

2004 Group Trip Program – Alaska Cruise  
September 17 – 24, 2005

**Heating and Cooling Supply Reward Travel Program**

Alaska Cruise (8 days) September 17 – 24, 2005

- Reward Points: 840,000 (\$2,100) per person based on double occupancy  
**Early bird discount** 790,000 points (\$1,975) per person applies to sign-ups received prior to July 31, 2004.
- Payments: deposit \$500 due upon commitment; 2nd payment \$1000 due on or before January 31, 2005; balance due on or before June 17, 2005

Program Includes:

1. Roundtrip air transportation from California, Nevada and Arizona cities to Seattle, Washington
2. Roundtrip transfers between airport and pier
3. Seven nights accommodations in category B/BB/BA verandah based on double occupancy per cabin. (**B** = Deluxe ocean view cabin with balcony; **BB** = Deluxe ocean view cabin with balcony; **BA** = Deluxe ocean view cabin with private balcony; **All include** 254 sq ft -- 200-sq-ft cabin plus 54-sq-ft private balcony, floor-to-ceiling windows, sitting area, two twin beds that convert to a queen-size bed, private bathroom with bathtub or shower, mini bar, TV, telephone, and data port.)
4. One category SS suite (**SS** = Superior suite with balcony, 398 sq ft -- 298-sq-ft suite plus 100-sq-ft private balcony; floor-to-ceiling windows; two twin beds that convert to a king-size bed; sofa bed; bathroom with full-sized whirlpool bathtub, shower, additional shower stall, and dual-sink vanity; mini-bar; TV with VCR; telephone; and data port.)
5. Breakfast, lunch and dinner daily on board ship; 24-hour room service and snacks
6. Two private receptions with open bar, deluxe canapés, ice sculpture, music on day 1 & 7
7. Personalized door plaques on cabin door
8. Welcome bottle of Champagne and note from host in each cabin
9. Salmon bake with wine, beer or soft drinks in Juneau
10. All taxes, gratuities and service charges on included features
11. Personalized and customized travel documents
12. HMI travel staff on site based on 1-to-45 ratio

Program Does Not Include:

1. Lunches, meals and beverages not included in program
2. Tours, sports and recreational activities not specified as included in program
3. Items of a personal nature (i.e. valet services, telephone calls, etc.)

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Itinerary Map



B/BB/BA Cabin

**PORTS OF CALL & ITINERARY**

Day 1. (Saturday) Seattle, Washington

- a. Departure – Guests depart on regularly scheduled morning flights to Seattle’s SeaTac. HMI staff will be on duty at the airport to assist guest with waiting transportation to the cruise terminal.
- b. Cruise Check-in – following check-in at cruise terminal, guests will have immediate access to their ocean view stateroom and an opportunity to explore the ms Oosterdam.
- c. A Heating and Cooling Supply hospitality desk will be staffed to assist guests with any question or need.
- d. Tourists visiting Seattle should keep in mind that there’s a lot more to this city than the famous Space Needle. Seattle has a lovely waterfront, lined with restaurants and shops, and the indoor/outdoor Pike Place Market offers enough to keep any person busy for a day. Other activities include strolling through historic Pioneer Square, visiting the futuristic Experience Music Project, or taking a day trip to the nearby mountains or port towns.

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Seattle, Washington

Day 2. (Sunday) Scenic Cruising Through the Queen Charlotte Banks

- a. Guests explore the Oosterdam while keeping an eye on the ever-changing scenery as we sail towards Juneau.

Day 3. (Monday) Juneau, Alaska 1:00 – 8:00 P.M.

- a. Juneau is a center of natural splendor, and one of the key attractions is Mendenhall Glacier, an easy day trip from the dock. The area also offers many whale watching, fishing, and hiking opportunities (including glacier hiking, which combines a helicopter ride with a two-hour glacier hike). Those looking for indoor activities can visit the Alaska State Museum, do some shopping, take a tram ride to the 1,800-foot-high Mt. Roberts station, or just hang out at the Red Dog Saloon.
- b. Heating and Cooling Supply's Alaskan-style Salmon Bake (evening): guests will enjoy an Alaskan feast – Alaska's "original" outdoor salmon bake under translucent domes nestled in the lush foliage of Southeast Alaska's rain forest on the shore of Salmon Creek. Upon arrival at the Gold Creek Salmon Bake, Alaskan-caught salmon will be grilling over an open alder wood fire. Also on the menu: Cheechako barbecued chicken, Chilkoot baked beans, barbecued ribs, Tongass wild-rice pilaf, a variety of fresh salads, corn bread, lemonade, coffee, tea, beer and wine.
- c. After dinner, guests may roast marshmallows over a crackling campfire and also view the beautiful Salmon Creek waterfall beneath which salmon spawn and remnants of the historic Wagner Mine are evident.

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**Juneau, Alaska**

Day 4. (Tuesday) At Sea

- a. Cruising Hubbard Glacier – from its source on Mount Logan in the Yukon Territory, Hubbard Glacier stretches 76 miles to the sea at Yakutat and Disenchantment Bays. Hubbard is the longest tidewater glacier in Alaska with an open calving face over six miles wide. Guests will definitely want their cameras for spectacular shots throughout the day.

