



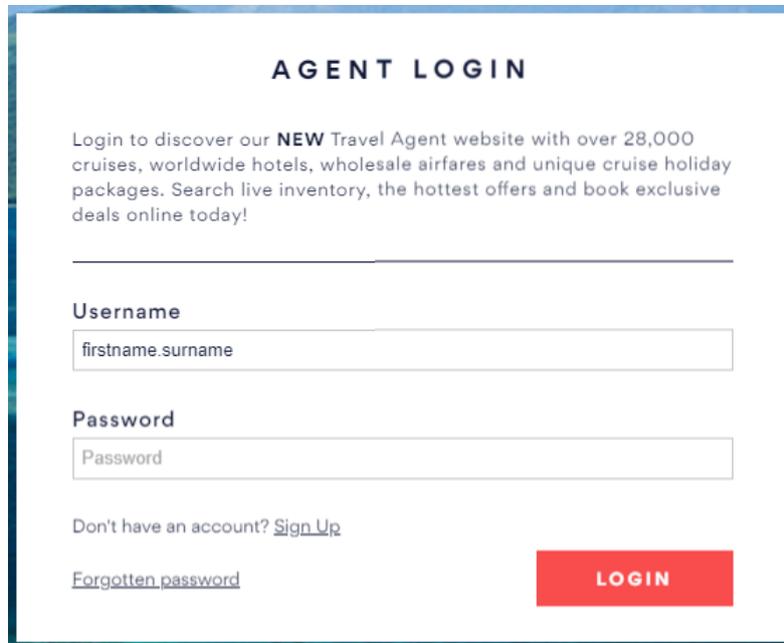
**NEW WEBSITE & BOOKING ENGINE
QUICK GUIDE**

TABLE OF CONTENTS

- 2. How to log in
- 3. Website Content
- 6. Creative Collection
- 8. How to search for a cruise
- 17. My Account
- 19. How to save a quote
- 21. How to make a booking
- 25. How to make a payment
- 26. How to add a hotel

HOW TO LOG IN

1. **URL:** creativecruising.co.nz
2. Log in using the login details provided:



The screenshot shows the 'AGENT LOGIN' page. At the top, it says 'AGENT LOGIN'. Below that, a paragraph of text reads: 'Login to discover our **NEW** Travel Agent website with over 28,000 cruises, worldwide hotels, wholesale airfares and unique cruise holiday packages. Search live inventory, the hottest offers and book exclusive deals online today!'. There is a horizontal line below the text. The 'Username' field contains the placeholder text 'firstname.surname'. The 'Password' field contains the placeholder text 'Password'. Below the password field, there are two links: 'Don't have an account? [Sign Up](#)' and '[Forgotten password](#)'. A red 'LOGIN' button is located at the bottom right of the form.

3. Once you have logged in, you will be taken to our home page. This is where you can search for your cruise:



The screenshot shows the search interface on the home page. At the top, there are three tabs: 'CRUISE', 'CRUISE PACKAGES', and 'MANAGE MY BOOKINGS'. Below the tabs, there are seven search filters: 'Any Destination', 'Any Departure Date', 'Any Length', 'Any Cruise Line', 'Any Cruise Ship', 'Any Departure Port', and 'Any Price Range'. Each filter has a dropdown arrow. A red 'SEARCH CRUISES' button is located at the bottom right of the search area.

Please note: If at any stage of booking, you would like to return to the home page, you can click on the Creative Cruising logo at the top of the page.

WEBSITE CONTENT

After logging in to the website you will be taken to the search screen where you can navigate the website’s content. Below is an explanation of the content on our website.

Top Banner

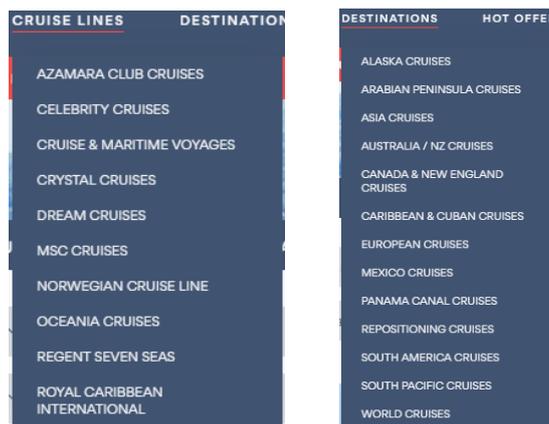


Find a Cruise

- As well as in the back end of the system, you can search for cruises via the ‘Find a Cruise’ tab.

Cruise Lines and Destinations

- These two tabs will provide a results listing of all available sailings for the selected cruise line or destination:



Hot Offers

- This is where you will find all the cruise lines’ current promotions, last minute deals and easy sells.
- It is updated regularly by our Product department.

For example:

Norwegian Cruise Line – Free at Sea

Date Range	Valid until: TBA
Inclusions	FREE at Sea Promo* – pick one of the following bonus offers for studio & inside or pick two for oceanview, balcony & mini-suite: Beverage Package† Specialty Dining Package‡ 250 Minute Internet Package‡‡ Shore Excursion Credit‡
Terms & Conditions	**FREE at Sea Promo is valid on the first sailing only; Bonuses are applicable to passengers 1 & 2 in the cabin and both passengers must choose the same bonus offer. †Ultimate Beverage Package: Guest must be 21 years or over to qualify. Variety of spirits, cocktails, wine by the glass & bottled or beer up to \$15. Includes fountain soda and juice. Does not apply to the Ice Bar. Does not include room service, bottled water, beer buckets, premium brands, bottled wine, mini bar, freshly squeezed juice, and coffee. ‡Specialty dining package is 3 meals per person. Specialty Dining includes one main course per person at Cagney’s and Le Bistro restaurants, Food Republic, The Bake Shop, Ice Cream Bar, Gelato, specialty items in the Asian restaurant, Special Occasion/Holiday menus and beverages are not included. ‡‡WiFi: 250 minutes applicable to one login per stateroom. ‡Shore excursion credit is US\$50 per port per stateroom. Does not include embark & disembark day. Credit has no monetary value & is non-refundable.

