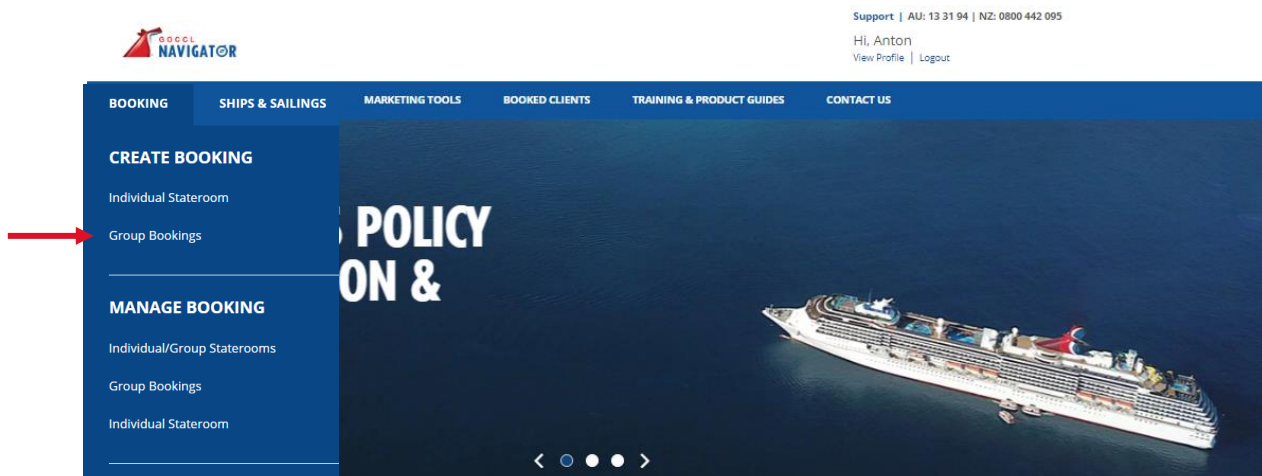


# GOCCL NAVIGATOR: MAKING A GROUP BOOKING

## Quick Tips for Making a Group Booking Using GoCCL Navigator

- 1. Visit GoCCL Navigator:** Log into GoCCL Navigator, [www.goccl.com.au](http://www.goccl.com.au), using your Username and password and select Sign In.



**Figure 1: GoCCL Navigator**

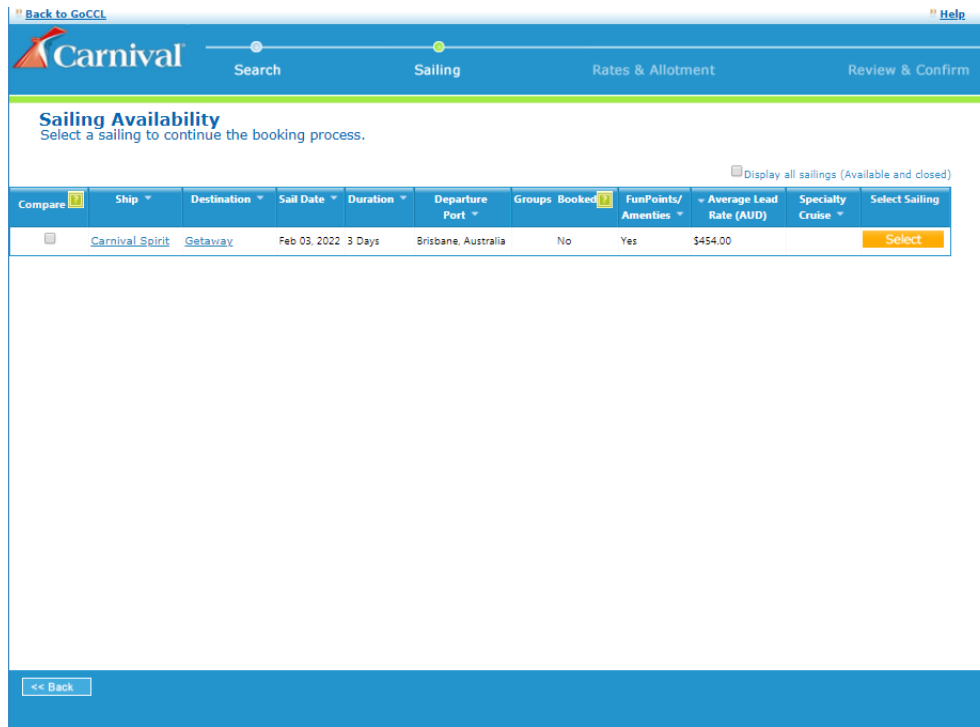
- 2. Create Group Booking:** Select Group Bookings from the Booking drop down menu (Figure 1).

