# Future Cruise Credit (FCC) Redemption on Cruisingpower

Within CruisingPower, you will be able to redeem your clients' Future Cruise Credits (FCC) issued as part of the Cruise with Confidence (CWC), Global Sailing Suspension (GSS), or Non-Refundable Deposit (NRD) programs.

When you're ready to redeem FCCs for your client, you can access the process from several points in Cruisingpower, giving you more flexibility than ever before.
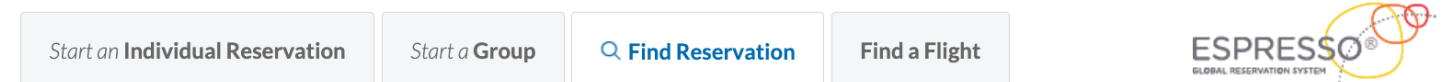
Accessing the Redemption Process

Cruisingpower provides three ways to access the FCC Redemption process.

1. In the global navigation bar, select Booking Tools -> Espresso then scroll down to the Espresso Tools & Features section and click Redeem Future Cruise Credit.
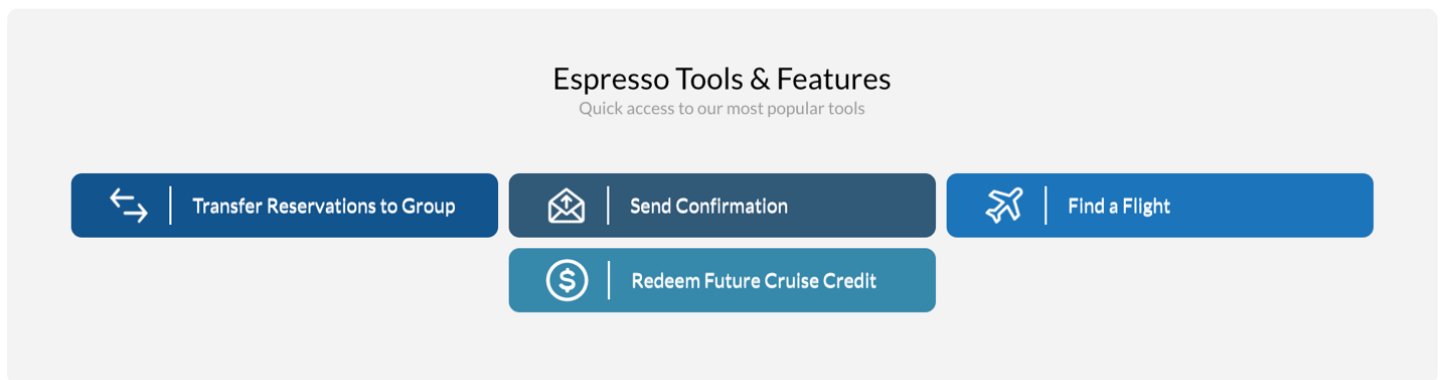
2. On the Cruisingpower homepage, click Find Reservation in the Espresso widget and click Redeem Future Cruise Credit.
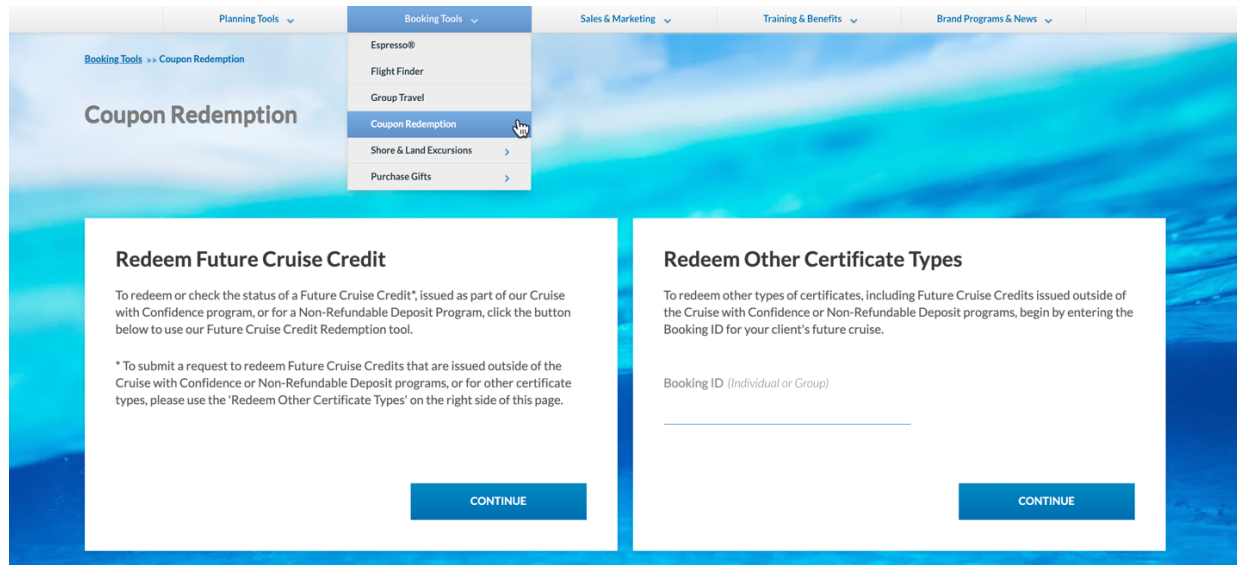
3. In the global navigation bar, select Booking Tools -> Coupon Redemption.
   a. To redeem a certificate issued as part of our Cruise with Confidence program or for a Non-Refundable Deposit Program, click continue in the box on the left side of the screen.
   b. For all other certificate types, enter the booking number then click continue on the right side of the screen.
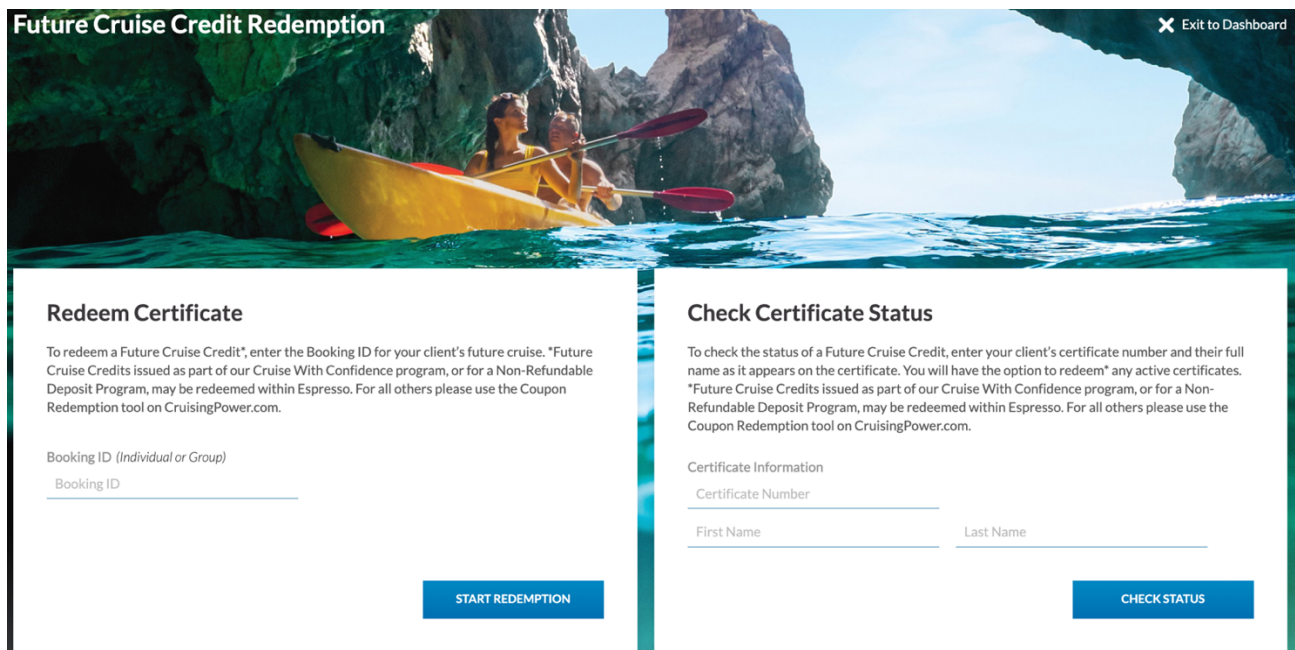
The tool provides the option to proceed directly to FCC redemption or to check the status of a certificate.

