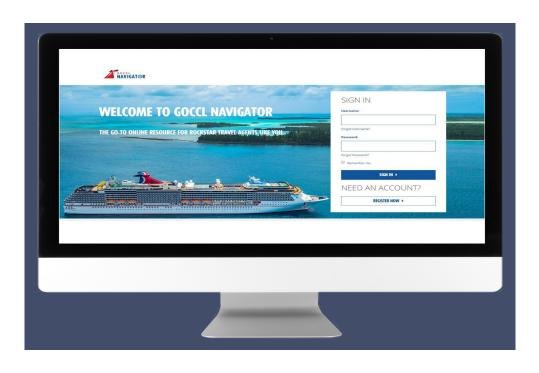
# MANAGING YOUR INDIVIDUAL (FIT) BOOKING



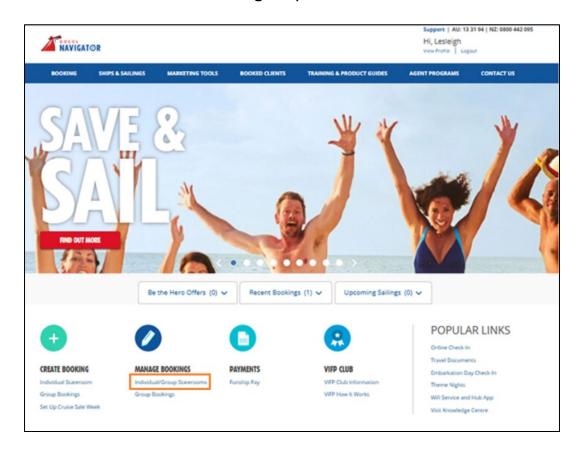
### **HOW TO SEND A BOOKING CONFIRMATION**

1. Visit GoCCL Navigator: Log into GoCCL Navigator, <u>www.goccl.com.au</u>, using your Username and Password and select Sign In.



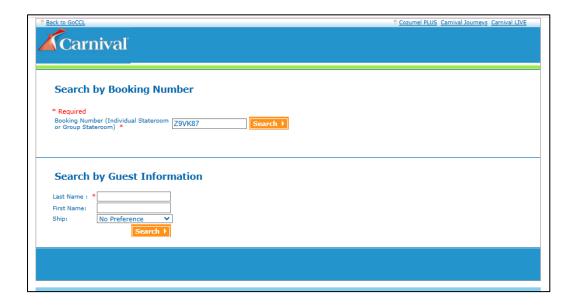
2. Load Booking Under 'Manage Booking' click on Individual/Group Staterooms

Stateroom from the Booking drop down menu.



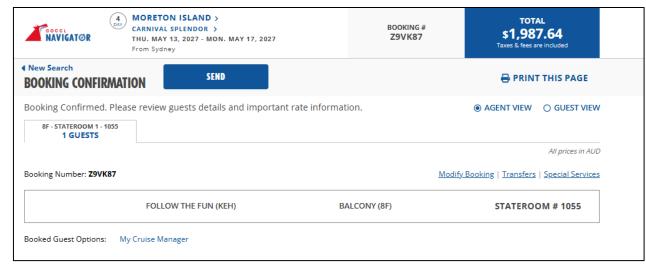


### 3. Enter Booking Number and click search



### 4.Click Send

Next to Booking confirmation click 'SEND'

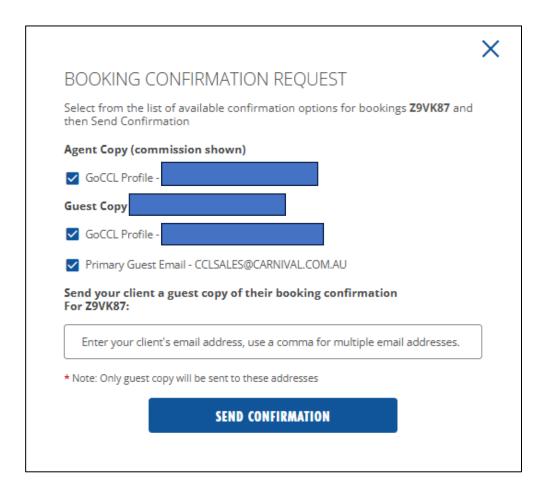




#### 5. Send Confirmation

- You can send an agent or guest copy to your agency and yourself
- You can also send a guest copy to the guest or agent via email
- Select the confirmation type and the recipient, then click "Send Confirmation" to proceed.

Alternatively, you can give our friendly Reservations team on 13 31 94 (AU) / 0800 442 095 (NZ) and they will be happy to assist.

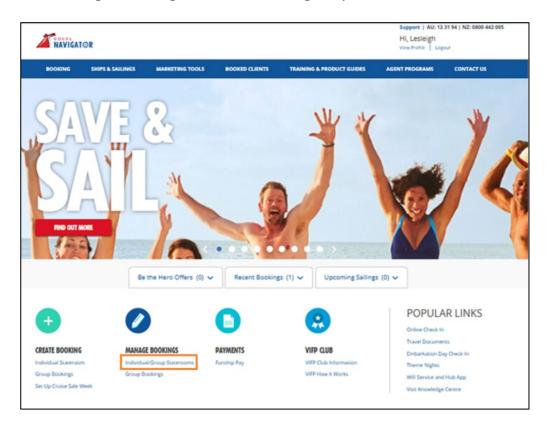






## HOW TO ADD SPECIAL REQUESTS

- Visit GoCCL Navigator: Log into GoCCL Navigator, <u>www.goccl.com.au</u>, using your Username and password and select Sign In.
- Manage Booking: Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu

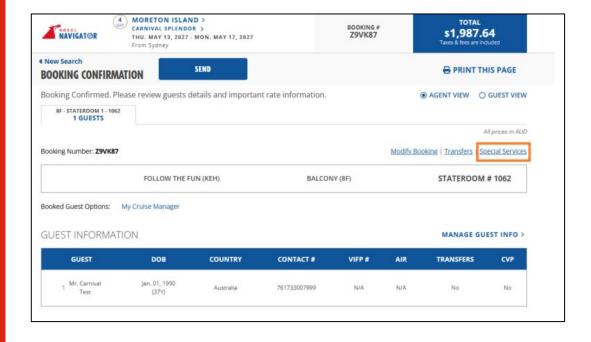


3. Search for Booking: You can search for the booking in two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search.

earch by Booking Number  equired  king Number (Individual Stateroom 29VK87)  Search					Cozumel PLUS Carnival Journeys Carn
earch by Booking Number		÷T			
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	r Group State	eroom) *	54101		
earch by Guest Information	Search I	y Guest Inform	ation		
		y Guest Inform	ation		
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Name : *  Name: No Preference V	ast Name : * irst Name:	No Preference V	ation		



### 4. Click 'Special Services'



5. Click on any applicable boxes and click 'Continue to Review'.

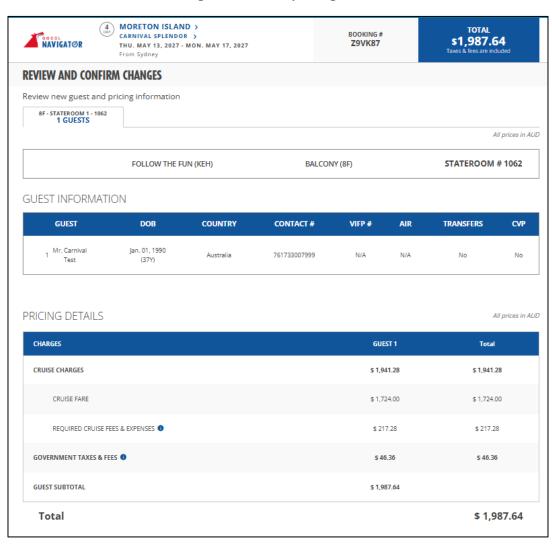
Please note if you can't see what you are trying to request here, please give our Reservations Team a call on 13 31 94 and they will be happy to review booking and assist.

