

# Carnival International FAQs

## 1. What is happening on 1 January?

From 1 January 2016, Australian travel agents will be able to book Carnival Cruise Line international product directly with Carnival Cruise Line in Australian Dollars (AUD).

If you have bookings made prior to 1 January 2016 through Travel the World, please contact them for any requirements for your existing bookings.

## 2. What fares can be booked in AUD from January 1?

From 1 January 2016, there will be a number of AUD fares to choose from:

### Fun Select - IAF

Fun Select fares allow your guests to select the cabin of their choice, and they will also be eligible (subject to availability) for a free upgrade of up to 2 categories within their room category (e.g. inside to inside, balcony to balcony)

### Value Select - IAE

Value Select fares allow your guests to select the cabin of their choice at a great value.

### Super Saver – IAV

Super Saver fares offer great value to your guests, allowing them to book a guarantee cabin in the category of their choice.

### Past Guest - IAP

Past Guest fares allow your guests, who have previously sailed on Carnival Cruise Line, to select the cabin of their choice, and they will also be eligible (subject to availability) for a free upgrade of up to 2 categories within their room category (eg inside to inside, ocean to ocean, balcony to balcony)

## 3. How do AUD fares compare to USD fares?

The AUD fares offered are on par with equivalent USD fares, and are calculated on a daily currency conversion.

The exchange rate is secured as soon as your option is created, unless the booking cancels, or you make a change to your booking (such as choosing a different departure date, or cabin category) which results in a the booking being repriced.

## 4. How do I register our travel agency to book Carnival Cruise Line international cruises?

The Owner/Manager of the travel agency will need to register from 1 Jan 2016 at <https://www.goccl.com/en/Registration.aspx>

Once the information is verified by our team your account will be set up.

Each consultant that would like to be set up under the agency can then complete the same form for approval by the Owner/Manager.

## 5. Who do I call if I need assistance with completing my booking?

The Elite Services team is available 24/7 on 13 31 94 if you need any assistance.



## 6. Can I book Carnival international cruises in POLAR Online?

No. Carnival Cruise Line international cruises are not available in POLAR Online. As a result, Cruise Sale Weeks and Select sailings are not available for international bookings.

To access the international cruise booking system from Jan 1 2016, click on the International Cruises link on the GoCCL.com.au website. You can also contact the Elite Services team on 13 31 94.

## 7. What are the payment methods available?

International Carnival Cruise Line cruises are presented as gross fares and can be paid with a customer or agency credit/debit card.

We are pleased to provide credit/debit card payment facilities with no credit card surcharge.

Commissions are automatically paid via Bottomline Technologies. If your travel agency is not currently signed up with Bottomline Technologies (aka Paymode X), the first commission payment will be in the form of a cheque.

Bottomline Technologies will notify you to create an account online at [www.paymode-x.com](http://www.paymode-x.com). Once the account is created your agency will begin to receive commission refunds via direct deposit.

## 8. What are the deposit and final payment requirements?

Deposits are based on Carnival Cruise Line USD deposit amounts, are subject to currency fluctuations and can vary from day to day.

The applicable AUD deposit amount will be advised to you at the time of booking.

Please be advised that International bookings' payment due dates and times are based on U.S. EST and there are no grace periods.

Please refer to the included deposit and final payment table for detailed information on all itinerary and cruise duration deposit and final payment requirements.

Cruise Duration	\$USD Deposit amount (per person)	Final payment/Deposit Penalty (days prior)
2-3 days	\$100	60 days
4 days	\$150	60 days
5 days	\$150	60 days
6-7 days	\$250	75 days
8-9 days	\$250	75 days
10 days and longer	\$400	90 days
Alaska	\$400	90 days
Europe	\$400	90 days
Transatlantic	\$400	90 days
Panama Canal	\$400	90 days

Rates are effective for sailings from April 1 2016. For rates for sailings prior to April 1 2016 please contact Carnival Cruise Line on 13 31 94.



### 9. What is the cancellation fee schedule?

Please refer to the included Cancellation Fees table for information on the applicable cancellation fees for all itineraries and cruise durations.

Duration	Days to sailing	Amount
2-5 days	61+ days	\$0
	60-46 days	Deposit
	45-30 days	Deposit or 50% fare, whichever is greater
	29-15 days	Deposit or 75% fare, whichever is greater
	<15 days	100%
6-9 days (Excluding Europe, Alaska Transatlantic, Transpacific & Panama Canal)	76+ days	\$0
	75-56 days	Deposit
	55-30 days	Deposit or 50% fare, whichever is greater
	29-15 days	Deposit or 75% fare, whichever is greater
	<15 days	100%
10 days Europe, Alaska, Transatlantic, Transpacific & Panama Canal	91+ days	\$0
	90-56 days	Deposit
	55-30 days	Deposit or 50% fare, whichever is greater
	29-15 days	Deposit or 75% fare, whichever is greater
	<15	100%