentlemen, I hope you've enjoyed your day in Juneau. Tonight I want to take a little time to prepare you for the delights in store tomorrow, our day in the jewel of the national park system, Glacier Bay.

Nowadays the park is so widely known and well visited that it is hard to envisage a time when the land lay in solitary splendour known to a sprinkling of Tlingit and wildlife but basically an icy domain that frigidly discouraged visitors.

Tlingit lore has it that this mantle of ice that engulfed their village was summoned from the mountains by a young girl who had been isolated at the onset of puberty. Overcome by loneliness she called out to the glaciers and the resultant glacial advance compelled the Tlingits to move across the strait to Hoonah.

In July of 1794 Captain George Vancouver was engaged in some of the last of his surveys and explorations. He made reference in his journal to "Two large open bays which were terminated by compact solid mountains of ice rising perpendicularly from the waters edge". His businesslike entry is the first recorded reference to the Bay, but as his chart records, the bay as such, was then only a small indent in the coastline probably no more than ten miles wide. He would have had no inkling of the phenomenal changes the next 170 years would bring - or for that matter of the countless billions of cubic yards of ice that would be dumped into Icy Strait.

At the time of his lieutenant's (Whidbey) survey, the glacial retreat was already under way. I think I've mentioned how the powerful currents in Icy Strait had stripped away the moraine debris in front of the ice, leaving the ice at the mercy of the ocean. And so back it went in the most dramatic retreat yet to be recorded.

So with George Vancouver sailing away into the chartmaker's hall of fame, Glacier Bay was to remain unknown and unremarked upon for some time. In fact it was not until after the 1867 purchase that word of this remarkable land reached outside ears. Remember that in the time of solitude the ice walls continued to calve, opening up more and more of the Bay.

It was probably in May of 1877 that the first white man set eyes on the Bay. Charles Erskine Wood had travelled from Oregon, part of an expedition to climb Mount St. Elias. Unsuccessful in that venture, he and his companions explored the Bay area by canoe. Although the tale of his explorations was not published until 1882, enough of what he had seen was passed on to arouse others curiosity.

Towering over other researchers and explorers, the writer/naturalist John Muir not only conducted hazardous and arduous journeys in the Bay but recorded his impressions in passionate, richly descriptive poetic prose that was to put Glacier Bay in the limelight, not only for scientific research but also for tourism.

He first came briefly in 1879 and returned again the following year. Never happier than when surrounded by soaring peaks, John Muir's initial visit was to test a then revolutionary theory that glaciers and ice sheets had carved and sculpted much of the North American landscape. His intensely personal descriptions of the scenery not only supported this theory but also provided the impetus that brought the first tour boats to the Bay.

You folks are part of a cruising tradition that began with the arrival of the sidewheeler Idaho in July of 1883 although fortunately our bridge has more precise charts to work from than the vague notations that the Idaho's master had.

All these early visitors - Muir included - declare Glacier Bay to be indescribably beautiful and then devote reams of paper to the task that they have just stated to be impossible. But certainly as a result of these ecstatic descriptions, Glacier Bay was well and truly established as one of the wonders of the world. And all the while, the ice continued its dramatic retreat. By the time of the Idaho's visit the ice that had filled the Bay in 1794 had already drawn back 37 miles. Fjords that had previously been concealed by the ice were beginning to emerge from their frigid confinement. Muir Inlet and Glacier appeared as names on the chart along with a whole host of other physical features.

This publicity also brought some pioneering scientists whose early studies provided later generations of researchers with precise base lines to build on. Working at some considerable risk to themselves glaciologists like Harry Fielding Reid plotted the glacier positions, whilst later, botanist William Skinner Cooper conducted the first plant succession studies. One of the most remarkable aspects of Glacier Bay is that you can travel back in time - in a matter of hours - from the lush moss laden forests of Bartlett Cove to the barren remnants of the last little ice age.

Muir actually met Harry Reid in 1890 on yet another visit to the Bay although his reason for returning was as much for his health as for scientific inquiry. Troubled by a nagging bronchial cough he decided that a sled trip on his namesake glacier would provide the cure. Materials for a cabin were brought in by steamer and this cabin remained as a landmark on the Muir Glacier moraine for many years before finally succumbing to the advancing vegetation. Today, engulfed by alder, all that remains is a pile of chimney stones.

Early cruisers actually got to scramble over the land and approach some of the glaciers. One of the more determined of the Bays visitors, Elizah Scidmore, returned four times after her first visit on the Idaho and spent time during her final visit in 1891 staying at Muir's cabin - she even brought along her maid.

With his cough quite cured John Muir left Reid to his surveys on August 22, 1890, and was not to show his face in Glacier Bay for nine years when he returned with the Harriman expedition.

Organized by the railroad baron Edward Harriman, this expedition was composed of some of the finest minds in American science of the time. Advised by his doctor to take a holiday, Edward Harriman chartered a cruise ship and spent two months exploring the Alaskan coast. They spent five days in Glacier Bay, with the geologists making various observations of the Glaciers - measurements that would turn out to be of the utmost importance.

