

AUTOMATION HIGHLIGHTS

CRUISE WITH CONFIDENCE

FUTURE CRUISE CREDIT

- Access [CruisingPower.com](https://www.cruisingpower.com)
- Click "Brand Programs & News"
- Under "Cruise with Confidence" tab, select "Cruise with Confidence"
- Complete form and submit requested information

REFUND REQUEST

- Access preferred booking engine to cancel reservation(s)
- Standard cancellation policies apply

LIFT & SHIFT

- Access [CruisingPower.com](https://www.cruisingpower.com)
- Click "Brand Programs & News"
- Under "Cruise with Confidence" tab, select "Lift & Shift" Complete form & submit requested information

REVIEW PROGRAM [FAQS](#)

GLOBAL SAILING SUSPENSION

FUTURE CRUISE CREDIT

- Issued Automatically / No action necessary

REFUND REQUEST

- Access [CruisingPower.com](https://www.cruisingpower.com)
- Click "Brand Programs & News"
- Under "Cruise with Confidence" tab, select "Cruise Suspension"
- Complete requested information

LIFT & SHIFT

- Access [CruisingPower.com](https://www.cruisingpower.com)
- Click "Brand Programs & News"
- Under "Cruise with Confidence" tab, select "Lift & Shift" Complete form & submit requested information

REVIEW POLICY [FAQS](#)

ADDITIONAL TOOLS & RESOURCES:

STATUS OF REFUND REQUEST:

- Review Individual Reservations [How-to-Guide](#)
- Review Group Reservations [How-to-Guide](#)

NEW!! Access past sail date Group shells and Group Reservations

- Eligible for both Active & Cancelled status
- Active Groups: Ability to generate Group Financial Status Report post sailing

FCC REDEMPTION

- Review Instructional [Flyer](#)

INSIGHT TOOL UPDATES

New columns for:

- "Agency Name"
- "Group ID" to show the associated Group Shell to the booking
- "Status" showing the status of the associated certificate (Active, Inactive, Redeemed, Expired)
- "Issued Date" showing the date the certificate was issued.
- "Redeemed Date" showing the date the certificate was redeemed



2019 Best Premium Cruise Line
Travel Weekly's 17th Annual Readers' Choice Awards

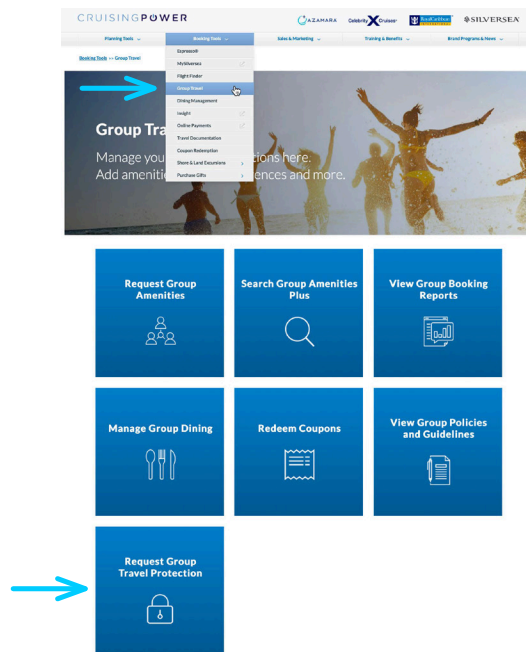


AUTOMATION HIGHLIGHTS

REQUEST GROUP TRAVEL PROTECTION:

In this period where time is of the essence, avoid hold times on the phone and use the simple, automated process on CruisingPower.com to request travel protection for group bookings. This saves time, plus makes your job planning their vacation as easy as possible.

- Access [CruisingPower.com](https://www.cruisingpower.com)
- Hover over the "Booking Tools" menu item and click "Group Travel"
- Click "Request Group Travel Protection"
- Select the booking(s) for which travel protection is being requested
- If the state of residency has not already been added, select the clients' state of residency from the drop down
- Click "Begin Request"
- Review the request then click "Submit"



The image shows the 'Request Group Travel Protection' form. It includes fields for 'Enter Reservation Number' (ID #) and 'Search by Group Name, Brand, Ship or Sail Date'. Below the search fields is a table of bookings with columns for Group ID#, Group Name, Ship, Sail Date, Status, and Contact. A blue arrow points to the 'BEGIN REQUEST' button at the bottom right of the form.

Group ID#	Group Name	Ship	Sail Date	Status	Contact
2915707	JON TRAINING GROUP	Celebrity Reflection	05-Feb-2022	DP	JON

