



THE NEW CARNIVAL BOOKING ENGINE



BOOKING FAQ's

1. What happens to any bookings that were made in Polar that haven't sailed yet?

All of these bookings will be migrated across to GoCCL Navigator with any existing benefits attached to the booking, for example Onboard credit

2. Will you be able to view past Carnival Cruise Line bookings in GoCCL Navigator?

You will not be able to view or access bookings that were made in Polar, for any cruises that have already sailed. Please contact our Call Centre on 13 31 94 (AU) or 0800 442 095 (NZ) for any queries.

3. Will I be able to make changes to bookings made in Polar Online once moved to GoCCL Navigator? For example, add special requests or dining?

Yes, See 'Managing FIT booking' Job Aid* for more details

4. In Polar Online I used to be able to search all the staterooms that were available in a category. Can I still do this?

GoCCL Navigator will return 20 cabins max per category. As search filters get redefined, there will be up to 20 new cabins to display in each search instance. See 'Select Stateroom' in the 'Creating FIT booking' Job Aid* for more details.

5. Can you book interconnecting cabins in the system?

Yes, this is available via the 'Select Stateroom' feature. See 'Creating/Managing FIT booking' Job Aid* for more details. You will see it noted under a subsection 'Stateroom Preferences'.

6. Can I still book a wheelchair or accessible room in the system?

You will need to contact the Call Centre to book wheelchair/or accessible rooms.

7. Is there still an auto-upgrade option? Do you have to select something like NUP in system?

There is no auto-upgrade feature. The only 'auto-upgrade' opportunities are within the cabin category of guarantee booked fares (ie 'no cabin assignment' fares). In this instance, the cabin assigned by Carnival may be equal or better than the category guaranteed booked.

8. Can I re-fare in the system?

You are able to re-price bookings as long as it is outside standard cancellation penalty. At any point of the price re-fare, the prevailing payment/cancellation policies on the sailing will apply. See 'Modify Booking' in the 'Managing FIT Booking' Job Aid* for more details.

9. What is the Tariff Rate displayed in the system?

This is our Full fare with no discounts.

10. How do I add extra OBC (OnBoard Credit) or special services to my booking?

These are purchasable via the Call Centre and through the Bon Voyage (BV) application in AUD currency only. BV items are currently not displayed within the cabin booking confirmation as BV items live outside the booking reservation. OBCs are referred to as Cruise Cash within the BV application.

11. Will I be able to pre-book shore excursions now on Splendor and Spirit?

No, not at this time.

12. When selecting Dining Times what does Unassigned mean?

This means there is no dining time available to be selected. This occurs when all confirmed dining times are booked. The dining time assignment will be handled by the maitre'd onboard and further instructions will be provided during the embarkation process.

13. Can I add more than 6 other bookings to link with my preferred dining parties? Can I still link bookings with a TWID?

When creating a booking, you can add up to (6) six to the reservation being booked. If linking bookings while going through the managing an existing booking flow, then you can link up to (19) cabins to the modified reservation. See 'Creating/Managing FIT booking' Job Aid* for more details.

14. Will invoices go to the individual registered email or to the agency account email? Will that be the same for booking notifications?

GoCCL Navigator provides an on-demand service to send email confirmations.

- *Travel Agent Copy (includes commission detail)*
 - Can be sent to the Agency Profile main email address
 - Can be sent to the GoCCL user registered email address
- *Guest Copy (does not include commission detail)*
 - Can be sent to any email address

System auto-generated operational/accounting email notifications for bookings are sent to the email addresses on the Agency Profile main email address for the office. See 'Booking Confirmation Stateroom' feature as noted in the 'Creating/Managing FIT booking' Job Aid* for more details.

15. Will I be able to access other consultant bookings from within my store? Will the manager have access to all bookings in store?

Yes, if the consultant/manager (with any access level excluding 'disabled') are aware of the 6 alpha numeric booking number. See 'Managing FIT Booking' Job Aid* for more details

16. How do I apply an FCC to the booking?

You can redeem FCC's by calling the Call Centre on 13 31 94 (from AU) or 0800 442 095 (NZ)

17. Who do I contact for assistance with making or managing bookings in GoCCL Navigator?

For any assistance please contact our Call Centre on 13 31 94 (AU) or 0800 442 095 (NZ) or email australiasupport@carnival.com

*Job Aids are available on GoCCL.com.au under 'Training & Product Guides'

