

SUPPORT CONTACT SHEET

AUSTRALIA

NEW AND EXISTING INDIVIDUAL BOOKINGS

Services to existing individual bookings such as processing payment, name correction, ship/sail date change, extend options and Future Cruise Credits.

- Hours: 9am-8pm AEDT 7 days a week
- Phone: 13 31 94

australiasupport@carnival.com (up to 3-day turnaround for responses)

TRADE SUPPORT

Sets up new and existing agency profiles and responds to general admin questions regarding GoCCL Navigator (excluding booking enquiries).

- tradesupport@carnival.com (up to 3-day turnaround for responses)

If you are a new agent in an existing agency, please request your unique agency ID number (start with 444) from your Manager, and register at <https://www.goccl.com.au/en/Login/Registration>

For Password Reset, please request from the Forgot Password feature on www.goccl.com.au

Forgot your Username? Please utilise the Forgot Username feature on www.goccl.com.au. Your Travel Agency phone number can be confirmed by your Manager (begins with 444)

PAYMENTS

If you would like to advise us of a payment please call 13 31 94

- Hours: 9am-8pm AEDT 7 days a week

GROUP SALES & SERVICE

Group sales and service up to 32 staterooms available in GoCCL.com.au or via call centre at 13 31 94 (subject to availability).

For groups less than 32 staterooms you can book these in GoCCL

For group requests greater than 32 staterooms and less than 250 staterooms please call 13 31 94

- Hours: 9am-8pm AEDT 7 days a week

GROUP DINING

Handles requests for table assignments for groups of 8 or more staterooms and individual bookings of 21 or more staterooms (less than 21 staterooms handled onboard by the Maître D).

Also handles cross-referencing of multiple groups or individual reservations with group.

- groupdining@carnival.com (up to 3 business days turnaround)

GUEST ACCESS SERVICES SUPPORT

Handles and books all guests with disabilities, wheelchair users, deaf, blind, service dogs, medical, and physical requirements.

- access@carnival.com (up to 5 business days turnaround)

EVENT PLANNING

Services group and individual requests for meetings/parties (20 guests minimum), pre-paid group shore excursions (12 guests minimum), handles pre-paid Fahrenheit 555 reservations for parties of 12+ group guests booked under one common group reservation.

- eventplanning@carnival.com (up to 3 business days turnaround)

TRANSFER BOOKINGS

Processes requests for transfers of bookings from one agency to another and direct to agency. Can only be done within 90 days of booking or prior to final payment (whichever comes first). Direct to agency can be done via call centre if guest has PIN code set up and shared with agency.

- agencytransfers@carnival.com

PENALTY WAIVER REQUESTS

Review and process penalty waiver requests

- reviews@carnival.com

WEDDINGS

Plans and schedules wedding and vow renewal ceremonies.

- weddings@carnival.com (up to 3 business days turnaround)

CORPORATE, MEETING & INCENTIVES (CMI)

Supports sales and service for Groups of 250+ staterooms, corporate meetings, incentives and full ship charters.

- cmi@carnival.com (up to 3 business days turnaround)

GUEST CARE

Manages post-cruise concerns pertaining to guest experience onboard.

- guestcareau@carnival.com



Travel agent use only