**Figure 2: Sailing Search**

Updated: 15 April 2020

### 3. Sailing Search (Figure 2):

- a. This first section will walk through the steps of using the search by date flow. The search by date flow allows you to enter a thirty-day search period in order to find the best possible rate for your client's Group. You can filter your search by cruise duration, ship name, destination (itinerary) or the homeport of departure.
- b. GoCCL has a Progress Tool bar that informs you of the progression of the booking process and allows you to return to the previous step when you click on the active button.
- c. On the Search for available sailings below section enter the following details for the corresponding fields:
  - i. From Date (enter your start date or use the calendar to select your start date)
  - ii. The To Date will automatically default to 30 days from the start date that you enter. You can search up to 90 days.
  - iii. Select the duration of the cruise that you want to book in the From Duration and To Duration fields.
  - iv. From the drop down menu labeled Group Type select the type of Group you will book.
  - v. Group Types include:
    - Affinity Groups include family reunions, milestone anniversaries, birthdays, celebrations for retirees, religious organisation, and crafters or hobbyists.
    - Holiday Sailings
    - Open Promotion
- d. You can select the specific Ship name or leave it blank.
- e. If you select the ship name you will receive sailing results for a 30 day period for that specific ship.
- f. If you leave the ship field blank, and select Destination, you will see multiple ship names for the one destination that you select for a 30 day period.
- g. You can filter your search for a specific Homeport Departure or leave it blank to see as many sailing results as possible.
- h. You can filter your search for All Sailings or specifically for those sailings that offer Fun Points /Amenity Points (Carnival Fun Points allow you to combine our preferred group rates with the amenities that you need to make your program work or to take advantage of an even lower rate without amenities. Fun Points allow you the flexibility to choose the price and amenities that fit your needs.).
- i. Click on the orange Search button in the lower right corner.



**Figure 3: Sailing Availability**

#### 4. Sailing Availability (Figure 3):

- The compare column allows you to compare up to 3 different ships at a time. Simply click on the radio box next to the ships you wish to compare.
- Within the Sailing Availability page, we provide the following details and actions by clicking on the links under the:
  - Ship Name: Provides facts about the ship you select
  - Destination: Provides the complete itinerary for the particular destination
  - Each column title has a sort feature that allows you to sort the information

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**Carnival** Search Sailing Rates & Allotment Review & Confirm

**Compare Sailings**  
Select [Create New Booking](#), or Select [Go To Booking](#) to proceed to an existing booking.

8K Balcony	\$3,654.23	4	\$3,480.23	4
8J Balcony	\$3,646.23	4	\$3,472.23	4
8F Balcony	\$3,638.23	4	\$3,464.23	4
8E Balcony	\$3,622.23	4	\$3,448.23	4
8D Balcony	\$3,606.23	4	\$3,432.23	4
8C Balcony	\$3,590.23	4	\$3,417.23	4
8B Balcony	\$3,583.23	4	\$3,409.23	4
8A Balcony	\$3,575.23	4	\$3,401.23	4
7A Balcony	\$3,417.23	4	\$3,243.23	4
4K Interior		N/A	\$2,556.23	4
4E Interior	\$2,635.23	4	\$2,524.23	4
4D Interior	\$2,619.23	4	\$2,508.23	4
4C Interior	\$2,611.23	4	\$2,500.23	4
4B Interior	\$2,603.23	4	\$2,493.23	4
4A Interior	\$2,595.23	4	\$2,485.23	4

[Create Group Bookings](#) [Create Group Bookings](#)

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**Figure 4: Compare Group Sailings**

## 5. Compare Group Sailings (Figure 4):

- You can see the ships and rates side by side. The links under the ship name, destination, and itinerary will give you detailed information when you click on one of them. You can also add, remove or increase the Amenity Points when you click on the modify link for FunPoints.
- When you decide which sailing you wish to book, click on the blue Create Group Bookings link at the bottom of the ship column.
- You can click on the blue Back button in the lower left corner of the page if you wish to change any of your search criteria.

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Carnival

Search      Sailing      Rates & Allotment      Review & Confirm

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**Rates and Allotment**  
Select your stateroom request below.