Add Special Requests ^			
*Maximum 4 selections			
Medical Needs			
☐ Wheelchair assistance	Cognitive disabilities		
Concentrator	Autism		
✓ Diabetic	Blind		
☐ Deaf	Allergies		
Pregnant less 24 full wks	☐ Sharps container		
Dialysis	Wheelchair		
Preg morethan 24 full wks	Oxygen		
Special Occasion			
Birthday Select a Date 🗸	Anniversary Select a Date <b>▼</b> Honeymoon		
☐ Extend Option			
		DISCARD CHANGES	CONTINUE TO REVIEW

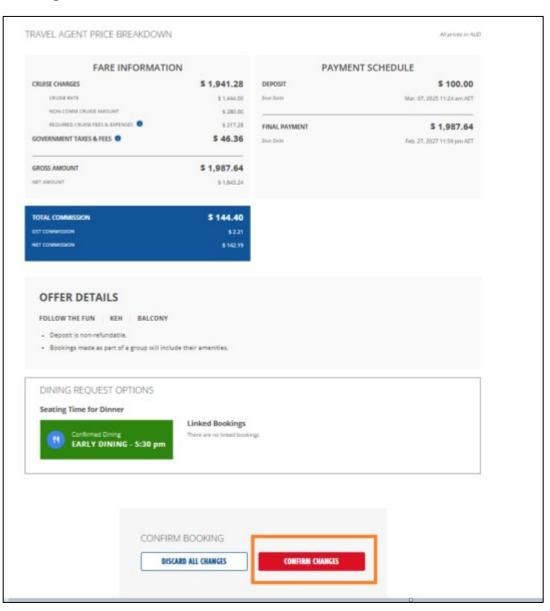
Please note if you are selecting Wheelchair (guest is confined to wheelchair) please also give our Reservations team a call on 13 31 94 (AU) / 0800 442 095 (NZ) so they can make further notes to better assist guests needs.



6. Please review booking and if everything looks correct. Please click confirm changes.



Please note: If your specific special request isn't listed, our Reservations Team is here to help. Give them a call at 13 31 94 (AU) / 0800 442 095 (NZ) and they'll be happy to review and assist.

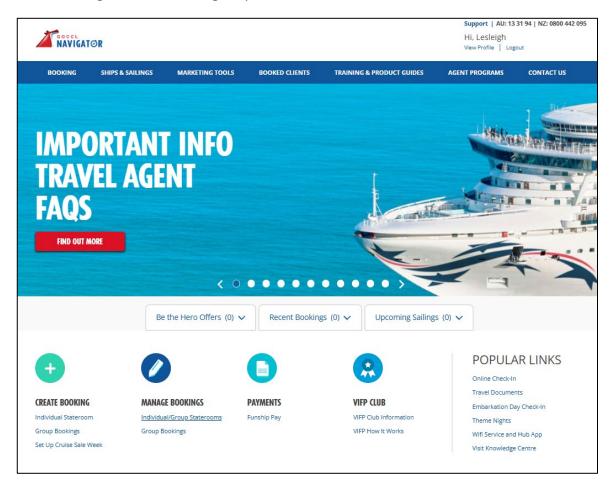




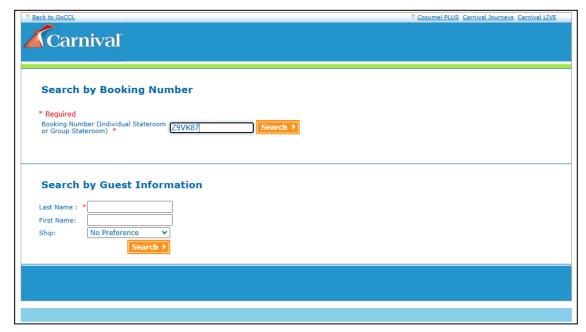


### **HOW TO MODIFY A BOOKING**

- Visit GoCCL Navigator: Log into GoCCL Navigator, <u>www.goccl.com.au</u>, using your Username and password and select Sign In.
- Manage Booking: Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu

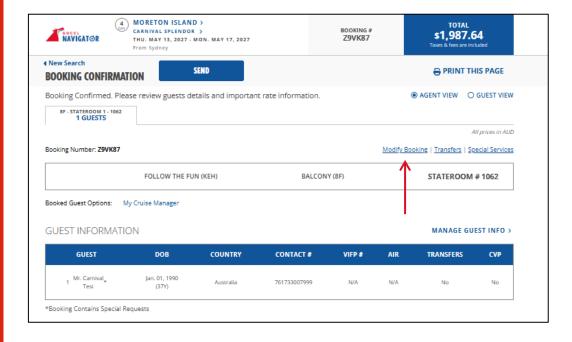


3. Search for Booking: You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search.

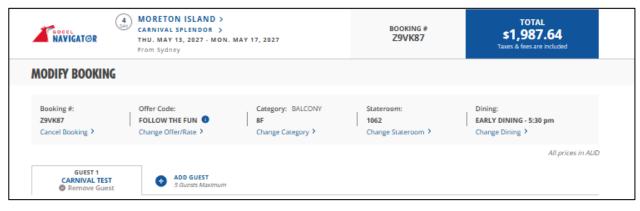




### 4. Click Modify Booking



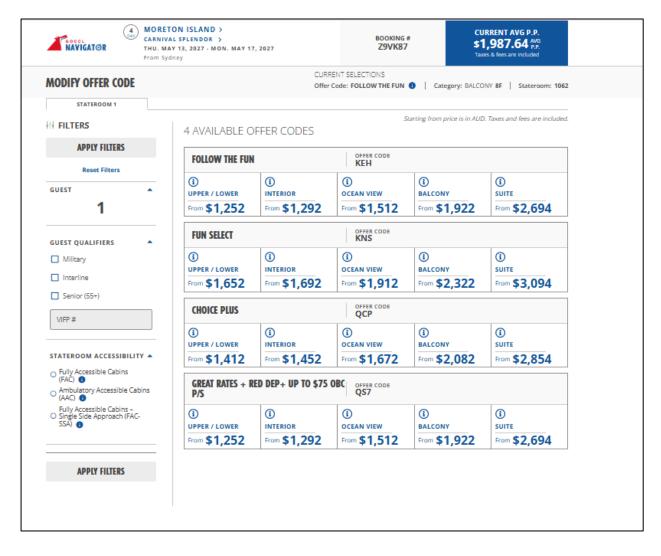
5. Once you've clicked on Modify Booking, you are given the option to change the following: Offer code / Change Category / Change Stateroom / Change Dining





#### 6. Change Offer/Promotion Code

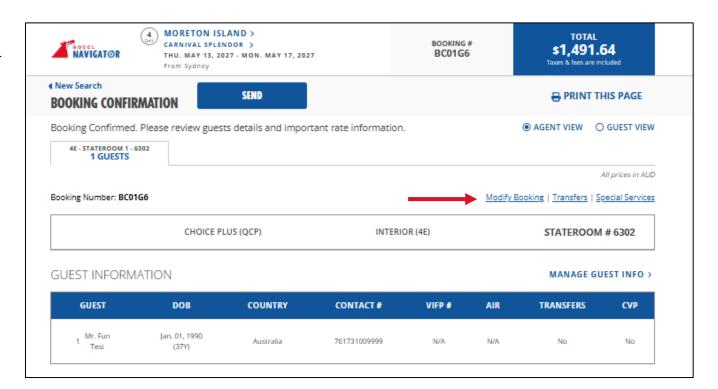
Please review options and you select the Offer that best suits. Please triple check the terms and conditions. For example: Its important to check if extra payment is required and if promotion has other terms and conditions such as non-refundable.





