

NEW PROGRAM!

BE THE HERO

FREQUENTLY ASKED QUESTIONS

The **Be the Hero** program is a unique opportunity to help your clients get a cabin upgrade and put more money in your pocket.

1. WHAT IS THE BE THE HERO PROGRAM?

The **Be the Hero** program allows you to receive offers from Carnival so you can communicate stateroom upgrade opportunities at great rates to your clients.

2. HOW DO I SIGN UP FOR THE PROGRAM?

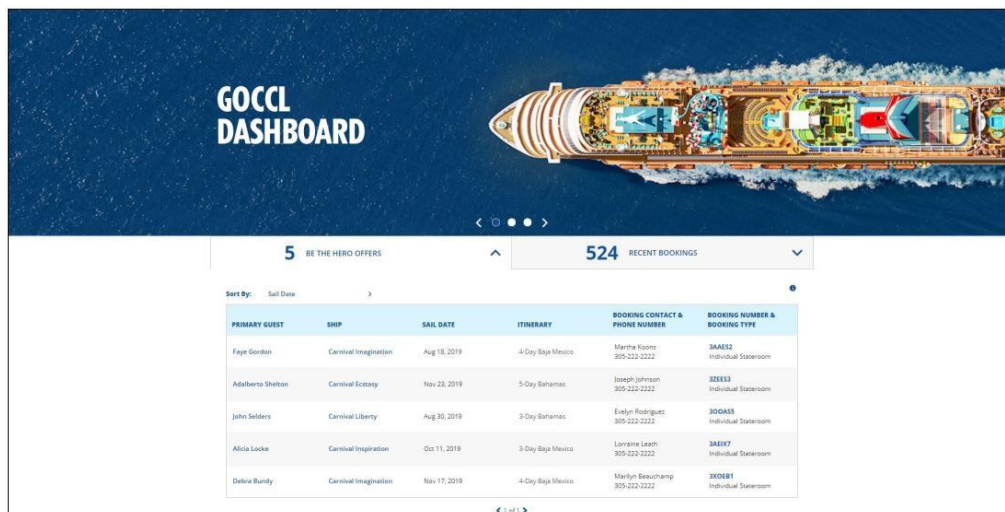
There's nothing you have to do! Your agency is automatically set up to receive **Be the Hero** offers.

3. HOW DO I FIND OUT WHAT BE THE HERO OFFERS ARE AVAILABLE FOR MY BOOKINGS?

You will receive two reports weekly delivered to the email address where your agency receives booking confirmations.

- **Upgrade Availability Report:** This report contains all your booked clients that have an available upgrade(s). This is a more detailed view of the information that is available in the GoCCL.com.au Dashboard.
- **Upgraded Clients Report:** This report will contain all your clients that have successfully taken advantage of the **Be the Hero** offer. This will be mailed the day following the upgrade redemption.

In addition, you can quickly view and redeem all **Be the Hero** offers available for your bookings from the dashboard located in the homepage of GoCCL.com.au Please note, the only alerts or push notifications you'll receive of available **Be the Hero** offers are the reports listed above.



PRIMARY GUEST	SHIP	SAIL DATE	ITINERARY	BOOKING CONTACT & PHONE NUMBER	BOOKING NUMBER & BOOKING TYPE
Faye Gordon	Carnival Imagination	Aug 18, 2019	4-Day Baja Mexico	Merrilee Koome 305-222-2222	3A4E52 Individual Stateroom
Adalberto Shelton	Carnival Ecstasy	Nov 23, 2019	5-Day Bahamas	Joseph Johnson 305-222-2222	3ZEES3 Individual Stateroom
John Sellers	Carnival Liberty	Aug 30, 2019	3-Day Bahamas	Evelyn Rodriguez 305-222-2222	3DQAS5 Individual Stateroom
Alicia Locke	Carnival Inspiration	Oct 11, 2019	3-Day Baja Mexico	Lorraine Leahy 305-222-2222	3A4E57 Individual Stateroom
Debra Bundy	Carnival Imagination	Nov 17, 2019	4-Day Baja Mexico	Marilyn Beuchamp 305-222-2222	3XOE81 Individual Stateroom

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4. WHAT INFORMATION WILL MY AGENCY SEE IN THE UPGRADE AVAILABILITY REPORT?

The report will be in an excel format, allowing you to easily filter and sort through. Please find below the fields that will appear on the available offer report.

Column Name	Description
Outside Agency Email Address	Email-id of agency
Agency Name	Agency name of headquarter agency (when applicable)
Agent Name	Agency name (when applicable)
Outside Agent Phone	Phone number of agency
Ship Name	Ship name
Ship Sail Date	Sail date in MM/DD/YY format
Offer Type	Describes the upgrade offer
Booking Number	Client's individual booking number
Guest First - Name	First name of first active guest on the booking
Guest Last - Name	Last name of first active guest on the booking
Current Cabin Type	Booked cabin type; displays the first character of room category i.e. I – Interior, B – Balcony, O- Ocean, S- Suites
Current Ship Category	Booked category; for Example 6A, 6B.
Cabin Upgrade Amt From	The total incremental cruise amount for the cabin upgrade offer. The amount is the price difference between the current booked cruise rate and the price of the lowest eligible category for the upgrade. Taxes and fees are not impacted, however, an upgrade may increase Pre-Paid Gratuities or Vacation Protection Plans.
Offer Expiration Date	Date the upgrade offer will expire
Current Comm Amount Cabin	Current cruise commission amount on booking
Additional Cruise Comm Cabin	Incremental commission amount for upgrade
Contact Person	This is a free text format field that will be based on what you enter during the booking process in this field.

