

# 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 & 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 & 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

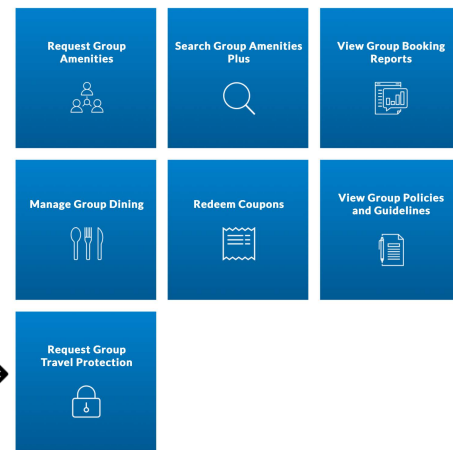
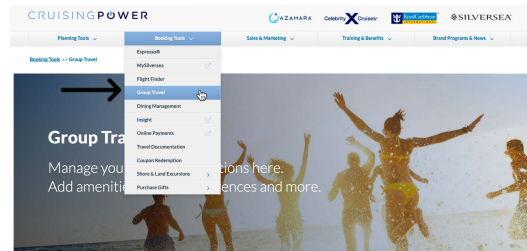


# AUTOMATION HIGHLIGHTS

## 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://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"



**Request Group Travel Protection**

Give your clients peace of mind before - and during - their trip with Group Travel Protection. Coverage includes medical benefits, evacuation, baggage protection and much more.

**Enter Reservation Number:**

**Search by Group Name, Brand, Ship or Sail Date:**

Group Name:

Brand:

Ship:

Month:  2020

Sail Date:

---

**Group ID#** | **Group Name** | **Ship** | **Sail Date** | **Status** | **Contact**

6309469	JON TESTING GROUP	Allure Of The Seas	05-Sep-2021	OF	JON
---------	-------------------	--------------------	-------------	----	-----

Select one or more individuals using the check boxes or check Select All for the entire group, then add Group Travel Protection. \* Indicates individuals who already have Group Travel Protection. Within this Group, only bookings that are owned by your agency may be actioned.

Select All	Individual ID #	Category	Room #	Guest Name	State of Residency	GTP	Agency Name
<input checked="" type="checkbox"/>	938902	2N	3198	JOHN SMITH JANE SMITH	Florida Florida	168.00 USD	CRUISINGPOWER
<input type="checkbox"/>	944863	2I	14293	JONES SMITH SMITH JONES	Select a State or Province Select a State or Province	138.00 USD	CRUISINGPOWER

