

Cruise Planner

Frequently Asked Questions

1. Will I need my client's Guest Account password to log in?

No, you won't need your client's Guest Account password. Cruise Planner can be accessed through CruisingPower with the guest reservation number.

2. Can clients use a combination of onboard credit (OBC) and a credit card for payment?

Definitely — we're flexible. Your clients can use any combination of available OBCs and credit cards to complete their purchase.

3. Is it possible to cancel a purchase made through My Cruise? Will clients receive a refund?

Yes, any items purchased by the Travel Advisor can be modified by the guest. Once a purchased item is canceled, the client will automatically be refunded in their original form of payment.

4. Are purchases made through Cruise Planner commissionable?

Aligned with our existing pre-cruise purchase structure, purchases made within Cruise Planner are not eligible for commission earnings.

5. Can purchases be made for multiple bookings within one transaction?

If guests from different bookings are travelling together on the same ship and sailing and those guests have already linked their Guest Account profiles together, and the agency owns all linked reservations then, after retrieving any one of the bookings, the travel advisor would be able to see/purchase for linked guests across the multiple bookings.

6. Can Travel Advisors modify client Guest Account profiles?

No, Travel advisors are unable to access or modify their clients' profiles or settings.

7. Is it possible to purchase products for a booking owned by a different agency?

No, Cruise Planner will validate that the bookings belong to the logged in agency and the Travel Advisor has access to the booking.

8. Can credit cards linked to the guest's profile be used?

Travel Advisors cannot access or use previously saved credit card details provided by guests. They also cannot save any credit card information on behalf of the guest. To complete the purchase, travel partners have to manually enter the credit card information which will be used to pay for the pre-cruise purchase.

9. Can the Travel Advisor view guest purchases?

Yes, Travel Advisors can view all purchased items, regardless of the buyer, through the "Order History" in Cruise Planner when accessing bookings via CruisingPower.

10. Is it possible to adjust the pricing of existing purchases to reflect a lower rate?

If a lower rate is available, the process would involve canceling the current purchase and rebooking, subject to availability and specific product terms.

11. Can existing purchases be modified?

Yes. Upon locating the existing order, users have the ability to adjust confirmed guests, update scheduled times and dates, or cancel the entire order as needed.

12. What is the deadline for adding Cruise Planner products?

The cut-off time for booking, modifying or canceling Cruise Planner products is 48 hours before the scheduled sailing, excluding the day of sailing.