The Glacier Bay that Muir so revered underwent a radical change on September 10th, 1899 when a violent earth tremor centred further north ravaged the Bay. A hundred and fifty miles to the northwest, the land rose as much as 47 feet; the Bay itself was shaken beyond all recognition as countless millions of tons of ice were dumped into the sea. There, as they say, goes the neighbourhood. So much floating ice clogged the Bay that four ships were kept often as much as five miles from the Muir's Glaciers face. Two years after the quake one ship managed

to approach within a mile of its terminus and it became apparent that much of its imposing grandeur had been lost. Thereafter the ice conditions proved so unpredictable that excursions to Glacier Bay were dropped from the schedules. Scientists count themselves very fortunate that the Harriman expedition had recorded the terminal positions of several of the glaciers prior to the quake since measurements taken thereafter could be compared with the earlier positions.

Unknown in 1879 and world famous by 1886, Muir Glacier had become inaccessible to tourists by 1899 but far from forgotten by scientists who continued to be drawn north in search of explanations for the marvellous but mysterious processes at work in the Bay. This whole spectrum of scientific enquiry continues today.

Out of these scientific studies came the first proposals for the protection of the Bay. Now as we cruise amongst these mountain cathedrals and rivers of ice, the case for preservation may seem self evident but it was not always so.

Ecologist William Skinner Cooper had alerted the Ecological Society of America as to the Bay's outstanding beauty and unique opportunities for study, and it was this society that initiated the campaign for its preservation.

In April 1924 President Coolidge ordered the temporary withdrawal of about 4,000 square miles, although debate raged for the rest of the year.

To give you an idea of the depth of feeling generated by the withdrawal, the Juneau empire delivered a scathing editorial that went as follows.

- **A MONSTROUS PROPOSITION:** The proposal to establish a National Monument of all that territory between Lynn Canal and the Chilkat River and the Pacific Ocean and between Mount Fairweather on the north and Icy Strait on the south is a monstrous proposition. Within this area there are more than 30,000 acres of surveyed agricultural lands and three or four times more than that which are capable of agricultural development. There are canneries, operating mines, patented mineral claims and a number of settlers on homesteads within the area, and vast opportunities for mineral prospectors, water power development, lumbering and other industries. The Strawberry Point region, said to contain the largest and best tract of agricultural lands in South-eastern Alaska, containing approximately 90,000 acres suitable for farming and grazing, is in this proposed National Monument, which contains in all something like 2,500,000 acres.

It is said the proposed National Monument is intended to protect Muir Glacier and to permit the study of plant and insect life in its neighbourhood

It tempts patience to try to discuss such nonsensical performances. The suggestion that a reserve be established to protect a glacier that none could disturb if he wanted and none would want to disturb if he could or to permit the study of plant and insect life is the quintessence of silliness. And then when it is proposed to put millions of acres, taking in established industries and agricultural lands and potential resources that are capable of supporting people and adding to the population of Alaska, it becomes a monstrous crime against development and advancement. It leads one to wonder if Washington has gone crazy through catering to conservation faddists.

The same paper did, however publish William Cooper's defense of the proposal. The following year (1925), President Coolidge signed the proclamation that established Glacier Bay

National Monument. Compromise had watered down the original proposal nevertheless the core of what is now Glacier Bay National Park was protected - in all nearly 2,000 square miles.

The conservationists were not able to rest on their laurels for long though. Pressure to open the Monument to prospecting mounted. One proponent, Rex Beach wrote to the National Park Service declaring "The whole area is like a haunted house and I doubt if ten white men have visited it in the last ten years aside possibly for some surveying parties.

The National Park Service was totally opposed to the idea and with the support of the Ecological Society managed to rally over 150 organizations to protest the proposal. Even President Roosevelt pointed out that no appreciable mineral strikes had been made when the land was open to prospectors. Roosevelt initially declared himself unsympathetic to the idea until an investigation of the Bay had been conducted by the Geological Survey. The various parties thought the matter closed and the bill quietly died in congress.

Two months later Roosevelt changed his mind saying to wait until the Bureau makes a complete geological study and report may mean waiting until everybody now alive is dead. The Bureau has no money or plans for such a survey anyway. Let us cut red tape and get the thing started. F.D.R..

To howls of protest an act permitting mining in the Bay was signed into law on June 22, 1936; Pretty speedy process. A satisfied Rex Beach declared "the glaciers will continue to rumble, the grass and saplings will grow and earnest scientists who are charmed by such things can goggle at the phenomena to their heart's content, no matter how many miners burrow into the high hills".

In reality these burrowing miners never materialized. Rex Beach was basically campaigning on behalf of Joe and Muz Ibach a legendary couple in the Bay. Joe's association with the Bay lasted 32 years. I expect the Ranger will tell you more about them when we pass one of their cabins at Reid Inlet. Certainly their rewards were more spiritual than material; Just living amongst such spectacular scenery must have compensated for their minimal gold recovery.

Possibly to appease the conservationists plans to enlarge the Monument's boundaries were already being touted in 1937; The idea being to round out the area biologically and geologically. This was affected by executive proclamation in 1939 thereby increasing the Monument's size to 3850 square miles, a hefty increase of almost 2,000 square miles.