**Group Booking Information**

Group Booking #  
Agency Name: **SUS AUSTRALIA TEST AGENCY**  
Group Type: **AFFINITY GROUP**

Agency Phone: (444) 223-3333  
Logged in as: **Lizette Calvo**  
Group Name:  
Booked By: **Lizette Calvo**  
FunPoints/Flexi Price: **4 Modify**

**Voyage Information**

Ship: **Carnival Spirit**  
Sail Date: **Feb 03, 2022**  
Duration: **3 days**  
Destination: **Getaway**  
Departure Port: **Brisbane, Australia**  
Debarcation Port: **Brisbane, Australia**

**Stateroom requests based on double occupancy**

Category / Type	Max Requests Allowed	Double Rate Avg. P.P. (AUD) **	Commission %	Double Stateroom Requests*	Triple Rate (AUD)	Quad Rate (AUD)	Quint Rate (AUD)	Payment Date & Deposit Amount (AUD) ***	Comp Policy*	Rate Code	FunPoints / Amenities Supported
9B Balcony	6	<a href="#">\$879.00</a>	15.00%	<input type="text"/>	\$299.00	\$299.00	N/A	May 11, 2020 \$25.00	1-15	KGy	Yes
9A Balcony	2	<a href="#">\$844.00</a>	15.00%	<input type="text"/>	N/A	N/A	N/A	May 11, 2020 \$25.00	1-15	KGy	Yes
8K Balcony	8	<a href="#">\$764.00</a>	15.00%	<input type="text"/>	\$299.00	\$299.00	N/A	May 11, 2020 \$25.00	1-15	KGy	Yes
8J Balcony	8	<a href="#">\$754.00</a>	15.00%	<input type="text"/>	\$299.00	\$299.00	N/A	May 11, 2020 \$25.00	1-15	KGy	Yes
8F Balcony	8	<a href="#">\$734.00</a>	15.00%	<input type="text"/>	\$299.00	\$299.00	N/A	May 11, 2020 \$25.00	1-15	KGy	Yes
8E Balcony	8	<a href="#">\$729.00</a>	15.00%	<input type="text"/>	\$299.00	\$299.00	N/A	May 11, 2020 \$25.00	1-15	KGy	Yes
8D Balcony	8	<a href="#">\$719.00</a>	15.00%	<input type="text"/>	\$299.00	\$299.00	N/A	May 11, 2020 \$25.00	1-15	KGy	Yes
8C Balcony	8	<a href="#">\$714.00</a>	15.00%	<input type="text"/>	\$299.00	\$299.00	N/A	May 11, 2020 \$25.00	1-15	KGy	Yes
8S Balcony	8	<a href="#">\$704.00</a>	15.00%	<input type="text"/>	\$299.00	\$299.00	N/A	May 11, 2020 \$25.00	1-15	KGy	Yes
4K Interior	8	<a href="#">\$514.00</a>	15.00%	<input type="text"/>	\$349.00	\$339.00	N/A	May 11, 2020 \$25.00	1-15	KGy	Yes
4E Interior	8	<a href="#">\$479.00</a>	15.00%	<input type="text"/>	\$349.00	\$339.00	N/A	May 11, 2020 \$25.00	1-15	KGy	Yes

**Rates include non comm. fares**

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Modify Search
Save & Continue >>

**Figure 5: Rates and Allotment**

## 6. Rates and Allotment (Figure 5):

- a. On the Rates and Allotments page, you will first type in a name for your Group under the Group Booking Information Section.
- b. The Voyage information section will give you information about the ship and destination when you click on the link under the names.
- c. Remember that for Group bookings we base stateroom requests on double occupancy space. You can convert your double occupancy spaces to triples, quads, or quints (if applicable) when you collect full deposit and names and create your individual booking record (IBR) (Otherwise known as berthing a guest into a stateroom. Please review the training on this topic for further information.).
- d. The column titles provide the following information:
  - i. Category/Type
  - ii. Max Requests Allowed – You cannot exceed booking the maximum number of staterooms listed in this column
  - iii. Average Lead Rate – Shows the average price per person based on double occupancy
    - Here is an image (Figure 6) of the Pricing Detail box for category 9B Balcony when you click on the link under the price \$879:

Pricing Detail	
Guest Pricing Detail	
CRUISE RATES	Rates & Fees (per person) (AUD)
CRUISE RATES*	\$734.00
NON-COMM CRUISE RATES	\$75.00
MISCELLANEOUS CHARGES	\$70.00
GROSS AMOUNT	\$879.00
Average Cruise Rate Per Person (AUD)	\$879.00
*Cruise Rates are inclusive of GST, if any. GST amounts are non-commissionable.	