### **HOW TO CHANGE A STATEROOM**

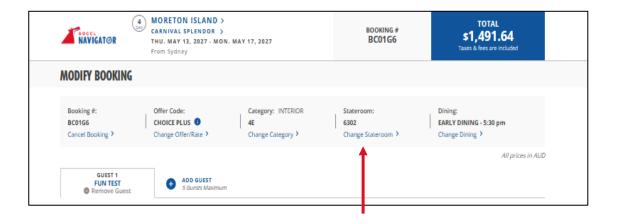
- 1. Visit GoCCL Navigator: Log into GoCCL Navigator, <a href="www.goccl.com.au">www.goccl.com.au</a>, using your Username and password and select Sign In.
- 2. Manage Booking: Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu
- 3. Search for Booking: You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search.
- 4. 4. Click Modify Booking



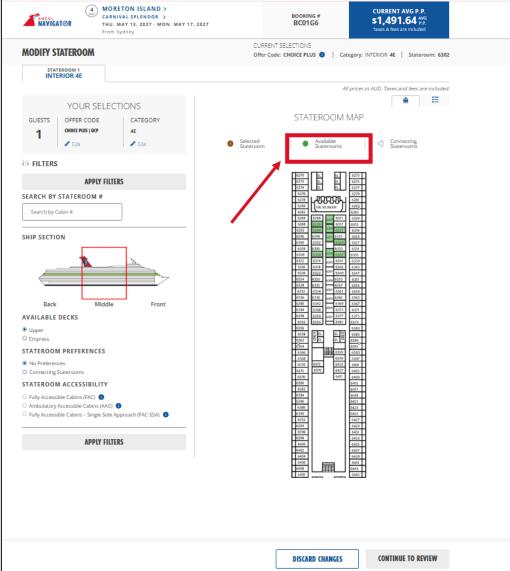


### **HOW TO CHANGE A STATEROOM (CONT.)**

#### 5. Click Change Stateroom

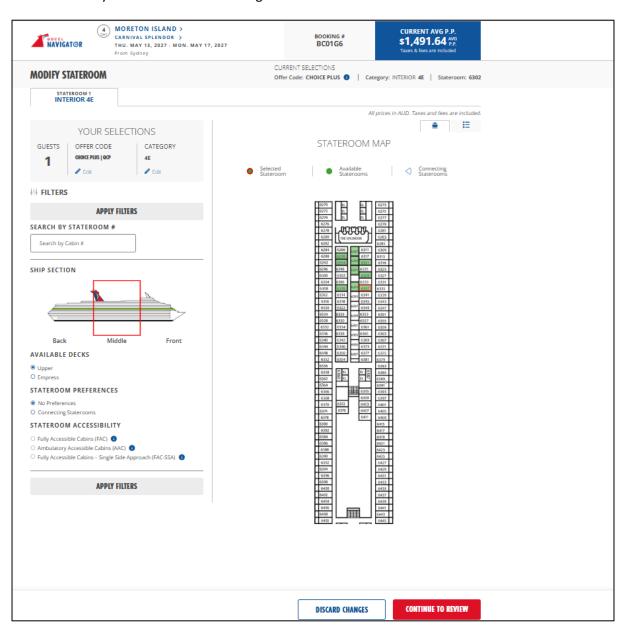


#### 6. Any available cabin will be highlighted in Green



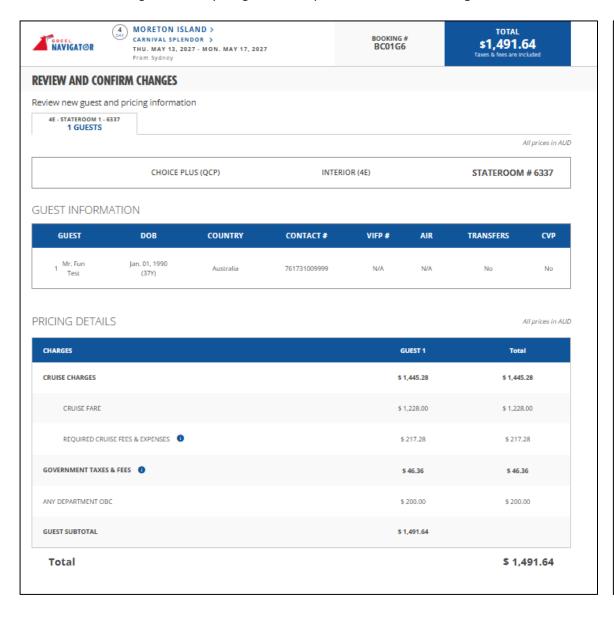


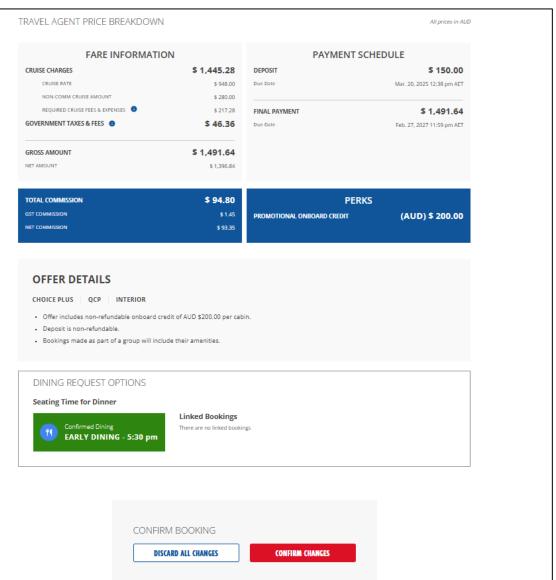
7. Select cabin your client wishes to change to and click continue to review button





#### 8. Review the booking and if everything is correct, please click confirm changes

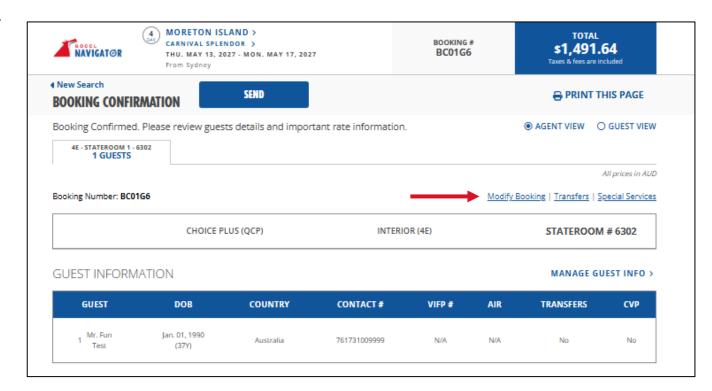






## **HOW TO CHANGE A STATEROOM CATEGORY**

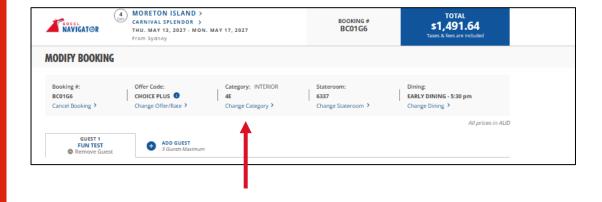
- 1. Visit GoCCL Navigator: Log into GoCCL Navigator, <a href="www.goccl.com.au">www.goccl.com.au</a>, using your Username and password and select Sign In.
- 2. Manage Booking: Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu
- 3. Search for Booking: You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search.
- 4. Click on Modify Booking