Whereas National Monuments are created by Presidential proclamation, National Parks are created by an act of Congress. As early as 1958 the first steps towards this goal were being taken. Governments though can move as slowly as glaciers and so it was only in 1980 that the area was redesignated as Glacier Bay Park And Preserve. The park portion of the area is now closed to mining. I believe I'm right in saying that this 4300 plus square miles is the largest area under Park Service jurisdiction.

So that is how things stand in Glacier Bay today; The publics desire to see this remarkable land seems insatiable. Of course it is not just the glaciers that are so visually stunning but also their whole cradle of the Fairweather Range itself. The Fairweathers incidentally were named by James Cook in 1778 and the local joke is that he was the last to see

them in fair weather. Certainly the massive amounts of snow dumped on them account for the advance of the glaciers on the west side of the Bay.

Tomorrow the park rangers will be providing you with all sorts of pearls of wisdom: So for the moment I'll just mention a few of Glacier Bays facts and figures.

There are sixteen tidewater glaciers in the park, the aptly named Grand Pacific being the longest (25 miles) and widest - 1 1/2 miles. Margerie Glacier has ice ramparts that rise 180' from sea level with another 400' below. These flooded valleys can be very deep - The greatest known depth is 1416'.

Bear, wolves, goats and moose all make their homes in the park and we'll be doing our best to point out any wildlife to you. Bears and goats are the most likely to be seen although humpback whales feed in the park on occasions. Orcas are a possibility too.

I would just like to take a few moments to outline how our day in Glacier Bay will unfold. If you're out on the decks a little before 7.00 am. you will notice a small boat come alongside the _____ and two people will scurry up the ladder and onto the ship. These are two park rangers from the Glacier Bay Park Headquarters at Bartlett Cove. They will spend the day with us so that you will have an enhanced appreciation of the magnificent scenery through which we'll be sailing.

About 9.00 am. one of the two will start giving a narration while the other will be in _____ to answer questions as well as handing out maps of the Bay. These maps are just excellent because you can not only figure out where we are, but also they show you where the various glacier's fronts have been at different times during the last two hundred years.

The rangers are very conspicuous in their distinctive green uniforms, you will also see them walking the decks so that you'll have ample opportunity to ask them questions. I will also be out and about and will be happy to help you with questions too.

In the afternoon there will be a slide presentation in the _____. I would urge you to take in their presentation because they all have a wealth of knowledge about the park and its glaciers, as well as excellent slide material.

Around 4.00 pm. you will see them heading back home to Bartlett Cove via the same little boat that brought them. These rangers lead very hectic lives in the summer, hopping on and off cruise ships, also providing interpretation services for the visitors to the park headquarters and the guests at Glacier Bay Lodge. They lead nature walks through the woods at Bartlett Cove as well as accompanying the tour boat that runs day trips from the lodge up into the Bay.

Apart from their interpretive role, the park staff have a whole host of other functions, ranging from regular patrols around the Bay to conducting research on the wildlife within the park. Some are stationed higher up the Bay to assist and advise the kayakers and hikers who have come to explore the park.

Although a number of these jobs are only seasonal , many are drawn back by the charms of the Bay year after year, so they know an awful lot about its history and nature. I hope you

will take the opportunity to meet them; they are always happy to mingle and meet with our passengers.

Most of you have come a pretty long way to experience this incredible spectacle so I'd like to urge you to make the most of the experience by going outside, if only for a short time. Sure, the glaciers look very imposing from anywhere, but getting outside introduces other senses that are just as memorable as the visual impressions. You will hopefully get to hear the rumbling thunder as the glacier calves, and you'll certainly get to feel and drink in the pure, pure air that flows from the ice.

Now, just a word of advice here: Pure though it is, it can be somewhat on the cool side, so make sure you have enough layers of clothing to be comfortable outside. There can be quite a glare from the ice so sunglasses are a good idea and of course lots of film for your cameras. We don't want you to miss the calving of the century because you had to dash to one of the shops to buy more film. Simply put, the longer you are outside the greater your chances of seeing some real drama.

Even though we, the staff and crew, are here every week, Glacier Bay is such a magical place that each visit reveals something different and I'm sure that tomorrow will offer you such a feast for the eyes that you will remember your day in Glacier Bay for years to come. After tomorrow I'm sure that you will agree that we are incredibly fortunate to be able to visit such an utterly magnificent place. Who knows, maybe some of you will be as overawed as Eliza Scidmore was and come back year after year...