Cruise Packages



- This is where you will find all of our AMAZING packages.
- Packages can include heavily discounted cruise rates, guided holidays and accommodation.
- You can filter via destinations, cruise lines and duration

CRUISE PACKAGE HOLIDAYS [CLEAR ALL](#)

- Select Europe in the destination tab, MSC as the cruise line and leave the duration blank, then click 'Go'.
- Below is an example of one of our Japan packages that would come up with Celebrity Cruises.
- To look into the package in more detail, you just need to click on the red 'More' button on the bottom right hand side of the package:

LAND & SEA

Japanese Explorer

Includes 2 nts Accommodation, 14 nt Cruise Yokohama return - Celebrity Millennium, transfer from hotel to port & More

16 NIGHTS FROM

\$3,439pp

Cruise departs: 9 Nov 2019

Valid until: 31 Aug 2019

Bonus: INCLUDES SAVINGS*





MORE

- This will give you a snapshot of rates, highlights, inclusions, policies, travel agent notes and itinerary:




JAPANESE EXPLORER (CELNZ01)

VALID UNTIL: 31 AUG 2019 | HOLIDAY DEPARTS ON: 7 NOV 2019 | CRUISE DEPARTS ON: 9 NOV 2019

INSIDE	OUTSIDE	BALCONY	SUITE
NZ\$3,653	NZ\$3,913	NZ\$5,203	NZ\$14,107

HIGHLIGHTS INCLUSIONS POLICIES ITINERARY

HIGHLIGHTS

Even though Tokyo is among the largest, most frenetic cities in the world, it's still able to maintain a great deal of efficiency and charm. Amid the endless buzzing neon signs and the overhead cable webs, Tokyo is home to some of the world's most impressive architecture, stylish shops and 4-star restaurants. Sushi lovers will revel in Tokyo's offering of the famous dish. And the city's "Ramen Zones" serve up unique noodle dishes where slurping is encouraged. And just a short distance outside of the clamor the city is a whole different world. In the surrounding small towns and villages you'll get a glimpse into Japan's rich culture and traditions. Tokyo is truly a study in delightful contrast.



BONUS OFFER: CLICK ON EACH FOR DETAILS

- Once you have read through all the conditions, select the red 'Continue' button at the end of the bottom banner:

JAPANESE EXPLORER (CELNZ01) 16 NIGHTS FROM NZ\$3,653/PP



- You will then be prompted to add the number of guests and their ages. Add this information and select 'Continue':

Number of Guests

Guest's Age
at time of sailing ⓘ

Guest 1 * Guest 2 *

required

CONTINUE

- Continue through the flow by following the prompts and after each screen, hit the red 'Continue' button.
- Once you have selected the number of passengers and cabin type for your cruise, enter in the passenger information and select 'Request a Quote':

HOLD BOOKING

REQUEST A QUOTE

CONTINUE TO PAYMENT

Hold Expires: 23 Jul 2019 [NewZealand Standard Time]

Please note: If you select 'Hold booking' all live elements of the package will book, however the manual elements will remain in Quote status. Please call the Reservations team to hold these items in.

Agent Tools

- This is the last tab on the banner.
- This is where you will find essential information, including agent commissions, allocations, online check-in, training material etc.
- Once you click on the 'Agent Tools' tab, you will see a drop down menu with the following:

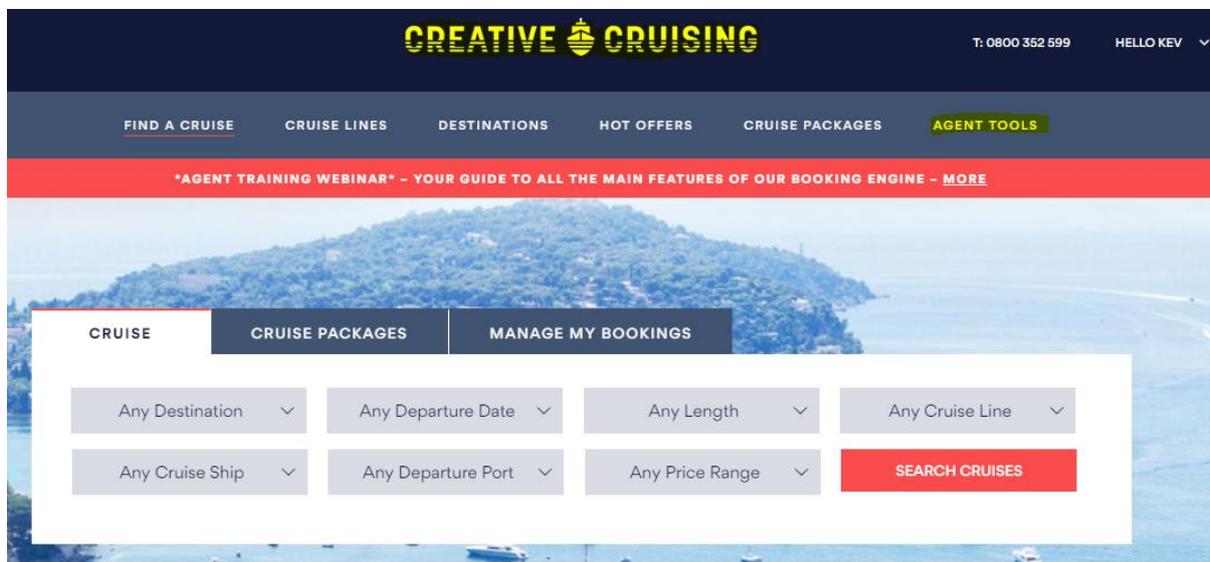
ABOUT US
AGENT COMMISSIONS
ALLOCATIONS
ONLINE CHECK IN
PASSPORT & VISA REQUIREMENTS
TAKE OVER A BOOKING
WEBSITE USER GUIDE

