

# ICONIC ADVISOR CLUB

## FAQs

### Q1: What is Iconic Advisor Club?

A1: Iconic Advisor Club is our exclusive new tier within Celebrity Rewards, taking rewards & benefits to the next level for Celebrity Rewards Top Sellers.

### Q2: How do you qualify?

A2: To qualify as a member of Iconic Advisor Club, you must meet one of the following criteria:

- Most be registered in Celebrity Rewards.
- Travel Partners selling Celebrity Cruises the most engaged (revenue) advisors will be recognized
- Top 5 travel partners, per Celebrity Sales region with the highest Suite, Aqua and Concierge class revenue for the quarter.

### Q3: How will I know if I am in Iconic Advisor Club?

A3: You will receive a message confirming you have qualified from your Celebrity Cruises Sales Manager followed by a welcome email to the address you have registered with Celebrity Rewards.

### Q4: How long will I be in the Iconic Advisor Club tier for?

A4: Your membership within Iconic Advisor Club will last for a 12-month period. After the 12 months, should you again qualify, you will retain your Iconic Advisor Club status for a further 12 months.

### Q5: Do I need to opt in to be a member of Iconic Advisor Club?

A5: To secure your place as a member of Iconic Advisor Club, you will need to acknowledge and confirm you agree with the program terms and conditions. You will receive notification to opt in via your invitation email and when you visit the Celebrity Rewards site, via the Rewards tab on The Celebrity Commitment, [The Celebrity Commitment - Official Site](#).

### Q6: What are the benefits of being in Iconic Advisor Club?

A6: • 5,000 bonus Celebrity Rewards points

- Exclusive Celebrity Rewards Point Promotions: Think double points to accelerate pay-day earnings during your birthday month, by selling specific sailings, and more.
- VIP Rewards Concierge: Your Rewards Concierge Team is your very own personal shopper. If you want to spend your Celebrity Rewards points on something other than cash reloads onto your Mastercard, let our team of experts source that bespoke item for you. From shows and sporting event tickets to the newest tech gadgets, we'll do all the hard work so you can relax and enjoy your rewards in VIP style.
- Invitations to Exclusive Insight/Pulse Webinar: Join other IAC members for an exclusive webinar with leaders from Celebrity Cruises for the unique opportunity to share information and feedback.
- Recognition in SeasToday & The Celebrity Commitment: We want to make sure everyone knows what an important partner you are, by announcing you as an Iconic Advisor Club member during our monthly webinars and on our trade-facing website.
- IAC Member Helpdesk Support: Enjoy priority assistance with all your Celebrity Rewards queries and needs, with access to a dedicated Helpdesk email service.



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### **Q7: Is there a dedicated Iconic Advisor Club Member section of the Celebrity Rewards site?**

A7: Yes, we have a new dedicated area on the Celebrity Rewards site exclusive to Iconic Advisor Club members. All members will have automatic access once they have opted-in to the program. Visit the 'MEMBERS ONLY' page under the new 'IAC' tab located on the Celebrity Rewards homepage. Visit [Celebrity Rewards](#).

### **Q8: How do I use the VIP Rewards Concierge service?**

A8: Please visit the exclusive ICONIC ADVISOR CLUB MEMBERS ONLY tab on the Celebrity Rewards website and complete the VIP Rewards Concierge contact form, providing some detail on the type of reward you would like the team to source for you. A member of the VIP Concierge Rewards team will then be in touch to discuss your requirements further.

### **Q9: How will I hear about exclusive promotions and invitations?**

A9: Communication will be via email. Please ensure you have an up-to-date email address within your Celebrity Cruises profile. Should you need to update your email address at any time, you can do so by using the 'Contact Us' form on the Celebrity Rewards website to let the Helpdesk Team know of any required changes to your contact details and they will update your profile for you.

### **Q10: How do I contact the Concierge Trade Support service?**

A10: Please use the form on the 'Contact Us' page of the Celebrity Rewards website and your message will be received into a dedicated priority inbox for Iconic Advisor Club members only.

### **Q11: Does anything change with how I earn, redeem, and claim Celebrity Rewards?**

A11: No, you will continue to earn, claim, and redeem your points in exactly the same way you do now, just with access to exclusive promotions throughout the year to help you earn even more. The Celebrity Rewards team will automatically apply any bonus points earned during exclusive promotion periods to your account.

### **Q12: What happens if I leave my current employer while I am an Iconic Advisor Club Member?**

A12: If you are no longer working for the same employer that you were when you opted into Iconic Advisor Club, your status will depend on your qualifying criteria.

If you qualified based on the criteria claimed, and you have moved to a new sales role within another travel business, you will maintain your place with Iconic Advisor Club.

If you qualified as the top seller of your business, you would automatically forfeit your place within Iconic Advisor Club. You can continue to earn Celebrity Rewards as normal, and you will have the opportunity for qualification within your new employer moving forward.

### **Q13: Can the benefits change or be updated?**

A13: From time to time, we may review the benefits offered within Iconic Advisor Club. Celebrity Cruises has the right to add, remove or amend any of the benefits with 21 business days' notice.

### **Q14: Where can I find full terms and conditions?**

A14: Please visit the Celebrity Rewards website, an opt-in form will be displayed for agents invited to join Iconic Advisor Club and a link to the full program terms and conditions is provided in this form. Registered Iconic Advisor Club members can access the terms and conditions at any time on their exclusive 'ICONIC ADVISOR CLUB MEMBERS ONLY' page on the Celebrity Rewards website.