Thank you very much

HAL SHIPS' LIBRARY BOOKS

REFERENCE

<u>TITLE</u>	<u>AUTHOR</u>
Interpreting For Park Visitors	William J. Lewis
Glacier Bay Official National Park Handbook	NPS
The Tlingit Indians	George T. Emmons
Blue Ice In Motion, The Story of Alaska's Glaciers	Stacy Wiley
Glaciers of North America, A Field Guide	Sue A. Ferguson
The Nature of Southeast Alaska	O'Clair, Armstrong and Carstensen
Guide to Marine Mammals of Alaska	Kate Wynne
Field Guide to the Birds of North America	National Geographic Society
Plants of the Pacific Northwest Coast:	
Alaskan Native Cultures	
Washington, Oregon, British Columbia & Alaska	Poljar and Mackinnon
National Geographic Society Field Guide	
of Birds in North America	Jane R. McCauley
Alaska's Southeast: Touring the Inside Passage	Mike Miller and Sarah Eppenbach
Alaska's Glacier Bay	
Mammals of Alaska	
Alaska Bear Tales	
Alaska Almanac	
Alaska Almanac & Gazette	
Alaska A-Z	Milepost
Whales and Dolphins	
Grizzly Bear	
Klondike Gold Rush	
Alaska Yukon Wilderness	
Alaska Sport Fishing	
Walking Guide to Southeast Alaska	Chase

LITERATURE

TITLE

Alaska	Michner
Best of Robert Service	
Coming into the Country	
Last New Land Series	
Readers' Companion to Alaska	

CHILDREN'S

TITLE

Welcome to the World of Whales
Welcome to the World of Wolves
Welcome to the World of Bears
Welcome to the World of Other

HAL SHIPS' VIDEO LIBRARY

Glacier Bay National Park
Alaska's Inside Passage
Alaska The Last Frontier
Alaska's Grizzlies
Alaska's Wild Denali
Denali Wilderness
Adventures of Monty the Moose

HAL SHIPS' "ALASKA" CHANNEL PROGRAMS

Glacier Bay National Park
Holland America Line-Glacier Bay Environmental Care
Glacier Bay NPS Ranger Interview
Alaska's Inside Passage
Denali Wilderness
Alaska, The Last Frontier
Alaska's Grizzlies
Alaska's Wild Denali
Denali Wilderness
Adventures of Monty The Moose



SUNRISE 4:35 AM
 SUNS STATENDAM
 ALASKA CRUISE

SUNSET 11:27 PM
 GLACIER BAY, AK
 TUESDAY, JUNE 23, 1998

Dress for this Evening:
INFORMAL
 Jacket is required for gentlemen.

Glacier Bay National Park

Where's the Fleet?

Nieuw Amsterdam	Ketchikan, AK
Hoordam	Sitka, AK
Vesterdam	Skagway, AK
Wassdam	Inside Passage, BC
Madam	Ketchikan, AK
Seendarn	Caribbean Sea
Botterdam	Southampton, England
Volendam	Venice Shipyard
Windham	Venice Shipyard
WindStar	Rhodes, Greece
WindSpirit	Rhodes, Greece
WindSong	Capri, Italy
WindSurf	Portovenere, Italy

Overtwo hundred years ago, Captain George Vancouver sailed down the Pacific Coast and turned east, searching for the Northwest Passage. While Vancouver remained behind, ill in his cabin, first Officer Joseph Whidbey lowered a boat and set out to survey the area. Pushing through the masses of floating ice, they made their way into a large open bay, blocked at it's northern end by a great ice wall. This was the first description we have of Glacier Bay.

By the late 1800's, things had changed dramatically. The massive glacier that filled what we know now as Glacier Bay had retreated 50 miles, opening up a brand new waterway. Few visitors other than Tlingit people, who hunted seal from temporary camps along the shore, had glimpsed this new world. The first to bring it to the attention of the outside world was a man well-known for his adventuresome spirit. In 1897 John Muir rode a steamer up from Seattle to the little town of Wrangell, where he hired a canoe and four native paddlers to take him north. Along with the missionary S. Hall Young, the party set out in mid-October, and despite fierce winds, rain, and sleet, the open boat reached Glacier Bay. Here Muir got his first look at the rain shrouded rivers of ice that had formed the bay. Muir's excited articles brought in the first shipload of tourists in 1883, on the sidewheeler Idaho, and since then, thousands of people have flocked to Glacier Bay. From a vast wilderness of ice nearly a mile thick, the bay has emerged, now 65 miles long and filled with fjords and inlets.

From the Navigator

At 8:00 am, we will pass Cape Spencer and sail on an easterly heading into the Icy Straits, which will bring us to Bartlett Cove at the entrance of Glacier Bay. We will embark two park rangers at 10:00 am, who will give information on the Bay. We will spend the day scenic cruising among the glaciers. After disembarking the rangers, and leaving Glacier Bay at Bartlett Cove, we will sail into Icy Strait on a westerly heading. Tomorrow we will arrive in our anchorage at Sitka, and will commence our tender service after our anchoring procedures have been completed.

The Bay is noted not only for its grand glaciers and jagged icebergs, but also for its tremendous mountain scenery, its dramatically shifting plant communities and its abundance of wildlife. Here in these nutrient rich, cold northern waters, humpback whales feed on plankton and schools of small fish. Gull, tufted puffins, bald eagles and many other species of birds gather here to raise their young.

Black and brown bears roam the shoreline, mountain goats wander the high rocky slopes, and black wolves shadow the tracks of moose through the brush. For its scenic beauty, for its wildlife, for the unique possibilities for research, for its intrinsic value as wilderness, Glacier Bay and the surrounding area were set aside as a National Monument in 1925, and designated a National Park and Preserve in 1980.