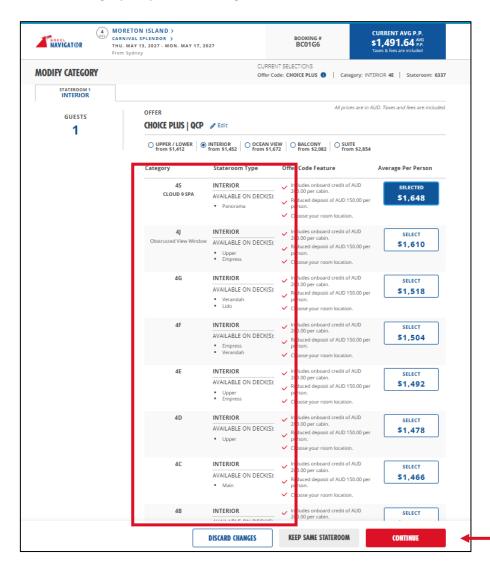


### **HOW TO CHANGE STATEROOM CATEGORY (CONT.)**

5. Click Change Category

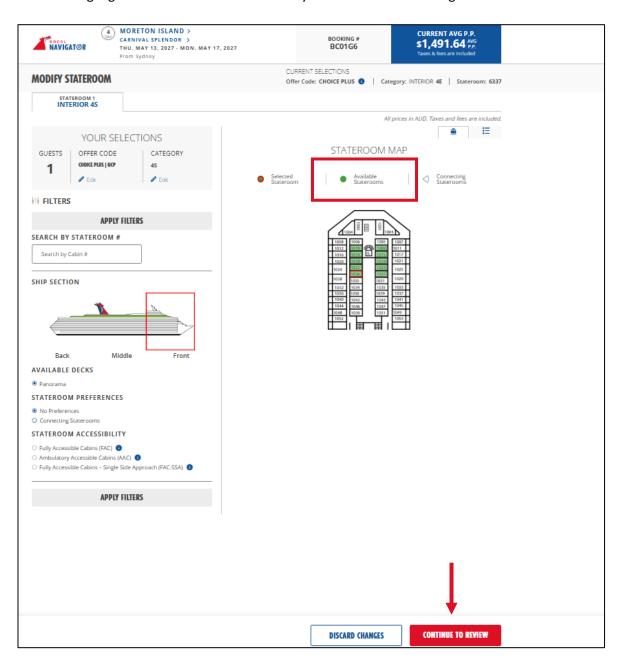


6. Select category they wish to change to and click continue





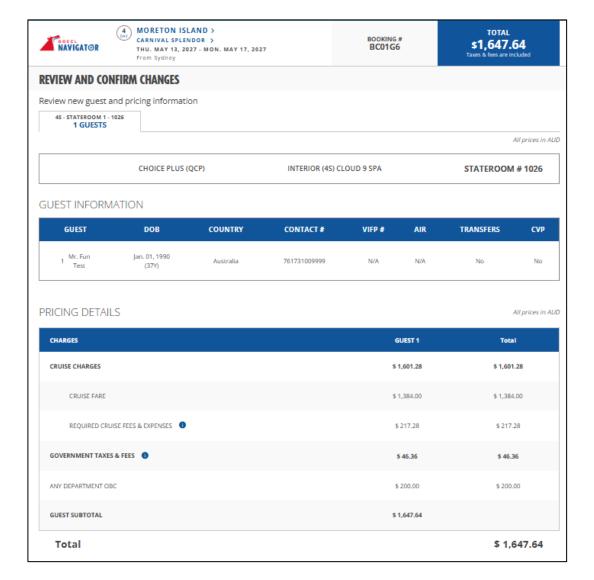
7. Any available cabin will be highlighted in Green. Select the cabin your clients wish to change to and click 'Continue to Review' button

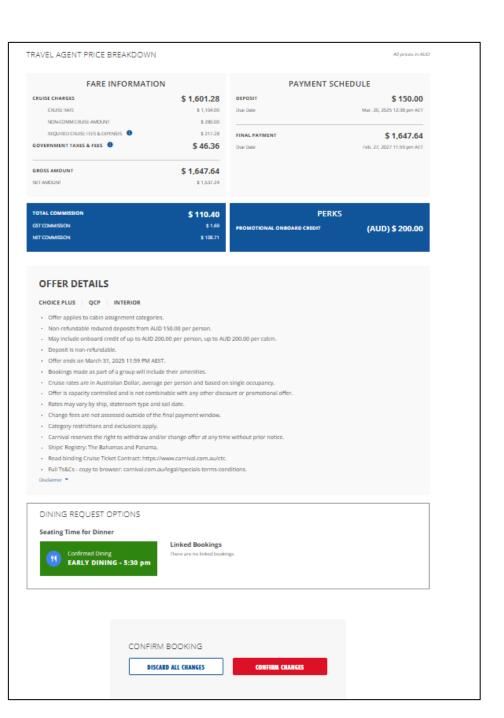




8. Please review the booking. Especially the Payment Schedule. If everything is correct, click on **Confirm Changes** to make the change.

**IMPORTANT:** Once the changes have been made, please verify thoroughly whether an additional payment is required. If so, kindly process the payment promptly to prevent the booking from being automatically canceled.





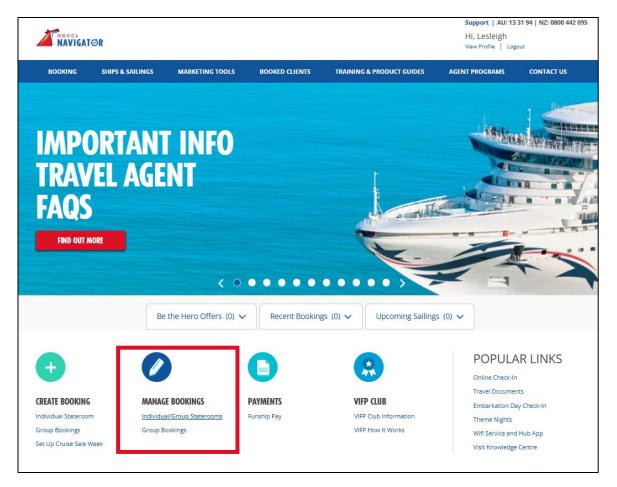


### HOW TO EXTEND A BOOKING (SUBJECT TO AVAILABILITY AND PROMOTION)



### HOW TO EXTEND A BOOKING (SUBJECT TO AVAILABILITY AND PROMOTION)

- 1. Visit GoCCL Navigator: Log into GoCCL Navigator, <a href="www.goccl.com.au">www.goccl.com.au</a>, using your Username and password and select Sign In.
- 2. Manage Booking: Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu

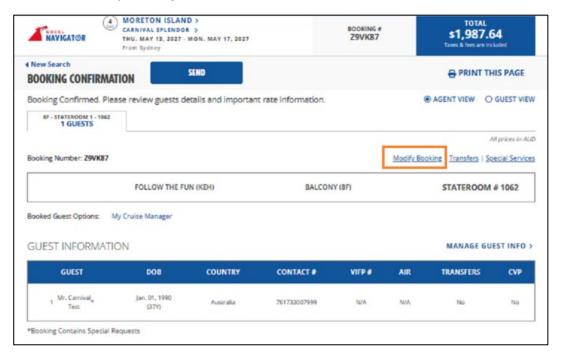


3. Search for Booking: You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search.

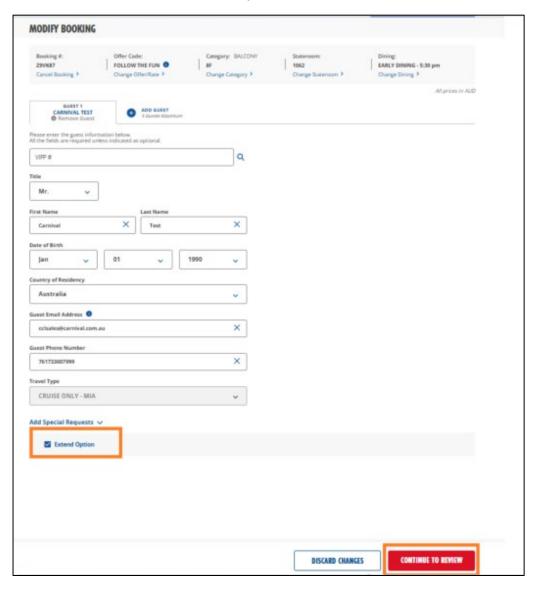
Search by Bo	ooking Number			
* <b>Required</b> Booking Number (Ind or Group Stateroom)	vidual Stateroom Z9VK87	Search >		
Search by G	uest Information			
Search by G	iest Illioi Mation			
Last Name : *				
First Name:				
First Name:	eference v			



#### 4. Click Modify Booking



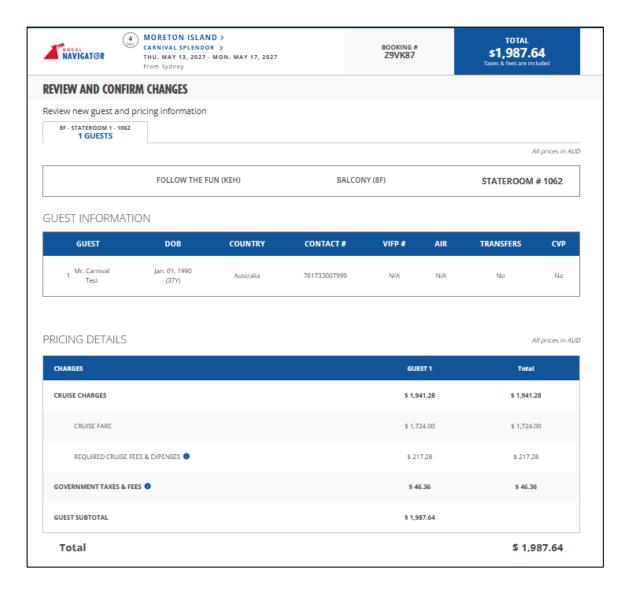
5. Scroll to bottom and click **Extend Option** box and click continue to review.

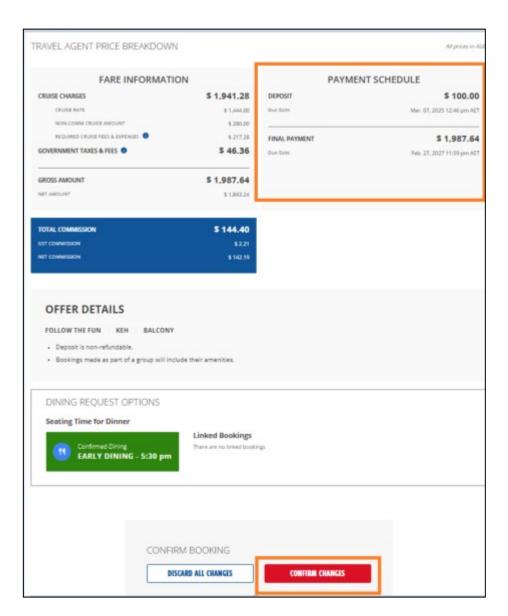




6. Please review your booking first – most importantly, the *Payment Schedule* and click confirm changes. Once completed, please review the booking to confirm whether it has been extended. **IMPORTANT:** Please note that the extension may be limited to only one day, depending on the promotion.

If these instructions do not work, please give our Reservations team a call on 13 31 94 (AU) / 0800 442 095 (NZ) for further assistance.



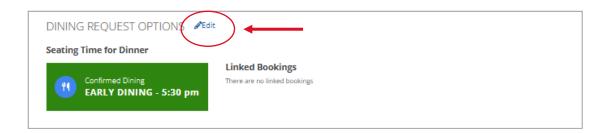




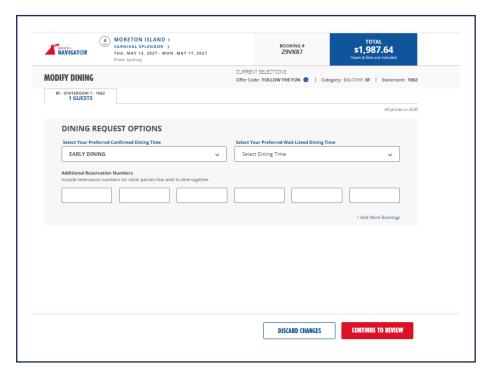


## HOW TO LINK BOOKINGS TOGETHER FOR DINING

- 1. Visit GoCCL Navigator: Log into GoCCL Navigator, <a href="www.goccl.com.au">www.goccl.com.au</a>, using your Username and password and select Sign In.
- 2. Manage Booking: Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu
- **3. Search for Booking:** You can search for the booking two ways: by booking number or by guest information.
- 4. Once Booking is loaded: Please scroll down to toward the bottom of the page until you see the *Dining Request Options* section and click Edit Button



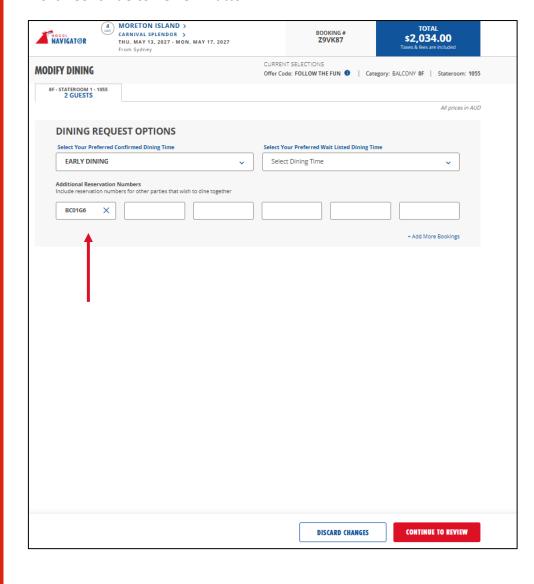
**5. Dining Request screen:** The below screen will come up and you can change dining time or waitlist alternative dining time.



