

# GROUP BOOKINGS

Whether you're coordinating a large family group or planning an incentive trip for an organisation, Carnival offers your clients fantastic group rates and a great variety of amenities to make your clients' event unique and unforgettable.

## GROUP BOOKING SET-UP

To create a group booking in GoCCL Navigator, simply select 'Group Bookings' from the Booking drop down menu. This will launch the dedicated Group Booking system.

**Important:** All your Group bookings must be created in the Group Booking system. You cannot add a booking made in Navigator's Individual Booking system into a Group.

To qualify for group space, you will need to have a minimum of 8 staterooms (in category 4B or higher). Each Group sailing will show a maximum number of staterooms you can hold on that particular sailing.

For Group bookings, we base stateroom requests on double occupancy space. You can convert your double occupancy spaces to triples, quads, or quint (if applicable) when you collect full deposit and names and create your individual booking record (IBR). Occupancy is subject to availability.

Please note, agencies are only allowed one Group per sailing.

## GROUP BENEFITS

Carnival's Groups program is designed to offer true flexibility. You can create a unique rate code (price point) that your guests can use to book their cabins. This rate code includes a refundable deposit and can be customised with Fun Points. A minimum of five cabins must be booked to redeem Fun Points.

Fun Points give you the freedom to tailor your group booking by combining our preferred group rates with amenities. You can select from a range of benefits to suit your clients, including:

- Champagne and chocolates
- Additional onboard credit
- Private cocktail parties
- Bonus commission for yourself

**Important:** When berthing a cabin, you have the option to select either the unique group rate code or any current promotion available. If booking under a promotional fare, please note it will be subject to that promotion's terms and conditions, so please ensure you read the T&Cs thoroughly. You can still book and enjoy the group perks.

**Tour Conductor Credit:** Carnival provides one free cruise fare for every 16 full fare guests. (Only guests 1 & 2 in a booking qualify as 'full fare guests'). Only the 'cruise only' portion is given as the Tour Conductor Credit. The system will automatically calculate the TC credit as rooms are being berthed/assigned. The details of the TC credit can be found under the Groups Reports tab (Detailed Group Workup). Note: The TC credit is not available until after sailing.

# GROUP BOOKINGS - TOP TIPS

## THINGS TO REMEMBER

- Please take note of your Group's price point extension date and make sure you have removed all your **unused/unberthed** price points by that date. Failure to do this will result in your entire group cancelling, and we cannot guarantee to get your cabins back.
- Carnival offers Fun Points (amenity points) on most group bookings. Please note this needs to be added prior to the date advised in group details or prior to final payment or you forfeit them.
- Deposit requirements are as per your individual invoice. Please ensure you have reviewed your invoices correctly and requested the correct amounts be paid to you by your client, to ensure your payment to us is correct.
- We recommend obtaining the full deposit payment from your client at the time of booking. Once you berth a cabin into your group (names and dates of birth added, and an individual booking number assigned), the full deposit will be due to secure the booking. If the full deposit is not paid you risk the cancellation of the entire group.
- You need to hold a minimum of 8 price points to create your group and min 5 cabins booked to redeem your Fun Points.
- If a booking is made as an Individual Booking Reference outside of our Carnival Group Booking system, it cannot be transferred into a Group.

## GROUPS BOOTCAMP

Scan our QR code to watch our Groups training video.



## GROUPS TRAINING

Our dedicated team of the road Business Development Managers are here to help and support travel agent partners with further Groups training. Would you like a Groups Refresh for your store? Reach out to your Carnival BDM today!