CREATIVE COLLECTION

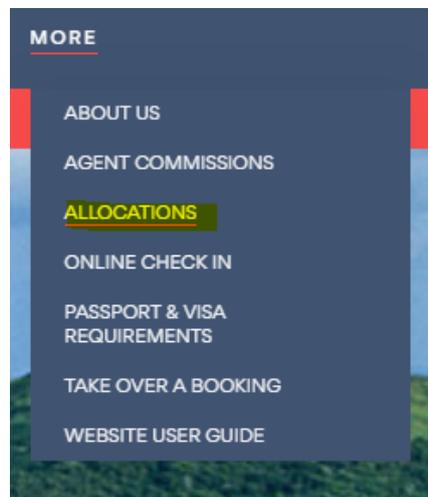
The Creative Collection is a collection of cruises that we have pre purchased allocations on at special rates. These can be identified by this symbol:

DATE	INSIDE	OUTSIDE	BALCONY	SUITE
26 Apr 2021	CALL	NZ\$4,156	NZ\$4,587	NZ\$6,235 
 [1151556] Creative Collection Princess 18+ nights				

- To find a list of our allocations you can go to the Creative Cruising banner at the top of the screen which will take you back to the main screen. Select the 'Agent Tools' tab:



- Select 'Allocations':



- Then view allocations PDF

Allocations

Our team of Product Specialists hand pick the 'Creative Collection', a select list of allocations with 7 x leading cruise lines and over 300 sailings. The 'Creative Collection' is updated monthly. We hold space for you, our Travel Agent partners, on these sailings so that you can book into new season releases and popular cruises with confidence.

Creative Collection



Our Product Team negotiate with leading cruise lines to bring added extras and bonuses such as **On Board Credits** and **specialty dining vouchers**.

You can now book directly into the 'Creative Collection' online! Look out for the icon in search results. This indicates that the particular sailing is within the allocation collection and guests will benefit from added extras!

[VIEW ALLOCATIONS PDF](#)

- The allocations document will look like this:



Creative Choice Sailings

Updated - 07 Sep 18

Royal Caribbean Cruises

SHIP	DEPARTURE DATE	LENGTH	ITINERARY DETAILS	VALUE ADD
OVATION OF THE SEAS	30-Mar-19	10 nights	NEW ZEALAND, SYDNEY RETURN	US\$50 Onboard Credit per Stateroom
OVATION OF THE SEAS	9-Apr-19	08 nights	SOUTH PACIFIC, SYDNEY RETURN	US\$50 Onboard Credit per Stateroom
EXPLORER OF THE SEAS	13-Apr-19	11 nights	THE SPICE ROUTE, SINGAPORE - DUBAI	US\$50 Onboard Credit per Stateroom
RADIANCE OF THE SEAS	14-Apr-19	4 nights	SAMPLER CRUISE, SYDNEY RETURN	N/A
RADIANCE OF THE SEAS	18-Apr-19	18 nights	REPOSITIONING CRUISE, SYDNEY - HONOLULU	US\$75 Onboard Credit per Stateroom
EXPLORER OF THE SEAS	24-Apr-19	13 nights	SUEZ CANAL & MEDITERRANEAN, DUBAI - BARCELONA	N/A
OVATION OF THE SEAS	2-May-19	11 nights	REPOSITIONING CRUISE, HONOLULU - VANCOUVER	N/A
SPECTRUM OF THE SEAS	4-May-19	14 nights	SPICE ROUTE, DUBAI - SINGAPORE	N/A
OVATION OF THE SEAS	13-May-19	11 nights	ALASKA, VANCOUVER - SEATTLE	N/A

Please note: this is updated regularly

HOW TO SEARCH FOR A CRUISE

1. Select the date range, cruise line and cruise ship. Then select 'Search Cruises' to search for the cruise:



2. A list of available cruises will appear. In this screen you can compare up to 6 different cruises.
3. To compare the pricing of the available cruises, you can select the 'Compare' button situated under the cruise pricing:



4. This will put your selected cruises on a pop up banner at the bottom of the screen.



5. To view and compare those cruises, select the 'Compare' button on the right of the grey banner:



Please note: You can compare up to 6 cruises at once.

6. This will reveal a summary of all the cruises you want to compare:

[SHARE CONTENT](#)

Itinerary:			
	<ul style="list-style-type: none"> Day 1: Tampa - Florida Sat 5 Dec 2020 Depart 4:00 PM Day 2: Cruising 	<ul style="list-style-type: none"> Day 1: Tampa - Florida Sat 12 Dec 2020 Depart 4:00 PM Day 2: 	<ul style="list-style-type: none"> Day 1: Tampa - Florida Sat 19 Dec 2020 Depart 4:00 PM Day 2: Cruising
Cruise Line:			
Cruise Ship:	Rhapsody of the Seas	Rhapsody of the Seas	Rhapsody of the Seas
Destination:	Caribbean Western	Caribbean Western	Caribbean Western
Start Date:	5 Dec 2020	12 Dec 2020	19 Dec 2020
End Date:	12 Dec 2020	19 Dec 2020	26 Dec 2020
Length:	7	7	7
Start Port:	Tampa	Tampa	Tampa
End Port:	Tampa	Tampa	Tampa
Inside:	NZ\$1,091	NZ\$1,030	NZ\$1,443
Outside:	NZ\$1,201	NZ\$1,154	NZ\$1,611
Balcony:	NZ\$2,055	NZ\$2,059	NZ\$2,640
Suite:	NZ\$2,522	NZ\$2,394	NZ\$3,654
BONUS OFFER: Click on each for details:	 	 	 
	CONTINUE	CONTINUE	CONTINUE