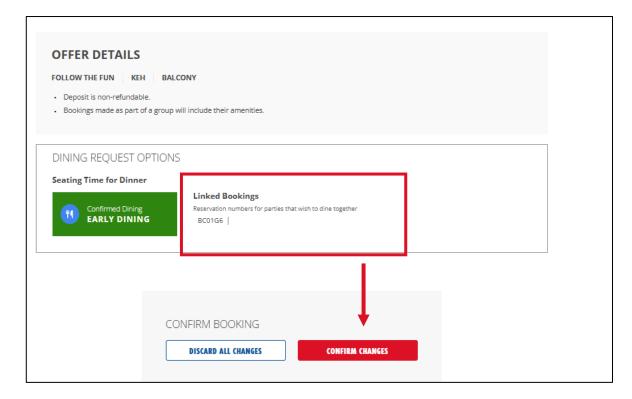


6. If you are wanting to Link another booking please enter the other booking number in empty field. In the example below we are linking with booking *BC01G6*.

#### Click Continue to Review Button.

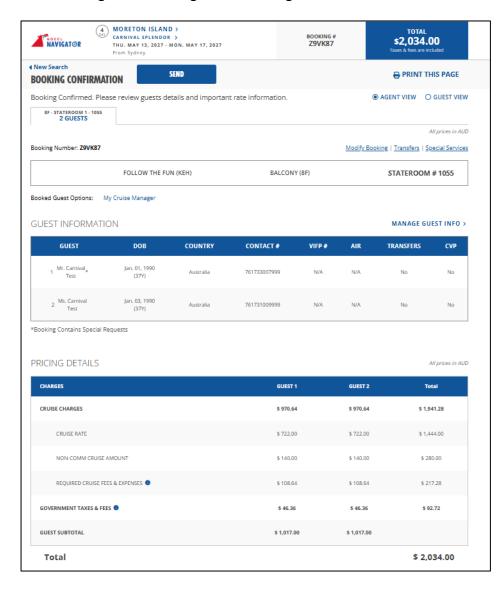


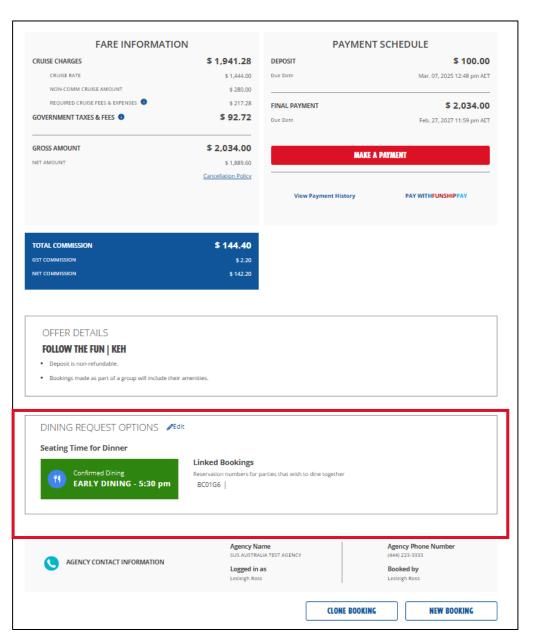
7. This will bring up review screen showing you are wanting to link bookings together for Dining. If all is correct, please click **Confirm Changes.** 





8. Your clients booking is now linked with the other booking. You can view this by scrolling down to the Dining Request options and seeing the linked bookings details alongside the dining time.





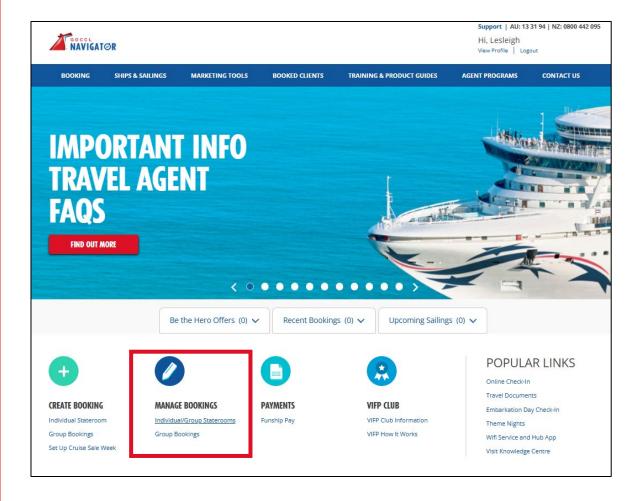


# REACTIVATE A CANCELLED (FIT) BOOKING

**MARCH 2025** 

### HOW TO REACTIVATE A BOOKING (SUBJECT TO AVAILABILITY AND PROMOTION)

- 1. Visit GoCCL Navigator: Log into GoCCL Navigator, <a href="www.goccl.com.au">www.goccl.com.au</a>, using your Username and password and select Sign In.
- 2. Manage Booking: Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu

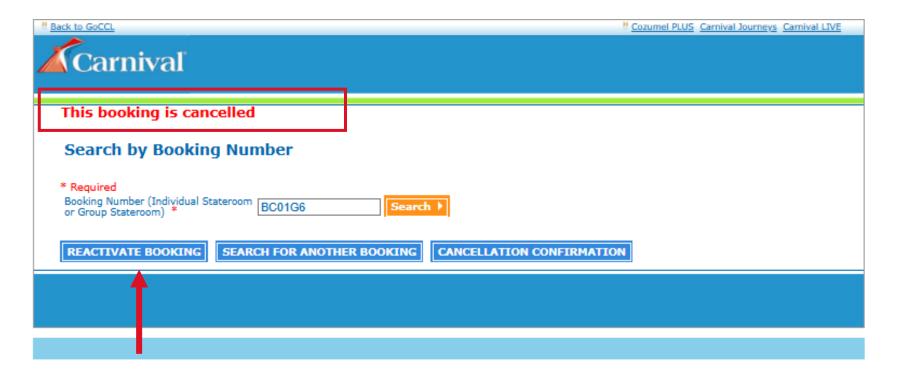


3. Search for Booking: You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search.



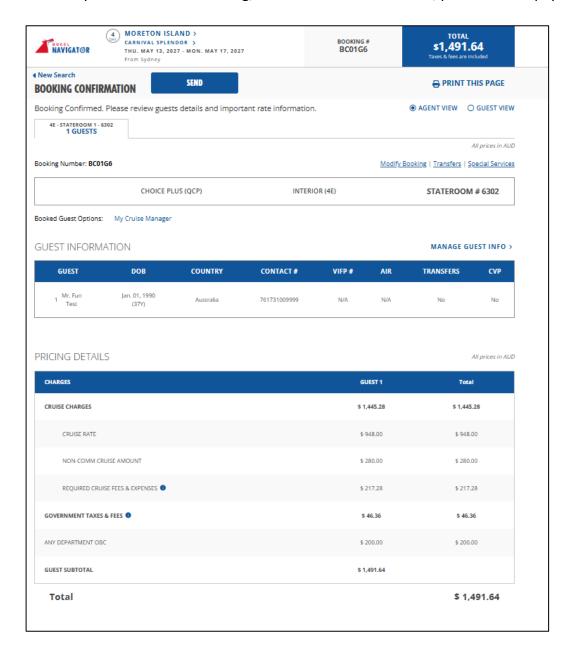


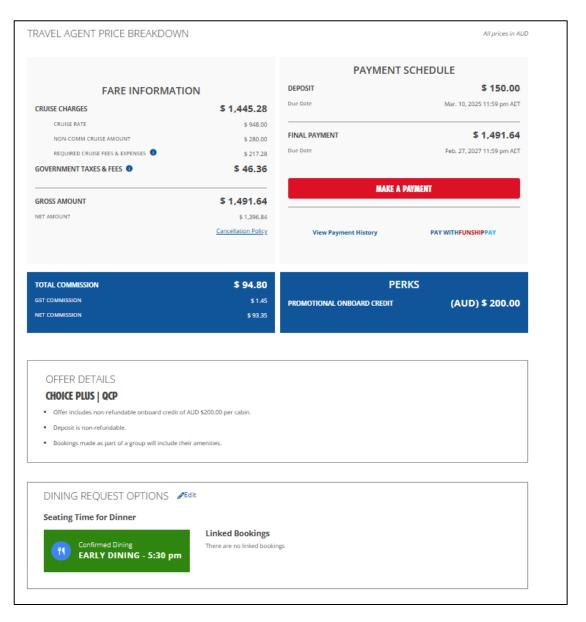
4. If your booking has been cancelled you will see the below message in red. Click on Reactivate Booking





5. Review your re-activated booking, and if all details are correct, please ensure payment is made by the due date to prevent it from being cancelled again.





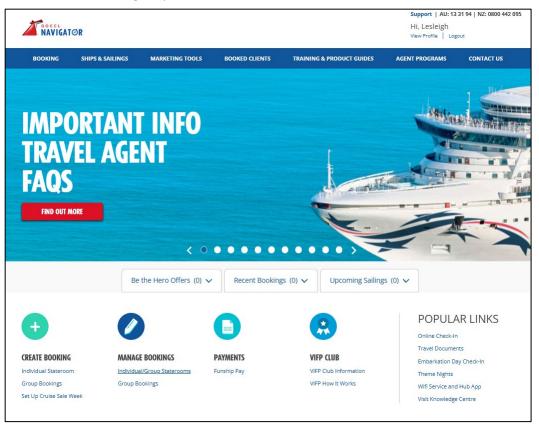


# **HOW TO ADD A GUEST**

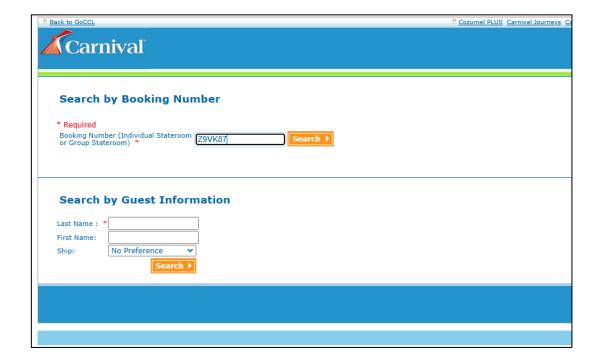


### **HOW TO ADD A GUEST**

- 1. Visit GoCCL Navigator: Log into GoCCL Navigator, <a href="www.goccl.com.au">www.goccl.com.au</a>, using your Username and password and select Sign In.
- 2. Manage Booking: Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu

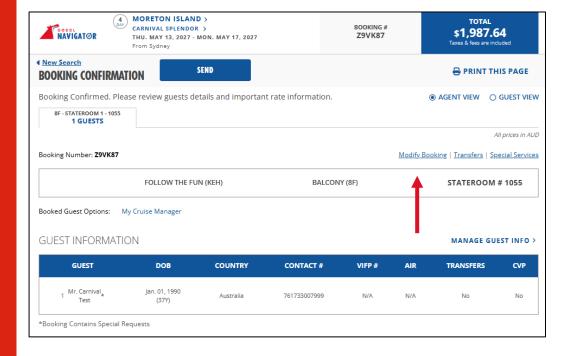


3. Search for Booking: You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search.

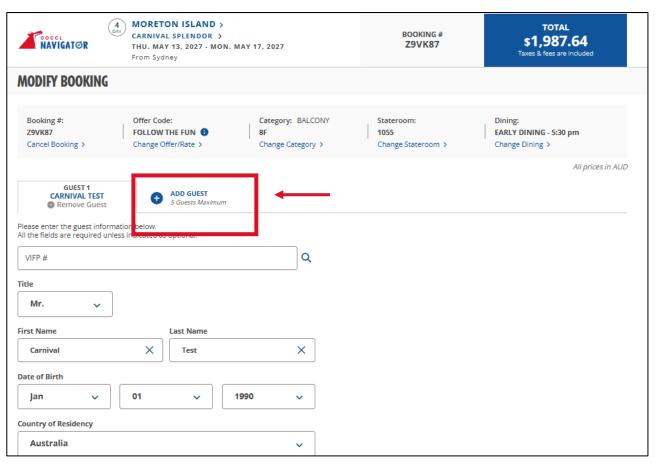




#### 4. Click Modify Booking



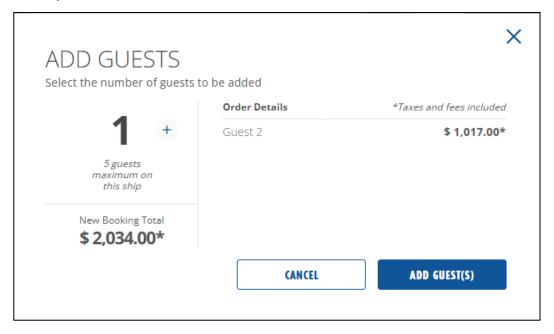
#### 5. Click + Add Guest





6. A pop up box will appear with the price to add guest.

#### Example Below:



**IMPORTANT:** If the new guest being added is a past cruiser of Carnival, please search for their VIFP number. You can search for their VIFP using First Name, Last Name, Date of birth, Country of Residency, Guest Email Address, Guest Phone Number. Including their VIFP number at this stage of the process will avoid duplicate membership numbers being created.

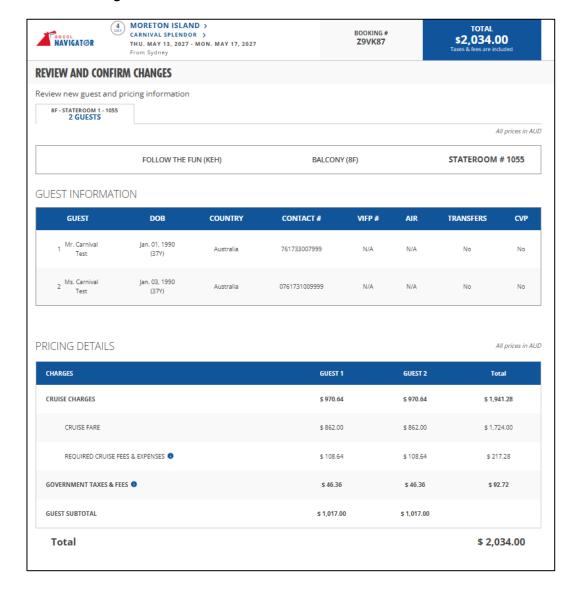
7. Add in all the new guest details, and if applicable, *VIFP (Very Important Fun Person) Membership Number.* Further down the page, you can also add any special requests on this page. Then click continue to review.