**Figure 6: Pricing Detail**

- You can click on the close (X) command to close the window
- iv. Commission column shows your agency commission percentage
- v. Double Stateroom Requests column will allow you to enter the number of stateroom requests in the column to hold for your Group. Remember you cannot exceed the number we display in the maximum requests column.
- vi. Triple, Quad and Quint Rates
- vii. Payment Date & Deposit Amount
- viii. Comp Policy – Carnival’s complimentary Tour Conductor for a free berth
- ix. Rate Code – The Group Rate Code for pricing
- x. FunPoints/Amenities Supported – Will display yes or no
- e. Each Group sailing will show a maximum number of staterooms you can hold on that particular sailing.

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**Carnival** Search Sailing Rates & Allotment Review & Confirm

**Rates and Allotment**  
Select your stateroom request below.

**Group Booking Information**  
Group Booking #  
Agency Name: **SUS AUSTRALIA TEST AGENCY**  
Group Type: **AFFINITY GROUP**

Agency Phone: **(444) 223-3333**  
Logged in as: **Lizette Calvo**  
Group Name: **test**  
Booked By: **Lizette Calvo**  
FunPoints/Flexi Price: **4** [Modify](#)

**Voyage Information**  
Ship: **Carnival Panorama**  
Sail Date: **Feb 06, 2021**  
Duration: **7 days**  
Destination: **Mexican Riviera**  
Departure Port: **Los Angeles, CA**  
Debarkation Port: **Los Angeles, CA**

7C Balcony	4	<a href="#">\$1,255.18</a>	15.00%	<input type="text" value="2"/>	\$459.26	\$459.26	N/A	Jun 10, 2020 \$40.20	1-15	PGY	Yes
6M Oceanview	8	<a href="#">\$1,111.18</a>	15.00%	<input type="text" value="2"/>	\$459.26	\$459.26	N/A	Jun 10, 2020 \$40.20	1-15	PGY	Yes
6L Oceanview	4	<a href="#">\$1,095.18</a>	15.00%	<input type="text" value="2"/>	\$459.26	\$459.26	N/A	Jun 10, 2020 \$40.20	1-15	PGY	Yes
4H Interior	4	<a href="#">\$886.18</a>	15.00%	<input type="text"/>	\$459.26	\$459.26	N/A	Jun 10, 2020 \$40.20	1-15	PGY	Yes
4G Interior	8	<a href="#">\$878.18</a>	15.00%	<input type="text"/>	\$459.26	\$459.26	N/A	Jun 10, 2020 \$40.20	1-15	PGY	Yes
4F Interior	8	<a href="#">\$870.18</a>	15.00%	<input type="text"/>	\$459.26	\$459.26	N/A	Jun 10, 2020 \$40.20	1-15	PGY	Yes
4E Interior	8	<a href="#">\$862.18</a>	15.00%	<input type="text" value="2"/>	\$459.26	\$459.26	N/A	Jun 10, 2020 \$40.20	1-15	PGY	Yes
4D Interior	4	<a href="#">\$854.18</a>	15.00%	<input type="text"/>	\$459.26	\$459.26	N/A	Jun 10, 2020 \$40.20	1-15	PGY	Yes
4C Interior	4	<a href="#">\$845.18</a>	15.00%	<input type="text" value="2"/>	\$459.26	\$459.26	N/A	Jun 10, 2020 \$40.20	1-15	PGY	Yes
4B Interior	8	<a href="#">\$837.18</a>	15.00%	<input type="text"/>	\$459.26	\$459.26	N/A	Jun 10, 2020 \$40.20	1-15	PGY	Yes
4A Interior	4	<a href="#">\$829.18</a>	15.00%	<input type="text" value="2"/>	\$459.26	\$459.26	N/A	Jun 10, 2020 \$40.20	1-15	PGY	Yes

Total Max Request Allowed for this sailing is 38

\*\*\* Single guests are required to pay 200% of the deposit amount - The system will re-calculate the deposit amount required during any occupancy  
\*\* Average cruise rates based on occupancy includes non-commissionable fare, and cruise fees for all guests.  
† Comp policy applicable to full fare guests only.

[<< Back](#) [Modify Search](#) [Save & Continue >>](#)

**Figure 7: Rates and Allotment**

## 7. Completed Rate and Allotment Page (Figure 7):

- This is how your screen will appear after you select the number of staterooms you wish to hold, per category, in order to create your Group booking.
- Remember you must have a minimum of 8 staterooms to qualify as a Group booking.
- Click on the orange Save & Continue button.

