

**Vendor Information**

Business Name	<input type="text"/>	Contact Name	<input type="text"/>
Address	<input type="text"/>	Contact Email	<input type="text"/>
		Phone #	<input type="text"/>

**Incident Information**

Tour Code & Tour Name	<input type="text"/>	Port	<input type="text"/>
Date of Incident (mm/dd/yy)	<input type="text"/>	Time of Incident	<input type="text"/> <input type="checkbox"/> AM <input type="checkbox"/> PM
Physical Location of Incident (name & full address)	<input type="text"/>		

**Subject Information**

First Name	<input type="text"/>	Last Name	<input type="text"/>	Middle Initial	<input type="text"/>
Address & Email	<input type="text"/>		Country	<input type="text"/>	
			Citizenship	<input type="text"/>	
Home Phone	<input type="text"/>	Work Phone	<input type="text"/>	Cell Phone	<input type="text"/>
<input type="checkbox"/> Male <input type="checkbox"/> Female	Year of Birth	<input type="text"/>	<input type="checkbox"/> Adult (18 or older)	<input type="checkbox"/> Minor	
Cruise Line	<input type="text"/>	Ship	<input type="text"/>	Cabin #	<input type="text"/>
				Booking #	<input type="text"/>

**Incident Details**

Type of Incident  Illness  Incident  Injury  Death

What was the subject doing just before the incident occurred? Describe the activity)

What happened? (Tell how the incident occurred)

Where did the incident occur? (Describe the location - hotel lobby, cross walk, bus #, rail car #, etc.) add influencing factors (footwear, uneven ground, slippery terrain, etc.)

What was the incident? (Explain part of body affected and how it was affected - be more specific than "hurt," "pain," or "sore." Examples: "strained back," "chemical burn on right hand.")

What object or substance directly harmed the subject? (Examples: "concrete floor," "chlorine" - if caused by machine, specify part)

In your opinion, has corrective action been taken? (If yes, please indicate

what was done; if no action is required, please indicate N/A).

Is follow-up required:

No  Yes

If yes, by whom

Subject's Last Name

If an illness, onset of symptoms occurred on what date? (mm/dd/yy)

Time of onset

AM  PM

Is the illness chronic?  No  Yes

If an illness, list dates, times, locations and the foods consumed within the past 48 hours

### Treatment

Were authorities contacted? (police, fire, ambulance)

No  Yes

If yes, when

Was a report number provided?

No  Yes

If yes, report #

Were photographs taken?

No  Yes

If yes, by whom and on what date

Was treatment given?

No  Yes

Did Subject refuse treatment?

No  Yes

Minor on-site first aid

Emergency evacuation / emergency room

Minor treatment in clinic or hospital

Hospitalization for more than 24 hours

In the case of death of Subject, date death occurred (mm/dd/yy)

Name & Address of treating physician

Name & Address of treating hospital/ clinic

Name, Address, Email & Phone # of witness(s)

### Additional Details / Signature

Further details / explanation  
Provide a narrative describing the events leading up to the incident, the actual incident, injuries sustained and further action, if any, required.

Completed by

Date Completed (mm/dd/yy)

Signature

### Instructions:

# Holland America Group Shorex Vendor Incident Form

Private & Confidential, Prepared for Company's Attorney in anticipation of Litigation

**Tour Operators must send all incident and accident reports first to the Shorex Managers onboard.**

**The following distribution list is for Shorex Managers unless the tour operator is asked to provide specific information by the corporate team.**

**Incident report (non- serious injury where passengers were not disembarked must be sent to the distribution list below just click on the link:**

[The Holland America Group Shore Excursions Team:](#)

**Serious incident report (those incidents where passengers may be/ were seriously injured or were disembarked must be sent immediately**  
(along with any supporting documents, waivers, photos, etc):

The team members receiving the incident or serious incident reports are listed below.

## Legal

- Aleks Drumalds [adrumalds@hagroup.com](mailto:adrumalds@hagroup.com)
- Carmen Tirado [ctirado@hagroup.com](mailto:ctirado@hagroup.com)

## Risk Management

- Manny Chavez [mchavez@hagroup.com](mailto:mchavez@hagroup.com)
- Karen Reich [kreich@hagroup.com](mailto:kreich@hagroup.com)

## Passenger claims

- Dana Berger - [dberger@hagroup.com](mailto:dberger@hagroup.com)
- Jim Colwell - [JColwell@HollandAmericaGroup.com](mailto:JColwell@HollandAmericaGroup.com)
- Darlene Hembree - [DHembree@HollandAmericaGroup.com](mailto:DHembree@HollandAmericaGroup.com)

## HA Group Manager of Shore Excursions team:

- Northern Europe (Baltic/Iceland/Ireland/Africa) Melanie Carsjens – [mcarsjens2@hollandamericagroup.com](mailto:mcarsjens2@hollandamericagroup.com)
- Western Europe, Canada New England & UK – [bfreeman@hollandamericagroup.com](mailto:bfreeman@hollandamericagroup.com)
- Eastern Europe & Middle East – Michele Bosco – [mbosco@hollandamerica.com](mailto:mbosco@hollandamerica.com)
- Panama, Mexico & South America Heather Householder – [hhouseholder@hollandamericagroup.com](mailto:hhouseholder@hollandamericagroup.com)
- Asia ( including India) Athena Mok - [Athena.Mok@carnivalaustralia.com](mailto:Athena.Mok@carnivalaustralia.com)
- Caribbean - Lisa Banner - [lbanner@hagroup.com](mailto:lbanner@hagroup.com) & Heather Householder – [hhouseholder@hollandamericagroup.com](mailto:hhouseholder@hollandamericagroup.com)
- Alaska & Pacific Northwest Regions & Hawaii - Jennifer Miller - [jmiller@hagroup.com](mailto:jmiller@hagroup.com)
  - For guests injured on Landex Tours please email Linda Huston at [lhuston@hagroup.com](mailto:lhuston@hagroup.com)
- Australia/New Zealand, South Pacific & French Polynesia – Matthew Mckeown - [Matthew.Mckeown@carnivalaustralia.com](mailto:Matthew.Mckeown@carnivalaustralia.com)
- Director, Destinations, Sydney Office – Michael Mihajlov - [Michael.Mihajlov@carnivalaustralia.com](mailto:Michael.Mihajlov@carnivalaustralia.com)
- Director Shore Excursions & Product Development – [evlad@hollandamericagroup.com](mailto:evlad@hollandamericagroup.com)
- Senior Director Shore Excursions – [elynch@hollandamericagroup.com](mailto:elynch@hollandamericagroup.com)

For all charters and all guests booked through the HA Group Groups Department include Hamish Gordon [hgordon@hollandamericagroup.com](mailto:hgordon@hollandamericagroup.com); Yolanda Popelier [YPopelier-Visser@HollandAmericaGroup.com](mailto:YPopelier-Visser@HollandAmericaGroup.com); Anabelle Barrios Rasco- [arasco@hagroup.com](mailto:arasco@hagroup.com)

Alaska Region Land Excursions : [The Holland America Group Land Excursions Team](#)

HAP Alaska Yukon Corporate Office - Fax: 206-728-3945 or Email: [msutton@hagroup.com](mailto:msutton@hagroup.com)

Third Party Operators - HAP Alaska Yukon Corporate Office - Fax: 206-728-3945 or Email: [msutton@hagroup.com](mailto:msutton@hagroup.com)