*Please Note: From here you are also able to **print** or **share** the link of the comparison page*

7. Once you have decided on a cruise, click 'Continue' on the relevant cruise:



- Day 1: Tampa - Florida
- Sat 12 Dec 2020 | Depart 4:00 PM



Rhapsody of the Seas

Caribbean Western

12 Dec 2020

19 Dec 2020

7

Tampa

Tampa

NZ\$1,030

NZ\$1,154

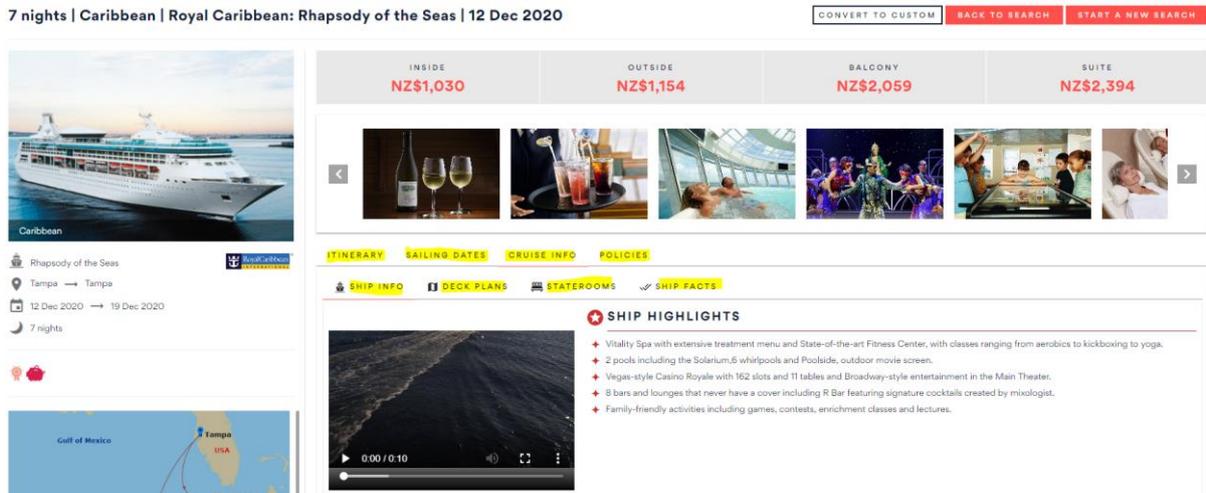
NZ\$2,059

NZ\$2,394

[CONTINUE](#)

- This will take you the Cruise Information screen. This page includes Ship info, deck plans, information on the staterooms, restaurants and entertainment:



- Once you have reviewed this with your passengers, you can select 'Continue' at the bottom right of the screen:



- Select the number of passengers sailing and enter their age as of the last day of the cruise itinerary:

The 'GUEST INFORMATION' form contains the following elements:

- NUMBER OF GUESTS:** A dropdown menu currently set to '2'.
- GUEST'S AGE: AT TIME OF SAILING:** A label with an information icon.
- GUEST 1:** An input field containing the number '40'.
- GUEST 2:** An input field containing the number '40'.

- On this screen you can also search past passenger numbers (if offered by the cruise line) by clicking the blue search icon and entering in the necessary passenger details in the pop-up:

The 'SHOW SPECIAL RATES' pop-up includes the following options:

- PAST PASSENGER #** TEST
- CHECK ACCESSIBLE CABINS**
- CHECK CONNECTING CABINS**

Please note: You can also tick the relevant boxes for special rates in this screen

12. Below is a table of requirements for each Cruise Line to search for a past passenger number:

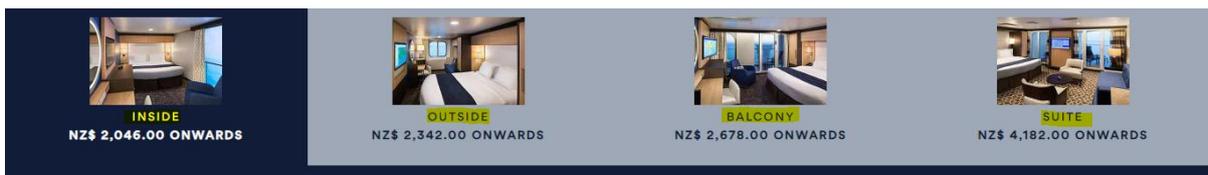
Supplier	First Name and Last Name	Birth Date	Email	Phone	Address
Carnival	Yes	Yes			Yes
Princess	Yes			Yes	
Cunard	Yes			Yes	
P&O	Yes			Yes	
P&O Australia	Yes			Yes	
Holland America	Yes			Yes	
Seabourn	Yes			Yes	
Royal Caribbean	Yes	Yes	Optional		
Celebrity	Yes	Yes	Optional		
Azamara	Yes	Yes	Optional		

Please note: You must enter the correct information to successfully find a past passenger number.