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**Carnival** Search Sailing Rates & Allotment Review & Confirm

### Review & Confirm

Review the group booking requests and guidelines

**Group Booking Information**

Group Booking #  
Agency Name: SUS AUSTRALIA TEST AGENCY  
Group Type: AFFINITY GROUP

Agency Phone: (444) 223-3333  
Logged in as: Lizette Calvo  
Group Name: test  
Booked By: Lizette Calvo  
FunPoints/Flexi Price: 4

**Voyage Information**

Ship: Carnival Spirit  
Sail Date: Feb 03, 2022  
Duration: 3 days  
Destination: Getaway  
Departure Port: Brisbane, Australia  
Debarkation Port: Brisbane, Australia

Stateroom Requests Guidelines

Stateroom	Category	Priced At	Description	Rate Code	Sgl	Dbl	Trp	Qd	Qnt	Tot	Double Rate Avg. P.P. (AUD) **	Comm
9A	9A	Balcony	KGy			2				2	\$844.00	15.00%
8E	8E	Balcony	KGy			2				2	\$729.00	15.00%
8B	8B	Balcony	KGy			2				2	\$704.00	15.00%
4B	4B	Interior	KGy			2				2	\$454.00	15.00%
Totals						8				8		

\* Average cruise rates based on occupancy includes non-commissionable fare, and cruise fees for all guests.  
 \*\* Total does not include Gratuities, Air Add on, or other optional charges.

☐ Yes, I have read and agree with the [marketing guidelines and terms and conditions](#) of Carnival Cruise Lines.

[<< Back](#) [Confirm Booking >>](#)

**Figure 8: Review and Confirm Page**

## 8. Review and Confirm Page (Figure 8):

- The Guidelines tab will display the Payment Guidelines, Cancellation Guidelines and Complimentary Tour Conductor policies when you click and expand it
- Check off the box to agree to the marketing guidelines and terms and conditions.
- Click on the Orange Confirm Booking button to create your Group Booking.



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**Carnival**

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**Group Booking Display** ▼

There are 0 Amenity Points selected for this group with 4 remaining that must be assigned by Nov 19, 2021  
 This group booking has reached the maximum staterooms allowed for booking online. To increase requests, contact Group Sales @ AU: 13 31 94 and NZ: 0800 442 095.

**Group Booking Information** Edit    Print Confirmation

Group Booking #: <b>H00RRS</b>	Agency Phone: (444) 223-3333
Agency Name: SUS AUSTRALIA TEST AGENCY	Logged in as: Lizette Calvo
Group Type: AFFR	Group Name: test
	Booked By: Lizette Calvo
	FunPoints/Flexi Price: 4

**Voyage Information**

Ship: Carnival Spirit
Sail Date: Feb 03, 2022
Duration: 3 days
Destination: <u>Satavay</u>
Departure Port: Brisbane, Australia
Debarcation Port: Brisbane, Australia

Stateroom Requests

Guidelines

Stateroom	Category	Priced At	Description	Rate Code	Stateroom requests and Average rate per person*								Comm	Total ** (AUD)	
					Sgl	Rates (AUD)	DbI	Rates (AUD)	Trp	Rates (AUD)	Qd	Rates (AUD)			Qnt
9A	9A	Standard	Bal	1KGY			2	\$844.00						15.00%	\$3,376.00
8E	8E	Balcony		1KGY			2	\$729.00						15.00%	\$2,916.00
8B	8B	Balcony		1KGY			2	\$704.00						15.00%	\$2,816.00
4B	4B	Interior		1KGY			2	\$454.00						15.00%	\$1,816.00
Totals							8								

\* Average cruise rates based on occupancy includes non-commissionable fare, and cruise fees for all guests.  
 \*\* Total does not include Gratuities, Air Add on, or other optional charges.

Make Payments

Search Group Bookings

Modify Booking

Cancel Group Booking

Reports

Guest List

Berth Guests

History

**Figure 9: Group Booking Display**

## 9. Group Booking Display Page (Figure 9):

- a. Your group booking has now been created.
- b. Your Group booking number will appear under the Group Booking Information section
- c. If you wish to edit the FunPoints/Amenity Points, click on the Edit button at the top of the page
- d. You can print your Statement of Group Requests by clicking on the Print Confirmation button at the top of the page
- e. All of the service action buttons that will allow you to manage your Group booking is at the bottom of the Group Booking Display Page
- f. Once you collect the full deposit and complete names of your clients, you can begin berthing your Individual Booking Records by clicking on the Berth Guests service button in the lower right corner of the page. Check out the job aid on Berthing Guest into a Stateroom for further steps.