This park's 3.3 million acres were included in an international Biosphere Reserve, as well as a World Heritage Site that incorporates Wrangell-St. Elias National Park, and Kluane National Park and the Taatshenshini-Alsek Provincial Park in Canada. Clearly, this magnificent place has tremendous value to the whole world. Enjoy your time in this glorious place!

Mother Nature Presents

The star attractions of the cruise are Amphigh Glacier and Margerie Glacier which will be visited between 1:00 pm and 4:00 pm. These are two of the highlights of your cruise, so make sure you're out on deck and have your camera ready.

Glacier Bay Park Rangers

Today your visit to Glacier Bay National Park will be enhanced by knowledgeable interpretation of National Park Rangers. Their commentary, which will be broadcast over the ship's public address system and Channel 4 of your in-cabin radio, provides the opportunity to become aware of and to understand the dynamic relationship of glaciation and biological succession. They will also have an information table set up where you can purchase educational books and videos like the those you can borrow from the ships library. Stop by to greet the Rangers. These professional interpreters accompany us into the park to help you better appreciate the value of this very special place. Watch, listen, learn and enjoy.

Religious Service

7:00 am Catholic Mass Wajang Theater

Ocean Boutiques

12 Hour Sale!

Get up to
50% off.

Men's, Ladies'
and Children's
Alaskan wear.

Sale starts at 9:00 am,
Upper Promenade Deck.

Photo News Flashback!

Your portraits are on display.

The Photo Gallery is open
from 9:00 am - 10:30 pm,

Promenade Deck 7

&

Souvenir Folio's are available
with a FREE photo
of the Statendam.

Glacier Bay Club HAL Highlights Kids & Teens

Join your Club HAL Staff and
meet the Park Rangers
and find out all the answers to
your questions.

The Park Rangers have a
special presentation for you!

Meet in the Card Room
10:30 am - Kids
11:00 am - Teens

Taste of the Statendam

Glacier Bay Salmon Bake

This afternoon as an alternative to your lunch, our Executive Chef, Wolfgang, invites you to enjoy a delicious barbecue served on the Lido Deck from 11:00 am - 1:30 pm.

Dutch Pea Soup

It might well be cold today, especially if you plan to spend a lot of time outside, so please wrap up warmly. If you're feeling the chill, try a cup of delicious Dutch Pea Soup (you can stand your spoon up in it) especially served in Glacier Bay on the outside decks at 11:00 am.

Keep an Eagle Eye Out

The American Bald Eagle is the only species native solely to North America. It has been the U.S. National Bird and Emblem since 1782, being chosen over the wild turkey. Bald eagles are frequently seen during the cruise, but you will need an "Eagle Eye." Look in trees along the shore line, their white heads stand out against the foliage.

Eagles were persecuted between 1917 and 1952 in Alaska with over 128,000 being killed for a bounty. They were thought to compete with the salmon fishery. Their population has fully recovered with protection in Alaska although recovery is proceeding more slowly elsewhere.

Casino News

You could win \$10,000 on one hand of poker! Come into the Casino today and try your luck at Ocean Poker or Let it Ride! These two poker games are easy to learn and lots of fun to play. The Casino also offers a 7 Card Stud Poker Table, seats are limited on this table so be sure to sign up as soon as possible.

Joggers & Early-Bird Walkers

In order to avoid disturbing those with cabins on Lower Promenade Deck and Main Deck, joggers and early bird walkers, please use the Sports Deck, which has a cushioned track. There is no jogging at any time on Lower Prom. Deck.

Do You Have Credit Vouchers?

Many guests have vouchers for on-board credit from travel agents. These must be verified in order to be honored. If you have such a voucher, please bring it to the Front Office by Tuesday in order for it to be credited to your account! Also, if you have a Holland America issued on-board credit voucher, please help the busy attendants at the Front Office by turning this voucher in as soon as possible.

Steiner of London

Join us for a Slimmers Paradise in the Ocean Bar at 9:00 am. We will have an Anti-Aging Seminar in the Ocean Spa at 10:00 am and we will also have a Reflexology Seminar in the Ocean Spa at 4:00 pm.

Juneau & Ketchikan Port Talk

Join Shore Excursion Manager Maureen today in the Van Gogh Lounge at 9:30 am for a short presentation on the tours available in Juneau and Ketchikan.



Environmental Awareness Glacier Bay

We thank you in advance for helping us protect this wondrous environment by not feeding birds and animals and by taking extra care not to lose anything over the ship's side into the breeze. Let's keep the wildlife truly wild and the park only natural. You will notice a special litter patrol on each deck. If you do pick something up, feel free to hand it to them.

Keep In Touch

Wish your friends were with you? Call directly from your cabin and tell them just how much fun you're having.

