

## CARNIVAL INTERNATIONAL FAQ'S

### **How do I register for Carnival International booking?**

The Owner/Manager of the travel agency will need to register at

<https://www.goccl.com/Login/AgencyRegistration>

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 register here;

<https://www.goccl.com/en/Registration.aspx>

### **How do I book?**

Carnival International is not available in POLAR online.

To access the booking portal for International please go to; [www.GoCCL.com](http://www.GoCCL.com) and sign in.

### **Are bookings in AUD?**

FIT bookings are in AUD, however group bookings are in USD. Both of these can be booked online at GoCCL.com or via reservations by calling 13 31 94.

### **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 would result in the booking being repriced.

### **How do I make a group booking?**

Group can both be made online at GoCCL.com or over the phone through reservations by calling 13 31 94. The operating hours are;

*Midnight - 12 Noon AEDT Tuesday to Saturday and 1:00 AM - 9:00 AM AEDT on Sunday (Closed on Monday).*

If you have any questions or need support please emails [groupservice@carnival.com](mailto:groupservice@carnival.com), (please note group quotes cannot be given via email).

For Group bookings exceeding 50 cabins or more these are booking via our Travel Agent Group Sales department at 1-800-327-5782 or email [groupsailingsupport@carnival.com](mailto:groupsailingsupport@carnival.com). If you are trying to book fewer than 50 cabins, and they are not appearing on GoCCL.com, please call this number to make that booking as well.



For group bookings of more than 250 cabins; please book these through charters, meetings and Incentives team at 1-877-278-0388.

### **What fares can be booked for International?**

#### 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)

#### Last Minute Australian Guarantee Rate – IAU

Last Minute fares offer your guests great last minute rates, generally close to cruising - within a few months. Guarantee only and no upgrades apply.

### **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.



**What are the payment methods available?**

International Carnival bookings are presented as gross fares and can be paid with a customer or agency credit/ debit card on GoCCL.com or over the phone with reservations.

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

You can also pay via direct deposit/EFT to below account for any bookings made in AUD (not group bookings). Please include the booking confirmation number as a reference and send an email to the transfer to [DL-Cash Apps@carnival.com](mailto:DL-Cash Apps@carnival.com) with booking details.

Please wire transfer funds payable in AUD as follows					
Account Name:	CARNIVAL CRUISE LINES - CARNIVAL PLC				
Account Number:	010135101				
BSB:	212-200				
SWIFT:	CHASAU2X				
Bank Name :	JPMorgan Chase Bank, NA				
Address:	JPMorgan Chase Bank, NA				
	Level 18, 85 Castlereagh Street				
	Sydney, NSW 2000				
EMAIL	<a href="mailto:DL-CASH_APPS@CARNIVAL.COM">DL-CASH_APPS@CARNIVAL.COM</a>				

**How are commissions paid?**

Commissions are automatically paid via Bottomline Technologies (aka Paymode X).

Please set up your bank details in Bottomline to be paid commission for you recent Carnival International Bookings direct.

To enroll in Paymode-X: Enroll online at [www.paymode.com/commissionpayments](http://www.paymode.com/commissionpayments) or contact Paymode-X Member Services at 877-443-6944 or [MemberServices@paymode-x.com](mailto:MemberServices@paymode-x.com)  
 To obtain your 14-digit Agent ID, please email [International@carnival.com.au](mailto:International@carnival.com.au).



### 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.

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

Cruise Duration	\$USD Deposit amount (PP)	Final payment/ deposit penalty (days prior)
2-3 days	\$100	60 days
4-5 days	\$150	60 days
6-8 days	\$250	75 days
9 days and longer	\$400	75 days
Alaska, Europe, Panama Canal, Transatlantic & Transpacific	\$400	90 days

### What is the cancellation fee schedule?

Cancellation Penalties				
Cruise Duration	Penalty = Standard Deposit Amount	Penalty = Standard Deposit or 50% of total fare, whichever is greater	Penalty = Standard Deposit or 75% of total fare, whichever is greater	Penalty = 100% Penalty
	Days Prior	Days Prior	Days Prior	Days Prior
2-3 days	60-45	45-30	29-15	14 days or less
4-5 days	60-45	45-30	29-15	14 days or less
6-8 days	75-46	55-30	29-15	14 days or less
9 days and longer	90-56	55-30	29-15	14 days or less
Alaska, Europe, Panama Canal, Transatlantic & Transpacific	90-56	55-30	29-15	14 days or less