13. Once you have entered all the relevant information, select 'Continue':



14. On this screen, you can select the desired cabin and rate. At the top of the screen you have the cabin categories available:



15. Once you select the cabin category a list of available rates will appear:

The screenshot displays four cabin categories at the top: INSIDE (NZ\$ 2,046.00 ONWARDS), OUTSIDE (NZ\$ 2,342.00 ONWARDS), BALCONY (NZ\$ 2,678.00 ONWARDS), and SUITE (NZ\$ 4,182.00 ONWARDS). Below these, two detailed rate cards are shown. The first card is for 'Z1 Interior Stateroom Guarantee' with a 'Non-refundable Deposit' icon highlighted in yellow. It lists two fare options: one for NZ\$ 2,046.00 (Fare code: F6386887 - Savings NRD++) and another for NZ\$ 3,382.00 (Fare code: F6788436 - STANDARD) which includes a 'USD\$ 100.00 Supplier Promotions' icon. The second card is for '4U Interior Stateroom with Virtual Balcony' with a 'Non-refundable Deposit' icon highlighted in yellow, listing a fare for NZ\$ 2,090.00 (Fare code: F6386997 - Savings NRD++). Both cards include 'Click To Enlarge' links, 'TOTAL CRUISE RATE' columns, and 'CONTINUE' and 'PRICE' buttons. A note at the bottom of each card states 'NCCF (Port Charges) Included in price: NZ\$ 580.00/person.' and 'Guarantees Only Available'.

Please note: You will also be able to see special rates like group allocations, current promotions, etc. via the icons highlighted above.

Important: Click through to the next screen, please do not quote from this screen as the prices may be cached. Prices on this screen are updated every 24 hours by the system operator.

16. Once you have decided on a fare, make a selection by selecting 'Continue':

This screenshot shows the same 'Z1 Interior Stateroom Guarantee' rate card as above. The 'CONTINUE' button for the NZ\$ 2,046.00 fare is highlighted in red, indicating it is the selected option. The 'PRICE' button below it is also visible. The 'Non-refundable Deposit' icon remains highlighted in yellow. The rest of the card, including the second fare option and the '4U' card below, remains the same as in the previous screenshot.

17. If you would like to see the commission breakdown before selecting a particular fare, you can select 'Price' and it will bring up a new screen with a breakdown of costings, including commission and the payment schedule:

Category: ZI Rate Code: F6386887

[close window](#)

CRUISE - 12 NIGHT NEW ZEALAND CRUISE - ROYAL CARIBBEAN: OVATION OF THE SEAS

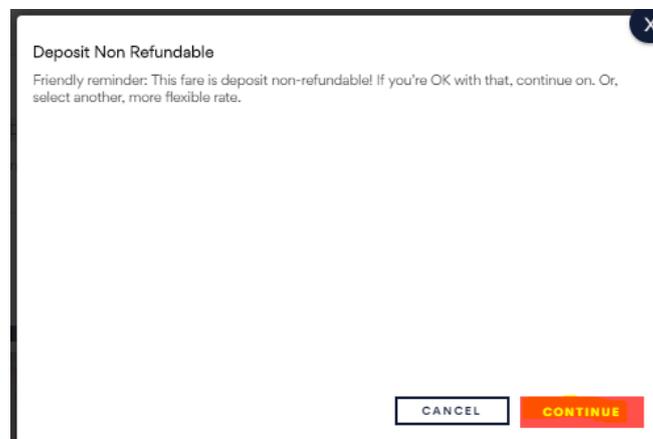
GUEST INFORMATION		CRUISE FARE	TAXES	TOTAL DUE
PAX #1		NZ\$ 1,769.00	NZ\$ 277.00	NZ\$ 2,046.00
PAX #2		NZ\$ 1,769.00	NZ\$ 277.00	NZ\$ 2,046.00
GRAND TOTAL PRICES ARE QUOTED IN NZD (NEW ZEALAND DOLLAR)				NZ\$ 4,092.00
ONBOARD CREDIT				USD \$100.00

- AGENT VIEW			
PRICE	PAX #1	PAX #2	TOTAL
NCCF (INCLUDED IN CRUISE FARE)	NZ\$ 580.00	NZ\$ 580.00	NZ\$ 1,160.00
TAXES	NZ\$ 277.00	NZ\$ 277.00	NZ\$ 554.00
AGENT COMMISSION	NZ\$ 118.90	NZ\$ 118.90	NZ\$ 237.80
TOTAL AGENT NET	NZ\$ 1,927.10	NZ\$ 1,927.10	NZ\$ 3,854.20

PACKAGE PAYMENT SCHEDULE - CUSTOMER		DUE DATE	DUE AMOUNT	PAID DATE	PAID AMOUNT	CUSTOMER BALANCE DUE
	Deposit Ovation Of The Seas-08/11/2020	23 Jul 2019	NZ\$ 400.00	-	NZ\$ 0.00	NZ\$ 400.00
	Final Ovation Of The Seas-08/11/2020	31 Jul 2020	NZ\$ 3,692.00	-	NZ\$ 0.00	NZ\$ 3,692.00
TOTAL PRICES ARE QUOTED IN NZD (NEW ZEALAND DOLLAR)			NZ\$ 4,092.00		NZ\$ 0.00	NZ\$ 4,092.00

PACKAGE PAYMENT SCHEDULE - AGENT		DUE DATE	DUE AMOUNT	PAID DATE	PAID AMOUNT	AFFILIATE BALANCE DUE
	Deposit Ovation Of The Seas-08/11/2020	23 Jul 2019	NZ\$ 400.00	-	NZ\$ 0.00	NZ\$ 400.00
	Final Ovation Of The Seas-08/11/2020	31 Jul 2020	NZ\$ 3,454.20	-	NZ\$ 0.00	NZ\$ 3,454.20
TOTAL PRICES ARE QUOTED IN NZD (NEW ZEALAND DOLLAR)			NZ\$ 3,854.20		NZ\$ 0.00	NZ\$ 3,854.20