Check Certificate Status

To check the status of any Future Cruise Credit, enter the certificate number, first and last name of your client as they appear on the certificate in the box on the right, then click Check Status.

Redeem Certificate

To redeem a Future Cruise Credit*, enter the Booking ID for your client's future cruise. *Future Cruise Credits issued as part of our Cruise With Confidence program, or for a Non-Refundable Deposit Program, may be redeemed within Espresso. For all others please use the Coupon Redemption tool on CruisingPower.com.

Booking ID (Individual or Group)

Booking ID

START REDEMPTION

Check Certificate Status

To check the status of a Future Cruise Credit, enter your client's certificate number and their full name as it appears on the certificate. You will have the option to redeem* any active certificates. *Future Cruise Credits issued as part of our Cruise With Confidence program, or for a Non-Refundable Deposit Program, may be redeemed within Espresso. For all others please use the Coupon Redemption tool on CruisingPower.com.

Certificate Information

1-3DE8NB9

John   Overton

CHECK STATUS

The certificate information will be displayed including the certificate amount, status, client name, brand, issue date, expiration date and days left before expiration.

Certificate Status

Certificate Number:	Certificate Information		
1-3DE8NB9	Guest Name:	Brand:	
2,034.⁰⁰ USD	John Overton	Celebrity Cruises	
Status: Active	Issue Date:	Expiration Date:	Days Left:
	19 Nov 2020	19 Nov 2021	300

CANCEL   **CHECK ANOTHER**   **BEGIN REDEMPTION**

All names and details are fictitious and used for illustration only.