Alaska Environmental Code of Ethics

1. Do not feed the birds and other wildlife that inhabit this region.
2. Do not throw anything overboard.
3. Do not fish or crab from the ship at any time and do not fish ashore without a license.
4. Do not play music or make loud noises on open decks.
5. Do not litter.
6. Do not pick flowers or collect any plants.
7. Do not disturb wildlife. Keep a respectful distance.
8. Do not deface any natural areas with carvings or markings.
9. Do respect and honor the serenity of the environment.
10. Always conduct yourself in a manner that reflects pride and responsibility to your shipmates and to the environment in which we all live.

A View from the Bow

Today, in Glacier Bay, you are welcome to enjoy the scenery from the bow of the ship. Proceed to Lower Promenade Deck, forward. Once outside, use the glass enclosed stairwell to reach the entrance to the bow, or use the forward emergency exits in the Van Gogh Lounge.

Today's Drink Specials

Whale's Tale - \$3.25

a Glacier Bay favorite - a combination of Kahlua, cream & a splash of coke.

Juicy Fling - \$2.25

Orange, grapefruit, pineapple juices with fresh raspberries.

Entertainment in the Van Gogh Lounge
8:00 pm & 10:00 pm

From Malagueña to Rhapsody in Blue

PEARL KAUFMAN

Pianist Extraordinaire

Audio/video recordings and flash photography are not permitted.

Television Programming

CH. 1 - (SONY 3) CNN NEWS CHANNEL

CH. 2 - (SONY 5) PORT CHANNEL

8:00 am Sightseeing video, Shorex Talk,
"Treasures of Juneau"*

CH. 3 - (SONY 17) ALASKA CHANNEL

8:00 am Denali Wilderness, Alaska
Grizzlies, The Last Frontier,
National Park Service Glacier Bay
Video*

Ch. 4 - (Sony 19) MOVIE CHANNEL

8:00 am Bean

9:31 am North to Alaska

11:33 am My Best Friend's Wedding

1:18 pm Bean

2:49 pm North to Alaska

4:51 pm My Best Friend's Wedding

6:36 pm Bean*

8:07 pm North to Alaska*

10:09 pm My Best Friend's Wedding*
(*repeated)

CH. 5 - (SONY 21) VOYAGE CHANNEL

Ship's position information

CH. 6 - (SONY 7) HALTV

8:00 am View from the Bridge

8:00 pm Holland America Family Videos &
Environmental Awareness Video

ESPN is shown in the Casino Bar.

Park Ranger Commentary
on your in-cabin radio, Channel 4.

Tonight's Show

Pearl Kaufman began her career winning the UCLA Young Artist and the Los Angeles Outstanding Musicians Auditions. She was awarded scholastic and performance scholarships to the University of Southern California where she received both her Bachelor and Master Degrees in Music. She graduated Phi Kappa Phi, Pi Kappa Lambda, Summa Cum Laude, and honored as the most outstanding student in the School of Music.

Her performances have also been featured in over 200 films such as "The Great Escape," "The Great Race," and "Summer of '42," "Being There," "Animal House," and "Doctor Zhivago." She has recorded the music for film composers such as Maurice Jarre, Henry Mancini, Elmer Bernstein, Leonard Rosenman, Gerald Goldsmith, and John Williams.

Today in the Van Gogh Lounge

See the animals, glacier and natural wonders of Glacier Bay National Park. The National Park Service Interpretive team will be presenting a special, one time only, in depth presentation in the Van Gogh Lounge at 10:30 am. Don't miss it.

Cocktail Music and Dancing

Complimentary hot appetizers
are served in the lounges.

4:45 pm - 5:45 pm & 7:00 pm - 8:00 pm.

MIKE NORRIS TRIO

plays for you. Ocean Bar:

4:45 pm - 5:45 pm, 7:00 pm - 8:00 pm
& 8:45 pm - 12:15 am.

CRIS LIZARE QUARTET

Enjoy the music in the room with a view. The

Crow's Nest: 4:45 pm - 5:45 pm,
7:00 pm - 8:00 pm & 8:45 pm - 11:00 pm.

At 11:00 pm it's

COUNTRY CLUB JAMBOREE. Then our
D.J. plays the hits for you till closing in the
Crow's Nest.

RANDALL BARNES

Welcomes you for an evening of
entertainment in the Piano Bar:

9:00 pm - closing.

ROSARIO STRINGS

Relax with special coffees & liqueurs.
Explorers Lounge: 9:00 pm - 12:00 mn.

Today's Movie

(Wajang Theater, Promenade Deck)

GOOD WILL HUNTING

7:45 pm & 10:00 pm

Starring: Matt Damon, Robin Williams.
Drama - 2 hours, 2 minutes - Rated R

Complimentary popcorn is served,
and soft drinks are available for purchase, during each feature presentation.

Today's Highlights

9:30 am

Juneau & Ketchikan Port Talk
Van Gogh Lounge

10:30 am

**National Park Ranger
Presentation
of Glacier Bay National Park**
Van Gogh Lounge

Day at a Glance

Our programmed activities will be minimal today in order to offer you full enjoyment of Glacier Bay National Park and the narration from the Bridge by the National Park Rangers.

Please refer to the Club HAL Daily Program for the Kids & Teens Glacier Bay Events.