18. If you are booking a 'Deposit Non Refundable' rate then you will receive the below pop up. Please ensure you read and advise the clients before selecting 'Continue':



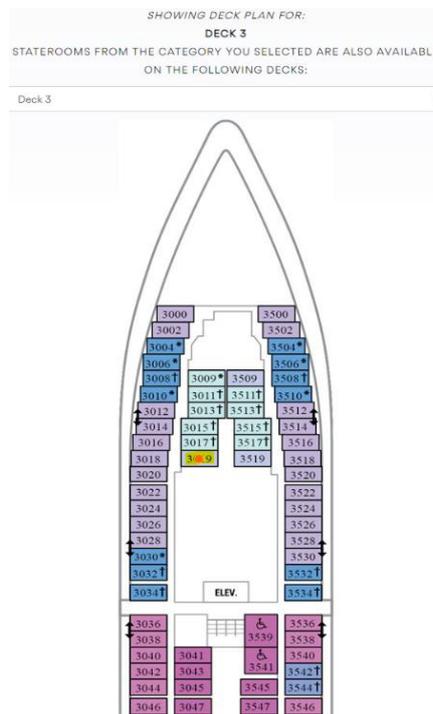
19. Once you have acknowledged the pop up, you will be taken to the *Stateroom Selection* screen. Here you will be able to view the deck plan of the ship and available cabins:

STATEROOM SELECTION

● Available staterooms are highlighted with this image.

From the time a stateroom is selected, you will have 15 minutes to complete the booking process.

CABIN NUMBER: **REQUEST CABIN**



Please note: Some cruise lines (like one's that use POLAR) will only display a small selection of available cabins. If you are after a specific cabin and do not see it on the deck plan, you can search via the 'Request cabin' field.

20. You can select the available stateroom by either clicking on the available cabin on the deck plan (Page 8) or by selecting 'Continue' in the *Select Your Stateroom* section:

SELECT YOUR STATEROOM		
STATEROOMS	DETAILS	
3645	DECK: DECK 3 MAX. GUESTS: 2	CONTINUE
3019	DECK: DECK 3 MAX. GUESTS: 2	CONTINUE

21. This will take you to the *Customer Profile Search* screen. If you have passengers that have booked with us before, you can look up their details in this screen. Otherwise you can just click continue:

Customer Profile Search

SEARCH PROFILE

Name: First Name: Last Name: Email:

Phone:

CONTINUE SEARCH PROFILE

22. This will take you to a *Summary* screen. Here you can add the passengers details, view the price breakdown, add other services (hotel or air) and either save as a quote or hold as a booking:

12 NIGHT NEW ZEALAND CRUISE: ROYAL CARIBBEAN, OVATION OF THE SEAS

TOTAL: NZ\$ 4,092.00

GUEST INFORMATION

2 ADULTS

CATEGORY

INTERIOR STATEROOM GUARANTEE (Z1)

STATEROOMS

GUARANTEE

CHECK OUT

YOUR ITINERARY

CLICK HERE TO BOOK HOTEL IN SYDNEY

Day Sun, 08 Nov 2020 To Fri, 20 Nov 2020 | Available

1
To
13

Ovation of the Seas

Embark Sydney

05:00 PM 08 Nov 2020

Cruise

for 12 Night(s)

06:30 AM 20 Nov 2020

Disembark Sydney

Passengers 2

Category: Interior Stateroom Guarantee (Z1)

Cabin: Guarantee

Non refundable Deposit

▼

CLICK HERE TO BOOK HOTEL IN SYDNEY

PACKAGE PAYMENT SCHEDULE - CUSTOMER	DUE DATE	DUE AMOUNT	PAID DATE	PAID AMOUNT	CUSTOMER BALANCE DUE
Deposit Ovation Of The Seas-08/11/2020	23 Jul 2019	NZ\$ 400.00	-	NZ\$ 0.00	NZ\$ 400.00
Final Ovation Of The Seas-08/11/2020	31 Jul 2020	NZ\$ 3,692.00	-	NZ\$ 0.00	NZ\$ 3,692.00
TOTAL		NZ\$ 4,092.00		NZ\$ 0.00	NZ\$ 4,092.00
PRICES ARE QUOTED IN NZD (NEW ZEALAND DOLLAR)					

PACKAGE PAYMENT SCHEDULE - AGENT	DUE DATE	DUE AMOUNT	PAID DATE	PAID AMOUNT	AFFILIATE BALANCE DUE
Deposit Ovation Of The Seas-08/11/2020	23 Jul 2019	NZ\$ 400.00	-	NZ\$ 0.00	NZ\$ 400.00
Final Ovation Of The Seas-08/11/2020	31 Jul 2020	NZ\$ 3,454.20	-	NZ\$ 0.00	NZ\$ 3,454.20
TOTAL		NZ\$ 3,854.20		NZ\$ 0.00	NZ\$ 3,854.20
PRICES ARE QUOTED IN NZD (NEW ZEALAND DOLLAR)					

CANCELLATION PENALTY DETAILS

(PLEASE SELECT A BONUS OFFER) [CLICK ON EACH FOR DETAILS](#)

VALUE ADD PROMOTIONS.