Day 5. (Wednesday) Sitka, Alaska 7:00 A.M. – 6:00 P.M.

- a. Arrival in Sitka – The Oosterdam makes its entrance into Sitka while guest dine on a delicious Holland America-style breakfast.
- b. You'll likely spend your day within the confines of Sitka, visiting such tourist attractions as St. Michael's Cathedral and the Sitka National Historic Park Visitor Center, with its Southeast Alaskan cultural exhibits and numerous unique Totem poles. You can also visit the Tlingit Clan House to watch authentic native dances. For those desiring a day within nature, rent a kayak, or visit the various hiking trails, a 10-minute walk from the dock.
- c. Sitka was once the capital of Russian-America and Russian influences permeate the area to this day. St. Michael's Cathedral is the picturesque focal point of Sitka, topped by magnificent copper domes and accented by gold crosses. It was the first Russian church built in America (1844-48), known as the Mother Cathedral for Orthodoxy

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**Sitka, Alaska**

Day 6. (Thursday) Ketchikan 7:00 A.M. – 1:00 P.M.

- a. Ketchikan is known as one of Alaska's rainiest towns, but don't let that stop you from exploring the area's natural splendor. Some say the frequent rains, or often mists, contribute to the area's beauty, and many tourists spend the day kayaking through fjords or hiking in the mountains. If you'd rather keep dry, Ketchikan houses many fantastic shops and galleries.
- b. Ketchikan is known as Alaska's native cultural center and sports-fishing capital. The fourth largest city in Alaska, Ketchikan provides access for travelers headed to Prince of Wales Island and the spectacular Misty Fjords National Monument.
- c. Creek Street, bordering Ketchikan Creek, winds through the heart of downtown. Actually a wooden boardwalk, Creek Street was Ketchikan's red light district. The former brothels now host restaurants and shops. Dolly's House Museum, once the home of Madam Dolly Arthur, is open for tours.
- d. Duck Tours – guests may want to take a modern, state-of-the-art amphibious vehicle that will take them through the rustic streets and into the scenic harbor for a fun filled adventure that will show all the best that Ketchikan has to offer.
- e. Other Ketchikan features: Whale Park with its beautiful flowers and antique clock; travel by the salmon ladder on Ketchikan creek viewing the spawning grounds and live salmon in season; loop through the

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Totem Heritage Center, where guests will discover and listen to tales of Alaska Native Totem Poles



**Salmon fishing in Ketchikan**

- Day 7. (Friday) Victoria, British Columbia 8:00 P.M. – Midnight
- a. Homeward Bound – traveling south, Oosterdam makes her way toward Victoria, BC. The day is free for guests to make full use of the ship's recreational facilities.
  - b. Heating and Cooling Supply Group Farewell Cocktail Reception – While guests enjoy their favorite beverages and assorted hors d'oeuvres, they may sharing their thoughts, experiences and memories from their voyage
  - c. Heating and Cooling Supply Group Dinner – The final evening of the cruise, arrangements have been made for guests to dine together at a time early enough for them to enjoy the ship's arrival in Victoria.
  - d. Victoria is often referred to as Canada's Little England. It's a small, picturesque city, and is a wonderful place for relaxing strolls, shopping, and long lunches at quaint cafés. The city really prides itself on culture, and popular activities include touring the awesome 50-acre Butchart Gardens, having high tea at a swanky hotel, and visiting one of the many art galleries.
  - e. Victoria is the vacation capital of Canada and the premier tourist location in the Pacific Northwest.
  - f. Victoria is the sunniest spot in the province and the gentlest in the country in terms of climate, environment, and lifestyle.
  - g. Victoria's highlights include: Government Street, Chinatown, Fort Victoria's last remnants, Antique Row, Craigdarroch Castle, Lieutenant Governor's Mansion, Mt. Tolmie

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**Victoria, British Columbia**

Day 8. (Saturday) Seattle, Washington 7:00 A.M.

- a. Heating and Cooling Supply Group Travel Staff will be available to ensure guests experience a smooth transition through the disembarkation procedure, the transfer to SeaTac and check-in for the return flights home.

**SHIP**

The 1,848-passenger Oosterdam (pronounced OH-ster-dam) is the second in Holland America's Vista class of ships: The line's biggest and splashiest ever. Among the distinctions, Oosterdam and predecessor Zuiderdam are outfitted with some "first ever for Holland America" features, including the Windstar Café, a gourmet coffee bar; the Greenhouse Spa's indoor hydrotherapy pool; and The Pinnacle Grill, a Northwest-themed alternative restaurant. Also unique to these ships is a pair of glass elevators, located on both the port and starboard sides of the ship, offering spectacular ocean views.

