



2006 ALASKA CRUISE TOUR COMPARISON REFERENCE GUIDE

ROYAL CARIBBEAN CRUISE TOURS

Product:

- All cruisetours are escorted by a tour director that handles guest needs throughout the tour creating a high level of consistency and follow-up
- Motorcoach driver also stays with the same cruisetour and tour director throughout the tour creating an additional level of consistency and follow-up
- Driver coordinates all luggage movements throughout the cruisetour
- Tour director handles all optional tour selections
- Small group feel as each tour director is in charge of approximately 40 guests
- Each train leg is approximately 4 hours providing a good balance between transportation and tour time
- Hotels used are the newest in each area
- Exclusive product to Royal Caribbean International guests
- All transfers included
- New exclusive product including Wilderness Express rail between Seward and Anchorage
- New exclusive product including Glacier Discovery Tour

Railcars:

- Four identical railcars built in 2001 and 2002
- Each railcar accommodates 80 guests
- Each railcar has wheelchair lift from the ground to the first level and a wheelchair lift to the dome level
- Dome seating is forward facing, leather, reclining seats
- Dedicated guide in each railcar to provide live commentary
- Each railcar has kitchen and dining room allowing smoother, personalized meal service
- Outside viewing platform on each car
- Highest level of finish and furnishings of all railcars operating in Alaska
- Mid-train location offering good wildlife viewing, smooth ride, and short depot walks
- Cappuccino and espresso on-board
- Highest staff to passenger ratio (1 staff to 12 guests)

Motorcoaches:

- Newest fleet in Alaska, all one model, built from 2001 to 2004, all purchased new
- One third ratio of wheelchair lift equipped coaches
- All coaches CD and video equipped

HOLLAND AMERICA

Product:

- Most cruisetours are non-escorted meaning that front-line staff changes for the guest at each location creating guest confusion
- Drivers change from location to location
- Luggage is moved separate from the guests and only a carry-on bag is allowed to Denali and must be carried onto the train by the guest
- Optional tour selections handled by train and hotel staffs
- Mass movements as hundreds of guests may be on the same tour traveling together
- Train legs vary from 4 to 8 hours
- Hotels are a mix of independent and Holland America-owned
- Not an exclusive product – tour is sold as part of a Holland America cruisetour or as a land-only product to the general public or other cruise lines
- Arrival and departure transfers are an additional cost to the guest

Railcars:

- Eight railcars built in 2003 and 2004
- Each railcar accommodates 88 guests
- Longest railcars (89' vs. 85' standard)
- 4 of the 8 railcars have lifts from the first level to the dome level, none from the ground to the first level
- Dome seating is forward facing, bus seats
- Music selections available through headphones at each seat
- Commentary provided by automated system
- 4 of the 8 railcars have kitchens and each have dining room
- 4 of the 8 railcars have outside viewing platforms
- Behind RCCL train location resulting in less wildlife and longer depot walks
- Lowest staff to guest ratio (1 staff to 15 guests)

Motorcoaches:

- Older fleet consisting of several makes and models built from late 1980's to 2003, many refurbished
- Less than 10% wheelchair lift equipped
- Some coaches video equipped

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