Royal Caribbean - July Savings [\(View Details\)](#)

1 PASSENGER DETAILS

2 LEAD PASSENGER CONTACT DETAILS

3 ADDITIONAL SERVICES

HOLD BOOKING

REQUEST A QUOTE

CONTINUE TO PAYMENT

Hold Expires: 23 Jul 2019 [New Zealand Standard Time]

23. To view the price breakdown, click on the 'Total' on the top right

12 NIGHT NEW ZEALAND CRUISE: ROYAL CARIBBEAN, OVATION OF			TOTAL: NZ\$ 4,092.00
CRUISE - 12 NIGHT NEW ZEALAND CRUISE - ROYAL CARIBBEAN: OVATION OF THE SEAS			
GUEST INFORMATION	CRUISE FARE	TAXES	TOTAL DUE
Pax #1	NZ\$ 1,769.00	NZ\$ 277.00	NZ\$ 2,046.00
Pax #2	NZ\$ 1,769.00	NZ\$ 277.00	NZ\$ 2,046.00
GRAND TOTAL PRICES ARE QUOTED IN NZD (NEW ZEALAND DOLLAR)			NZ\$ 4,092.00
Onboard Credit			USD \$100.00
			+ Agent View

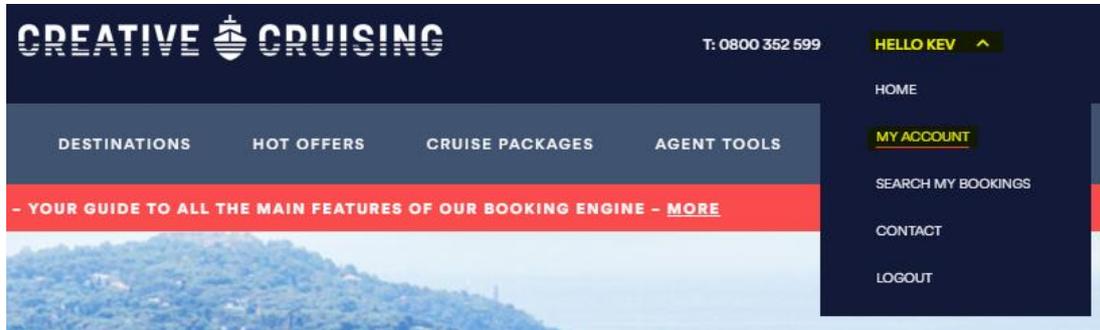
24. To see the commission breakdown select '[+ Agent View](#)':

12 NIGHT NEW ZEALAND CRUISE: ROYAL CARIBBEAN, OVATION OF			TOTAL: NZ\$ 4,092.00
GRAND TOTAL PRICES ARE QUOTED IN NZD (NEW ZEALAND DOLLAR)			NZ\$ 4,092.00
Onboard Credit			USD \$100.00
			- Agent View
PRICE	PAX #1	PAX #2	TOTAL
NCCF (included in cruise fare)	NZ\$ 580.00	NZ\$ 580.00	NZ\$ 1,160.00
Taxes	NZ\$ 277.00	NZ\$ 277.00	NZ\$ 554.00
Agent Commission	NZ\$ 118.90	NZ\$ 118.90	NZ\$ 237.80
Total Agent Net	NZ\$ 1,927.10	NZ\$ 1,927.10	NZ\$ 3,854.20

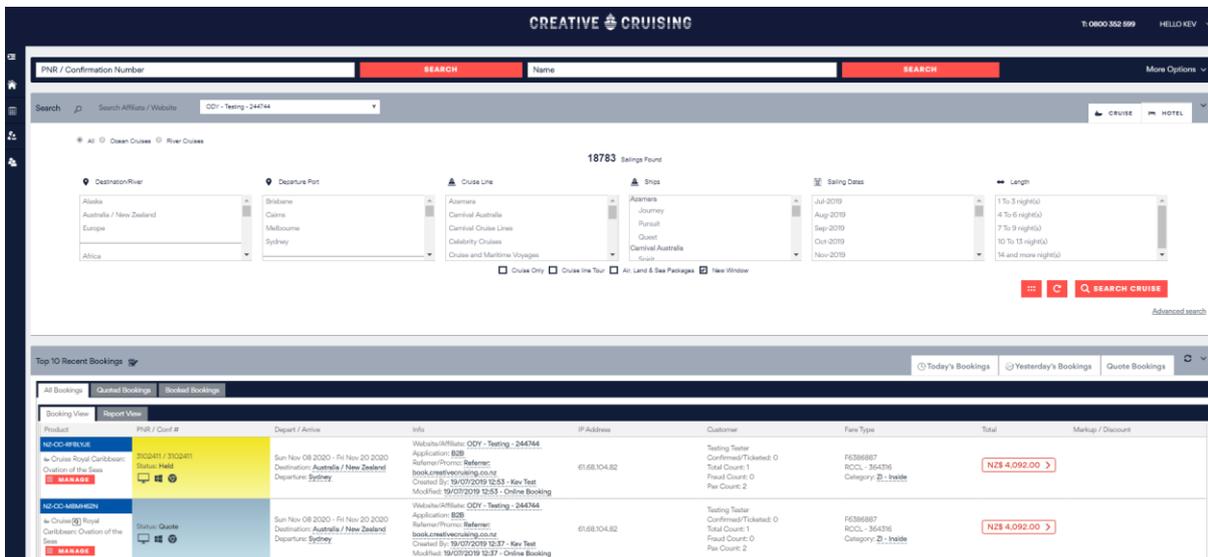
25. To learn how to save a quote, please refer to the next section in the manual.

MY ACCOUNT

- To access the 'My Account' screen after you have logged in, select the 'Hello' drop down and 'My Account':



- This will take you to the 'My Account' screen:



- From here, you can see a list of your Top 10 recent bookings and quotes:



- You can also do cruise searches from this screen:



- You can search for references via the reference number or passenger name:

PNR / Confirmation Number

SEARCH

Name

SEARCH

Please note: you can also select more options to the right of this search bar. This will let you search via email, booking created date and departure date.

- On the left hand side of the 'My account' screen, you also have the below icons:



- This Icon widens the menu bar.