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**ms Oosterdam**

As the second Vista-class ship, Oosterdam has learned from Zuiderdam's pratfalls. In particular, Oosterdam is, in décor, a much more toned-down ship, with none of the crazy colors and interior designs of her sister ship. But she does try to meld, mostly successfully, Holland America traditions with contemporary amenities: The Explorer's Lounge vs. the Northern Lights Disco, for instance. The Vista class is expecting two more deliveries: Westerdam, scheduled for an April 15 delivery; and an as-yet-unnamed ship, scheduled for completion some time in January 2006.

Oosterdam made her inaugural debut on August 3 and will sail Baltic cruises between London and Copenhagen before moving to the western Mediterranean for a handful of voyages. Following a Big Band-themed transatlantic crossing, the ship will sail seven-day alternating Eastern and Western Caribbean voyages from its Port Everglades (Fort Lauderdale) homeport.

**CABINS FEATURE:**

- Television
- In-cabin movie rental
- Select cable television stations
- Telephone with voicemail
- Wake-up call
- Radio, Shower
- Hair dryer
- Online access
- Non-smoking cabins
- Smoking cabins available
- Handicapped accessible

**CLASSES & SERVICES:**

- Spa
- Salon
- Barber
- Dry cleaning

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- Laundry facilities
- Tuxedo rental
- Shoe shining
- Business center
- Conference facilities
- Internet café/access
- Photo processing shop
- Child program min. age –5
- Children's programs
- Children's center
- Teen center
- High tea
- Wedding chapel

**RECREATION:**

- 24-hour fitness center
- Running/walking track
- Basketball court
- Ping pong tables
- Sport court
- Tennis court
- Shuffleboard
- Sauna/steam room
- Dance club
- Cigar lounge
- Casino
- Cinema
- Non-smoking lounges
- Library
- Video arcade
- Volleyball

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**Year 2004 Travel Incentive Program Rules**

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1. 2004 Travel Incentive Program Dates: January 1 – December 31, 2004
2. Eligible Participants: All Heating & Cooling Supply California and Arizona dealers and/or NSI Supply Las Vegas dealers, hereafter referred to as H & C
3. All reservations will be considered firm and the responsibility of the undersigned
4. All trips must be earned or paid in full according to payment schedule
5. Participant's account must be current and within payment terms. Travel Incentive and Reward Point redemption will be suspended until the account is within acceptable payment terms.
6. A deposit is required at the time of sign-up. Deposit may be made with a company check. All subsequent payments: H&C Rewards Points or company check may be used to pay for H & C sponsored trips. Cash buy-in is allowed, however, buy-in is limited to 50% of trip amount. Any overpayment for 2004 Travel Incentive will be refunded or converted to 2005 Reward Points upon participant's approval.
7. If a dealer falls short of the "Purchase Goal" required for the trip and has a buy-in fee, H & C Rewards Points will accrue and will be credited towards the buy-in fee through 12/31/04 or until the buy-in fee is met, whichever comes first.
8. H&C Rewards Points used for travel redemption are awarded as outlined in our Online Rewards Points Rules. Please refer to our online website [www.heatingandcooling.com](http://www.heatingandcooling.com) or H&C salesperson for details. To be eligible to participate, dealers must meet terms of payment set forth on the front of this registration form.
9. Reward Points earned in year 2003 (1/1/03 to 12/31/03) to 2004 (1/1/04 to 12/31/04) can be redeemed for trips on our 2005 Trip/Dealer Incentive Program. Reward Points earned in 2004 can be carried over to 2005 subject to any cancellation costs as defined in section (12) below. All unused Reward Points earned in 2004 and 2005 will expire on February 28, 2006.
10. ***All trip participants must sign a waiver/registration form that must be submitted to H & C no later than 60 days prior to the trip.***
11. If you elect to cancel, you must contact, in writing, the H & C Programs Administrator. Written cancellation must be received and acknowledged by the Programs Administrator to be effective.
12. Due to fees charged by airlines, hotels and travel agencies, cancellation by participants of the trip will incur the following penalty charges:
  - a. Trips cancelled after commitment will forfeit deposit.
  - b. Trips cancelled after second payment will forfeit deposit and 25% of second payment
  - c. Trips cancelled after final payment will forfeit deposit, 25% of second payment and 50% of final payment
  - d. Cancellations within 35 days of departure will forfeit all payments made and the participant will be invoiced for any remaining balance required to cover fees incurred from airlines, hotels and travel agencies.
13. H & C may, at its sole discretion, cancel a trip program for any reason that it deems appropriate
14. Departure city & dates, even if announced, are subject to change
15. Trip costs are based on double occupancy
16. Single accommodations will be considered only after all double reservations have been confirmed. Single accommodations are subject to supplemental costs.
17. H & C Reward Travel Programs for Alaska Cruise are inclusive, with the exception of some meals, private bar service, personal expenses, extras billed to the room, souvenirs, etc.

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18. Trip costs are based only on departure cities noted in Trip Costs and Outline. Any other city may incur additional costs that will be the obligation of the participant(s).
19. Airline costs for H & C Reward Travel Programs are subject to increases that will be the obligation of each participant(s).
20. H & C reserves the right to revise trip schedules and activities.

I have read and understand the above program rules.

Participant Signature \_\_\_\_\_ Date \_\_\_\_\_