To check the status of another certificate, click Check Another. If the certificate is active and you're ready to proceed, click Begin Redemption and enter the new booking number for your clients.

Certificate Redemption

To redeem a Future Cruise Credit, enter the Booking ID for your client's future cruise.

Certificate Number:
1-3DE8NB9

2,034.⁰⁰ USD

Guest: John Overton

Booking ID (Individual or Group)

Booking ID

CANCEL   **CONTINUE**

For certificates that have already been redeemed, those with any remaining balance after redemption will show both the amount applied and the balance. If there is a remaining balance after redemption, the balance will be issued in a new FCC.

Certificate Status

Certificate Number:
1-3DEFSBC

2,949.⁰⁰ USD

Status: Redeemed

2,518.⁰⁰ USD (+) **431.**⁰⁰ USD
Applied   Balance*

Certificate Information

Guest Name:
Robert Landon

Brand:
Celebrity Cruises

Issue Date:
19 Nov 2020

Redemption Date:
20 Jan 2021

* If there is a remaining balance once you redeem your FCC, you'll receive the balance in a new FCC.

CANCEL   **CHECK ANOTHER**   **BEGIN REDEMPTION**

Redeem Certificate

To proceed directly to Redeem Certificate, enter the booking ID for Individual or Group Booking and click Start Redemption.

Redeem Certificate

To redeem a Future Cruise Credit*, enter the Booking ID for your client's future cruise. *Future Cruise Credits issued as part of our Cruise With Confidence program, or for a Non-Refundable Deposit Program, may be redeemed within Espresso. For all others please use the Coupon Redemption tool on CruisingPower.com.

Booking ID (Individual or Group)

140835

START REDEMPTION

Check Certificate Status

To check the status of a Future Cruise Credit, enter your client's certificate number and their full name as it appears on the certificate. You will have the option to redeem* any active certificates. *Future Cruise Credits issued as part of our Cruise With Confidence program, or for a Non-Refundable Deposit Program, may be redeemed within Espresso. For all others please use the Coupon Redemption tool on CruisingPower.com.

Certificate Information

Certificate Number

First Name   Last Name

CHECK STATUS

After confirming the booking information, enter the certificate(s) for each client.

Booking Information

| Booking ID: | Brand: | Ship: | Sailing Date: | Share Certificate Value(s): |
| 140835 | Royal Caribbean International | Odyssey Of The Seas | 09 May 2021 | OFF |

Joseph Rodriguez
Certificate Number

Thomas Domaldo
1-3DE8N1K

+ Add another certificate   + Add another certificate

CANCEL   SUBMIT CERTIFICATE

We reserve the right to examine the original paper or electronic certificate for verification. Certain certificates may not be combined with any other offer or promotion, such as Loyalty, Shareholder Benefits, Future or Next Cruise offers. Cruise With Confidence Future Cruise Credits (CWC FCC) must be redeemed on or before April 30, 2022 on any cruise, on the same cruise brand, scheduled to depart on or before September 30, 2022. CWC FCCs not redeemed on or before April 30, 2022 will automatically expire and have no value. FCCs issued outside of the Cruise With Confidence program may have different expiration and "sail by" dates. Future Cruise Credits are per person, per booking, and valid only for the person noted on the certificate. FCCs may be applied towards cruise fare only and may be used on chartered sailings or in contracted groups. Guest will remain responsible for paying the difference in the cruise fare if it exceeds the value of the FCC, taxes/fees, port expenses and (if applicable) gratuities for the booking. If the cruise fare is lower than the FCC's value, a new FCC (with the same expiration date) will be issued for the balance. FCCs are only valid for cruises on the cruise brand it was issued, are not transferable, and may not be redeemed for cash. All bookings are subject to availability at the time of the request. Additional terms and conditions apply.

To add multiple certificates for a client, click Add Another Certificate. Up to 8 certificates per client can be entered in the same transaction, if desired.

Booking Information

| Booking ID: | Brand: | Ship: | Sailing Date: | Share Certificate Value(s): |
| 140835 | Royal Caribbean International | Odyssey Of The Seas | 09 May 2021 | OFF |

Joseph Rodriguez
Certificate Number

+ Add another certificate

Thomas Domaldo
1-3DE8N1K

Certificate Number

+ Add another certificate

To share the value of all Future Cruise Credit(s) entered across all clients within this reservation, slide the toggle to "On" before submitting the certificate(s). When the toggle is "On", the value of all certificate(s) entered on this submission will be shared across all eligible clients in the reservation.

Click Submit Certificate to proceed with redemption.

Once the process is complete, a confirmation screen will display showing the certificates that were redeemed in this transaction and the amount that was redeemed for each certificate.

After reviewing the screen, you have the option to print a confirmation, retrieve the booking in Espresso or submit another certificate. To exit the redemption tool, click Exit to Dashboard in the upper right corner of the screen.