7:00 am - 7:00 pm	Your fitness instructor is available	Ocean Spa
7:45 am	♥ Walk-a-Mile	Lower Promenade Deck, aft
8:00 am - 11:00 am	Shop "On Deck"	Lido Deck, Poolside
8:30 am	♥ Low Impact Aerobics	Ocean Spa
8:45 am	PAJAMA SNOWBALL BINGO with Mark	Van Gogh Lounge The Jackpot stands at \$468.00.
9:00 am - 3:00 pm	The Daily Quiz "Glacier Bay" is available	Reading Room
9:00 am - 5:00 pm	Check out playing cards, books and games	Reading Room
9:00 am	♥ Body Toning Class with our Fitness Instructor	Ocean Spa
9:15 am	Veterans Get-Together for stories & fellowship	Explorers Lounge
9:30 am	PORT BRIEFING on Juneau & Ketchikan	Van Gogh Lounge
10:00 am - 10:30 am	Coffee is served	Explorers Lounge
10:30 am	GLACIER BAY PARK RANGER PRESENTATION ...	Van Gogh Lounge
10:30 am - 11:00 am	Hot cider is served	Navigation Deck aft
1:00 am	Dutch Pea Soup is served	Outside Decks
1:00 am - 1:30 pm	GLACIER BAY SALMON BAKE	Lido Deck
TBA	Glacier Bay Park Rangers Information Desk	Crow's Nest
1:00 am - 4:00 pm	Glacier Bay Park Rangers Interpretation from the bridge, can also be heard on your in-cabin radio Channel 4.	
3:30 pm - 4:00 pm	Hot chocolate served	Outside Decks
3:30 pm - 4:00 pm	Afternoon tea is served	Explorers Lounge
4:00 pm	Friends of Bill W. meeting	Piano Bar
4:00 pm	♥ Walk-a-Mile in Glacier Bay	Lower Prom. Deck, aft
4:45 pm	♥ Stretch and Relax	Ocean Spa
4:45 pm - 5:45 pm	Cocktail Hour	Ocean Bar, Crow's Nest
7:00 pm - 8:00 pm	Cocktail Hour	Ocean Bar, Piano Bar, Crow's Nest
7:30 pm	MATCH GAME with the Cruise Staff	Van Gogh Lounge
8:00 pm	SHOWTIME	Van Gogh Lounge
9:00 pm - 11:30 pm	Cigars under the Stars	Dolphin Bar, Lido Deck
9:30 pm	Sing Rock & Roll Oldies with Randall	Piano Bar
10:00 pm	SHOWTIME	Van Gogh Lounge
1:00 pm	COUNTRY CLUB JAMBOREE: A country & western party with the Cruise staff	Crow's Nest

Service Hours

PHYSICIAN HOURS (A-Deck forward, port)	10:00 am - 11:00 am and 5:00 pm - 6:00 pm
Nurse on Duty:	8:00 am - 12:00 nn and 2:00 pm - 6:00 pm
MEDICAL EMERGENCY ONLY dial 911	
OCEAN BOUTIQUES (Upper Prom. Deck)	9:00 am - 10:30 pm
SELF SERVICE LAUNDRY	8:00 am - 10:00 pm
MASSAGE & BEAUTY SALON (Lido Deck)	8:00 am - 8:00 pm
SAUNA & OCEAN SPA FITNESS CENTER (Lido Deck)	7:00 am - 9:00 pm You must be in proper attire to work out!
POOLS & JACUZZI (Lido Deck)	8:00 am - 7:00 pm
SHORE EXCURSION OFFICE (Prom. Deck)	9:00 am - 12:00 nn & 2:00 pm - 5:00 pm Booking deadline for Sitka is 5:00 pm today. Drop Box available when office is closed.
PHOTO GALLERY (Promenade Deck)	9:00 am - 10:30 pm
VIDEO GAMEROOM (Upper Promenade Deck)	Open 24 hours
CASINO (Upper Prom. Deck)	6:30 pm - close
GUEST RELATIONS MGR. (Prom. Deck)	9:00 am - 11:00 am & 4:00 pm - 6:00 pm
JAVA CAFE (Promenade Deck)	8:00 am - 12:00 nn & 2:00 pm - 5:00 pm
JUICE BAR (inside Ocean Spa)	8:00 am - 11:30 am & 2:30 pm - 5:00 pm

Dining Hours

BREAKFAST	
Lido Restaurant	
Continental Breakfast	6:30 am - 10:30 am
Breakfast	7:00 am - 9:30 am
Rotterdam Dining Room	7:30 am - 9:00 am
DUTCH LUNCH	
Lido Restaurant	11:00 am - 1:30 pm
Poolside Lido Deck Food Corner	
Hamburgers & Hot Dogs &	11:00 am - 2:00 pm
Glacier Bay Salmon Bake	11:00 am - 1:30 pm
Rotterdam Dining Room	12:00 nn - 1:00 pm
DINNER	
Rotterdam Dining Room	
First sitting guests	5:45 pm
Second sitting guests	8:00 pm
LATE SNACK: WESTERN STYLE	
Lido Restaurant	11:00 pm - 12:00 nn
ICE CREAM PARLOR (Lido Restaurant)	
	11:00 am - 2:00 pm
	4:00 pm - 5:00 pm
	11:00 pm - 12:00 nn

Coffee and tea are available 24 hours
in the Lido Restaurant.





