

PRE-ORDER FUN!

Pre-ordering from the Carnival Fun Shops is now available in Australia, giving you the chance to make your guest's upcoming cruise an even more amazing experience.

1

Celebrating a special occasion?

Whether it's a birthday, anniversary or just a 'pick me up', we've got your guest's needs sorted.

2

What's on offer

There's loads on offer like bubbles, fruit hampers, chocolate strawberries, chocolate cakes with mousse filling, cheese platters plus much more. And it will be all ready and waiting in their room.

To see the full list of pre-sale items, visit www.carnival.com.au/fun-shops

3

How to order

It's easy, just add any pre-sales items to Carnival bookings via Polar Online, or call us on 13 31 94.



 **Carnival**

FUN SHOP FAQS

1

How do I book Special Service (SSV) items in Polar Online?

In the booking confirmation, click the "Special Requests/Gifts" button in the bottom of the screen. Then click "Add Special Request/Gift" so see the list of available items. Please note wifi packages will not be available to book in Polar Online. Please call 13 31 94 to add those SSVs.

2

How do I book SSV items through Reservations?

Simply call 13 31 94 and request to add a Bon Voyage gift to your booking.

3

Can I book an SSV item after full payment?

Yes, you can book the SSV after final payment. It will be treated as a third party purchase and will require payment at the time it's added, payable using a credit/debit card.

4

Can I put the SSV item payment on a guests credit card, payment gate or store credit card?

If the SSV is added before final payment, the charge for it will be added to the net final payment due and paid accordingly. Only credit cards are accepted for SSVs added after final payment has been made.

5

Can I choose what day the SSV item arrives in the guests cabin?

Yes, except Chocolate Covered Strawberry items and Fruit Gift Baskets. Those items are not available for delivery on embarkations day. Additionally, items added to a booking as part of a promotion (free to guests), will be delivered on the first day of the cruise.

6

Can I write a note to accompany the SSV item?

Yes, you can write who the item is going to and from whom, along with a personalised message.

7

Can I make changes to the SSV items ordered once paid for? If so, how?

Yes, please call 133194 for changes.

8

Are SSV items commissionable?

No, these items are non-commissionable.

9

Can I pay for a guests SSV item with my Agent cruise commission?

Yes, but only before final payment. If final payment has been submitted, you will need to pay for the SSV using a credit card.

Terms & Conditions: Special Service (SSV) items cannot be added to a booking once the cruise is 2 days or less to sailing. Payment for third party purchases must be made at the time of adding the item to the booking. SSV Items purchased via the Travel Agent will automatically be added to the nett fare payable to Carnival. SSV Items purchased by a direct passenger will be added to the final payment due to Carnival (if added prior to final payment date). Once a booking is paid in full, you can only add an SSV item as a third party and the item must be paid for at the time of adding it to the booking.