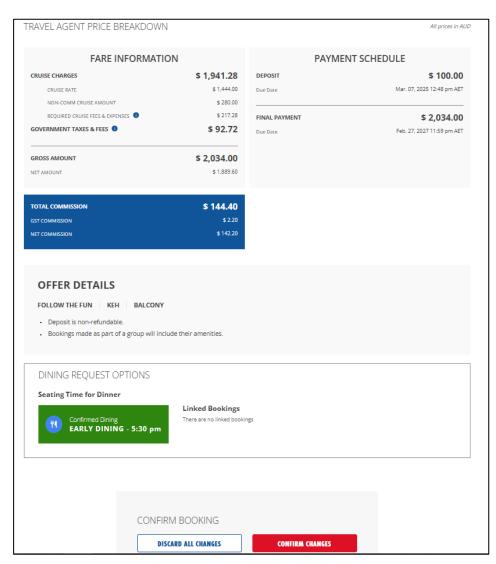
1 Your booking has been updated				
Booking #: Offer Code: Ca Z9VK87 FOLLOW THE FUN <b>1</b> 8F	tegory: BALCONY	Stateroom: 1055	Dining: EARLY DINING - 5:30 pm	
			A	NI prices in AUD
GUEST 1 GUEST 2 CARNIVAL TEST CARNIVAL TEST				
Please enter the guest information below. All the fields are required unless indicated as optional.				
VIFP#	Q			
Title				
Ms. 🗸				
First Name Last Name				
Carnival X Test	×			
Date of Birth				
Jan	~			
Country of Residency				
Australia	~			
Guest Email Address 🕕				
cclsales@carnival.com.au	×			
Guest Phone Number				
0761731009999	×			
Travel Type				
CRUISE ONLY - MIA	~			
Add Special Requests 🗸				
		DISCARD CHAN	IGES CONTINUE TO	



8. Review your booking to ensure all details are correct.

Please ensure you have reviewed all Names, Booking Promotion/Fares, Cabin number, and if any extra payments are due, <u>please pay this immediately</u>. If all looks correct, click on **Confirm Changes**.





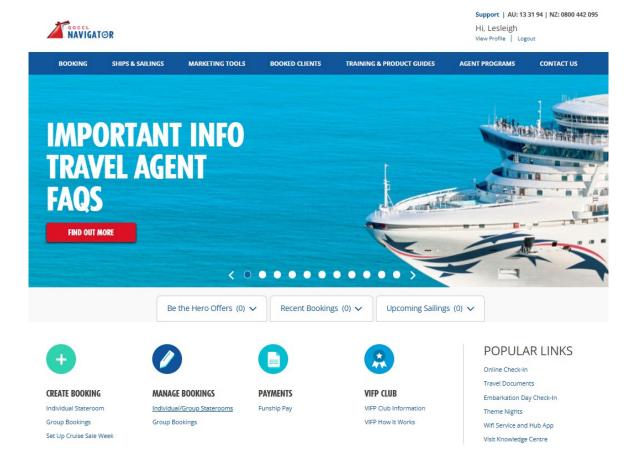


## **HOW TO CANCEL A BOOKING**

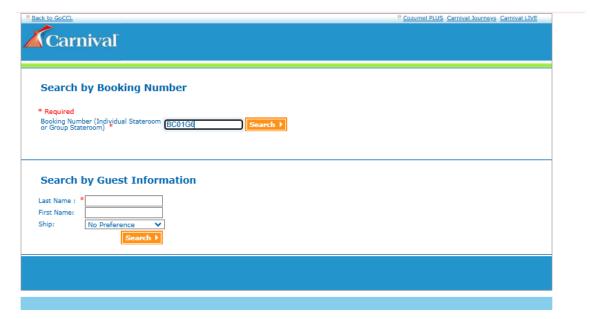


### **HOW TO CANCEL A BOOKING**

- 1. Visit GoCCL Navigator: Log into GoCCL Navigator, <a href="www.goccl.com.au">www.goccl.com.au</a>, using your Username and password and select Sign In.
- Manage Booking: Select Individual/Group Staterooms under Manage Booking from the Booking drop down menu

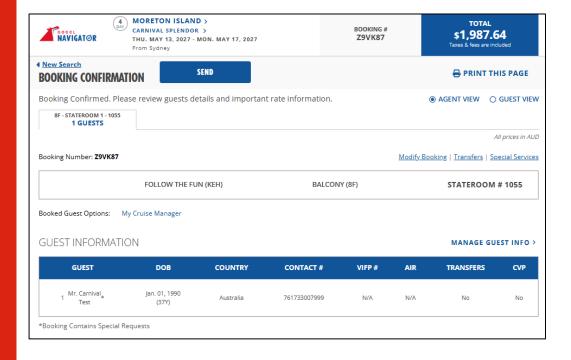


3. Search for Booking: You can search for the booking two ways: by booking number or by guest information. For this example, we will search by booking number. In the search field, enter the booking number and then select Search.

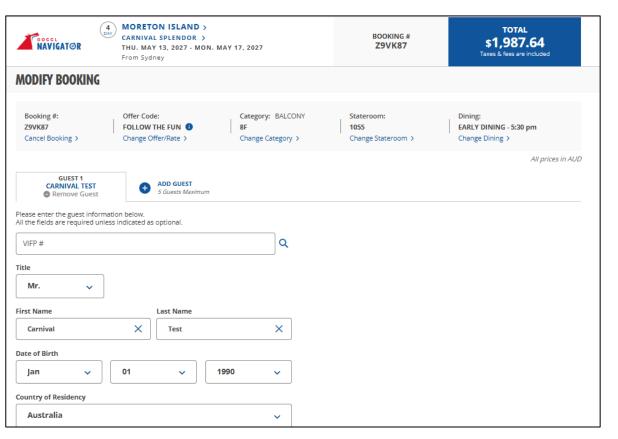




#### 4. Click Modify Booking



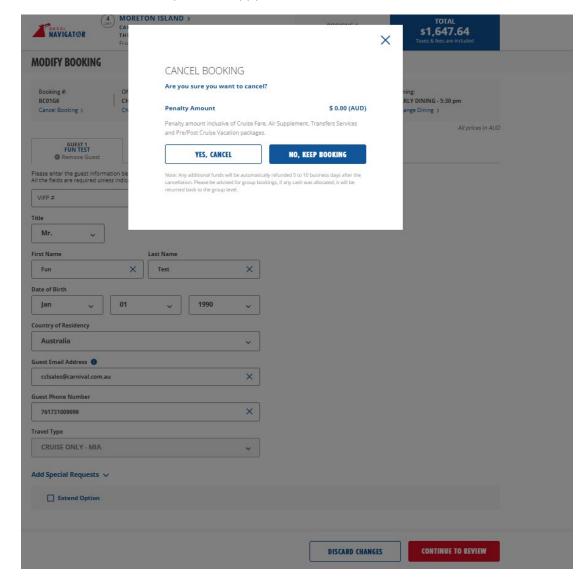
#### 5. Click Cancel Booking





6. Please note, a Cancellation Fee pop-up box appear showing cancellation fee/penalty details. In our example below, there is no penalty amount for cancelling the booking. To proceed, please click on **Yes, Cancel.** 

If you have any questions or unsure about anything, please give our Reservations Team a call on 13 31 94 and they will be happy to review and assist.



7. Once you have clicked Yes to cancel, the booking will show as cancelled in the system. You can download a Cancellation Confirmation PDF from this screen as well, see below example.









### **GoCCL Navigator**

https://www.goccl.com.au/Login

For any booking queries or assistance, please call: 13 31 94 (AU) 0800 442 095 (NZ)

For Sales and Marketing support please contact your BDM or email cclsales@carnival.com.au