CLUB
HAL

Kids

ms Statendam
Alaska Cruise

Ages 5-12

Glacier Bay
Tuesday, June 23, 1998

WELCOME TO GLACIER BAY, ALAKSA!

10:00 am ALASKA ENVIRONMENTAL QUIZ

Memorize all 10 Environmental Tips and get 2 extra stamps in your passport!

10:30 am MEET THE GLACIER BAY PARK RANGER!

This is your chance to meet with the Park Ranger and find out all the answers to your questions! They will have a special presentation just for us!

11:00 am MATCH THE MAMMAL

Join us with our Naturalist Margie in the Half moon Room as she shows us a fun game that teaches us about Alaskan habitat and it's mammals.

ENJOY LUNCH!

1:30 pm GLACIER WATCHING AT MARGERIE GLACIER

Start looking for baby seals, bears and maybe an eagle or teal!
Let's meet in the Explorers Lounge and head out onto deck.

2:30 pm DREAMCATCHERS!!

Some find out about this neat craft and learn how to make your own Native American craft to take home!

3:30 pm WHALE OF A TIME

Join us in the Explorers Lounge for some fun facts about whales.

ENJOY YOUR DINNER!

8:00 pm

Tonight you are going to learn about Alaska and some of it Native Heritage. We'll be creating some totem poles and the stories that they tell.
Join your friends in the Half Moon Room.

CLUB HAL Teens

ms Statendam
Alaska Cruise

Ages 13 - 17

Glacier Bay
Tuesday, June 23, 1998

WELCOME TO GLACIER BAY, ALASKA!

10:00 am ALASKA ENVIRONMENTAL QUIZ
Memorize all 10 Environmental Tips and get 2 extra stamps in your passport!

10:30 am MEET THE GLACIER BAY PARK RANGER!
This is your chance to meet with the Park Ranger and find out all the answers to your questions! They will have a special presentation just for us!

11:00 am MATCH THE MAMMAL
Join us with our Naturalist Margie in the Half Moon Room as she shows us a fun game that teaches us about Alaskan habitat and it's mammals.

ENJOY LUNCH!

1:30 pm GLACIER WATCHING AT MARGERIE GLACIER
Start looking for baby seals, bears and maybe an eagle or teal!
Let's meet in the Explorers Lounge and head out onto deck.

2:30 pm ALASKA ENVIRONMENTAL QUIZ
Come and see how much you know about Alaska Environmental Awareness and Holland Americas Program for Glacier Bay. Meet in the Explorers Lounge.

3:30 pm WHALE OF A TIME
Join us in the Explorers Lounge for some fun facts about whales.

ENJOY YOUR DINNER!

9:45 pm Doing Things Naturally

Tonight we'll be searching out the "Natural" things aboard the ms Statendam. Think environmentally and politically correct for this extensive hunt around the ship.
Meet us in the Half Moon Room.

ALASKA NATURALIST YOUTH PROGRAM

To enhance the Youth program and compliment the Alaska Naturalist program, Naturalist Youth Programs will be performed during Alaska cruise itineraries. The Alaska Naturalist will conduct the programs. On Inside Passage cruise itineraries, the Naturalist Youth Program will focus on Glacier Bay. On Glacier Route cruise itineraries, the Alaska Naturalist Youth Program will focus on one of the other suggested activities.

GLACIER BAY YOUTH NATURALIST PROGRAM

Meet The Ranger

Designate a morning meeting time to collect the youth together and coordinate the Glacier Bay National Park Ranger to come and meet with them. During the time together, perform the following activities:

1. Ranger gives a short conservation talk.
2. Present youth with a certificate for attending the conservation talk. (Certificate to be provided by Youth Counselor).
3. Conclude with a walk to view glaciers/nature and provide youth with personal interpretation.

ALTERNATIVE YOUTH NATURALIST PROGRAMS

The following alternative youth naturalist programs may be performed when the ship does not call at Glacier Bay or an additional youth program is required.

Measure A Whale

- Meet and greet attending youth and begin discussion about the dimensions of various whales. Use any available pictures or models to illustrate the shape and behavior of whales. Afterwards, escort children to an outside deck with enough room to measure off the length of a whale. It is recommended to use a string with knots tied at the approximate lengths of various whales.

Youth Naturalist Slide Presentation

- Meet and greet youth at a location that can allow for a private slide presentation. Select slides of birds, animals, or any creatures you prefer that may be easily illustrated to children. Use any available props to direct children to mock the behavior of designated creatures.

Read An Alaskan Native Story

- Describe the different Native cultures of Alaska to the children and then read a native story to them. Use any available props and characterizations possible to dramatize the story.

Alaska Trivia With Youth Using Kid's TriviAlaska Card Game

- Obtain a set of kid's TriviAlaska trivia cards for youth and use for a game of Alaska trivia.