5. WHAT DOES THE UPGRADED CLIENTS REPORT LOOK LIKE?

Below are the columns that will appear on the upgrade redemption report you will receive. This report will be sent the day following an upgrade redemption.

Column Name	Description
Pbs Transaction Date	Prior day's activity date when the upgrade offer was redeemed
Booking Number	Client's individual booking number
Upgrade Type	Upgrade offer description

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Prev Ship Cat	Ship category before availing the upgrade offer
New Ship Cat	Ship category after redeemed upgrade offer
New Cab Num	Cabin number after redeemed upgrade offer
Guest First - Name	First name of first active guest on the booking
Guest Last - Name	Last name of first active guest on the booking
Number Of Guests Cabin	Number of active guests present on booking
Prev Cruise Amt	Cruise rate without NCFs before availing the upgrade offer
Curr Cruise Amt	Cruise rate without NCFs after upgrade
Upgrade Amt Cabin	Amount paid for the upgrade
Ncfs Cabin Amt	Total NCF amount
Taxes & Cruise Fees Cabin	Total taxes and fees
New Agt Comm Amt Cabin	Total cruise commission amount with upgrade
Ship Name	Ship name
Sail Date	Sail date in MM/DD/YY format

6. WHAT ARE THE STEPS OF THE BE THE HERO PROGRAM?

- Travel agent looks at the section on GoCCL.com.au called **Be the Hero** Offers and/or looks at weekly report with offers.
- Agent decides how to communicate offer (ie. Email, Phone Call). For additional resources including email template to send your clients, visit GoCCL.com.au.
- Agent or client complete upgrade offer online.
- Redemption report is emailed the following day.

7. ARE THERE ANY REQUIREMENTS TO PARTICIPATE IN THE BE THE HERO PROGRAM?

You must be a travel agency in Australia that is a registered seller of Carnival, bookings must be made in AUD to be eligible.

8. DO ALL MY BOOKED CLIENTS QUALIFY FOR UPGRADES THROUGH THE BE THE HERO PROGRAM?

Please note that not all booked clients will qualify for upgrades. Only those clients showing up on the available upgrade offer report will qualify for an upgrade. Offers are based on ships' cabin availability at the time of booking/offer. All offers have an expiration date when they must be booked by and are based on availability at the time of redemption.

9. HOW CAN I UPGRADE MY CLIENTS?

Once your client has agreed to the upgrade option available, visit GoCCL.com.au homepage. Choose their booking number and you will be directed to redeem the available upgrade.

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You will be prompted to select the upgrade option and on the final screen enter the payment information to confirm the upgrade. After all those steps are completed, including payment, the upgrade will be confirmed.

10. HOW DOES THE BE THE HERO PROGRAM WORK IN GROUP BOOKINGS?

Individual cabins within a group may be offered an upgrade opportunity, though not necessarily all cabins within that group booking will receive an upgrade offer.

11. CAN MY AGENCY OR CLIENT REDEEM THEIR UPGRADE OFFER THROUGH THE CONTACT CENTER?

Yes, offers can be redeemed through the contact center.

12. WILL MY CLIENT LOSE ANY BOOKING BONUSES SUCH AS ONBOARD CREDIT OR CASINO PERKS IF THEY ACCEPT AN UPGRADE OFFER?

No, your client will not lose any promotion applied to their booking if they accept an upgrade offer. Onboard credits and/or perks are rate code driven and will not be impacted by accepting an upgrade.

13. WHY WILL THIS PROGRAM BE OF VALUE TO MY CLIENTS?

The **Be the Hero** program offers your clients great rates that are not available otherwise.

14. U.S/EU BOOKINGS – PRE PAID GRATUITIES - MY CLIENT HAS ALREADY BOOKED A BALCONY WITH PREPAID GRATUITIES AND NOW WANTS TO TAKE ADVANTAGE OF THE AVAILABLE UPGRADE TO A SUITE, HOW WILL THIS AFFECT GRATUITIES?

Guest who take advantage of upgrade options will see the new total for the upgrade on the payment confirmation screen and it will show the full breakdown of all the additional charges that will be incurred with this upgrade including additional gratuities and vacation protection plan cost where applicable.

15. WHERE DO I SEE THE COMMISSION AMOUNT FOR THE UPGRADE?

You will see a range of the commission opportunity on the available upgrade report. Once you have upgraded your client you will see your final updated commission on the upgrade redemption report.

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16. WHO DO I CONTACT IF I HAVE ANY QUESTIONS ABOUT THE BE THE HERO PROGRAM OR I WISH TO OPT-OUT?

Our teams will be happy to assist you with any questions you may have about the program. You may reach out directly to your BDM, or email us at tradesupport@carnival.com

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