- Directs you to the 'My Account' screen.



- Directs you to the 'Cruise Search'.



- Generate reports on bookings/quotes you have made.



- Add passenger profiles through this icon.



- Amend agent profile details.

HOW TO SAVE A QUOTE

1. Once you have completed your cruise search and you would like to save the search as a quote, you will need to enter the passengers information into the 'Passenger Details' tab on the summary screen and select continue:

2 PASSENGER DETAILS

Click [here](#) to select a customer

Passenger 1	Title*	Gender*	First Name*	Middle Name	Last Name*
(ADULT)	<input type="text" value="Mr"/>	<input type="text" value="Male"/>	<input type="text" value="Tester"/>	<input type="text" value="Middle Name"/>	<input type="text" value="Testing"/>
	Date of Birth*		Past Passenger #		
	<input type="text" value="21"/>	<input type="text" value="Jan"/>	<input type="text" value="1968"/>	<input type="text" value="Past Passenger Number"/>	
Street Address			Apt/Suite#		
<input type="text" value="Address Line1"/>			<input type="text" value="Address Line 2"/>		
Country	State	City	Postal Code		
<input type="text" value="Australia"/>	<input type="text" value="Select One"/>	<input type="text" value="City"/>	<input type="text" value="Post Code"/>		

Passenger 2	Title*	Gender*	First Name*	Middle Name	Last Name*
(ADULT)	<input type="text" value="Mrs"/>	<input type="text" value="Female"/>	<input type="text" value="Tests"/>	<input type="text" value="Middle Name"/>	<input type="text" value="Testing"/>
	Date of Birth*		Past Passenger #		
	<input type="text" value="18"/>	<input type="text" value="Jun"/>	<input type="text" value="1970"/>	<input type="text" value="Past Passenger Number"/>	

Note : Fields marked with * are required.

CONTINUE

*Please note: anything marked with a * is compulsory. You can also search for existing customer profiles on the top right of the 'Passengers Details' tab (highlighted above).*

2. Select 'Request a Quote' at the bottom of the Summary screen:

HOLD BOOKING	REQUEST A QUOTE	CONTINUE TO PAYMENT
--------------	-----------------	---------------------

Hold Expires: 23 Jul 2019 [New Zealand Standard Time]

3. You will then be taken to a confirmation screen where you will be able to view the pricing breakdown and the payment details. You will find the quote number on the top left of the screen under 'Booking confirmation #':

CREATIVE CRUISING REFERENCE:
NZ-CC-MBMH52N
QUOTE
SAVE COPY OF RECEIPT

YOUR ITINERARY

CLICK HERE TO BOOK HOTEL IN SYDNEY

Day	Sun, 08 Nov 2020 To Fri, 20 Nov 2020 Quote		05:00 PM	Cruise for 12 Night(s)	06:30 AM	Passengers: 2	Category: Interior Stateroom Guarantee (Z) Cabin: Guarantee Dining: 05:30 PM (Available)
1 To 13	Ovation of the Seas	Embark Sydney			Disembark Sydney		New-Reference Request

CLICK HERE TO BOOK HOTEL IN SYDNEY

PRICE DETAILS

CRUISE - 12 NIGHTS AUSTRALIA / NEW ZEALAND - ROYAL CARIBBEAN: OVATION OF THE SEAS

GUEST INFORMATION	CRUISE FARE	TAXES	TOTAL DUE
Mr Tester Testing	NZ\$ 1,769.00	NZ\$ 277.00	NZ\$ 2,046.00
Mrs Tests Testing	NZ\$ 1,769.00	NZ\$ 277.00	NZ\$ 2,046.00
GRAND TOTAL PRICES ARE QUOTED IN NZD (NEW ZEALAND DOLLAR)			NZ\$ 4,092.00
Onboard Credit			USD \$100.00

[+ Agent View](#)

BOOKING CREATED FOR

ODY - Testing	Kev Test systemsupport@creativecruising.com.au 1300562599	SEND EMAIL
---------------	--	----------------------------

GUEST INFORMATION

Passenger 1		
Name: Mr Tester Testing	Date of Birth: 01 Jan, 1970	Contact Phone No.: +64800362599
Passenger 2		
Name: Mrs Tests Testing	Date of Birth: 01 Jan, 1970	

PACKAGE PAYMENT SCHEDULE - CUSTOMER	DUE DATE	DUE AMOUNT	PAID DATE	PAID AMOUNT	CUSTOMER BALANCE DUE
Deposit Ovation Of The Seas-08/11/2020	23 Jul 2019	NZ\$ 400.00	-	NZ\$ 0.00	NZ\$ 400.00
Final Ovation Of The Seas-08/11/2020	31 Jul 2020	NZ\$ 3,692.00	-	NZ\$ 0.00	NZ\$ 3,692.00
TOTAL PRICES ARE QUOTED IN NZD (NEW ZEALAND DOLLAR)		NZ\$ 4,092.00	-	NZ\$ 0.00	NZ\$ 4,092.00

PACKAGE PAYMENT SCHEDULE - AGENT	DUE DATE	DUE AMOUNT	PAID DATE	PAID AMOUNT	AFFILIATE BALANCE DUE
(Empty table body)					

CANCELLATION PENALTY DETAILS

ADDITIONAL SERVICES

CRUISE TOURS & TRANSFERS (BOOKED WITH THE CRUISE LINE)

EMAIL THIS BOOKING TO YOUR CONTACTS

Full Payment	Hold Expires: 23 Jul 2019 [New Zealand Standard Time]	CONFIRM BOOKING
--------------	---	---------------------------------

Please note: you will be able to identify that this is a quote by this symbol at the top of the page



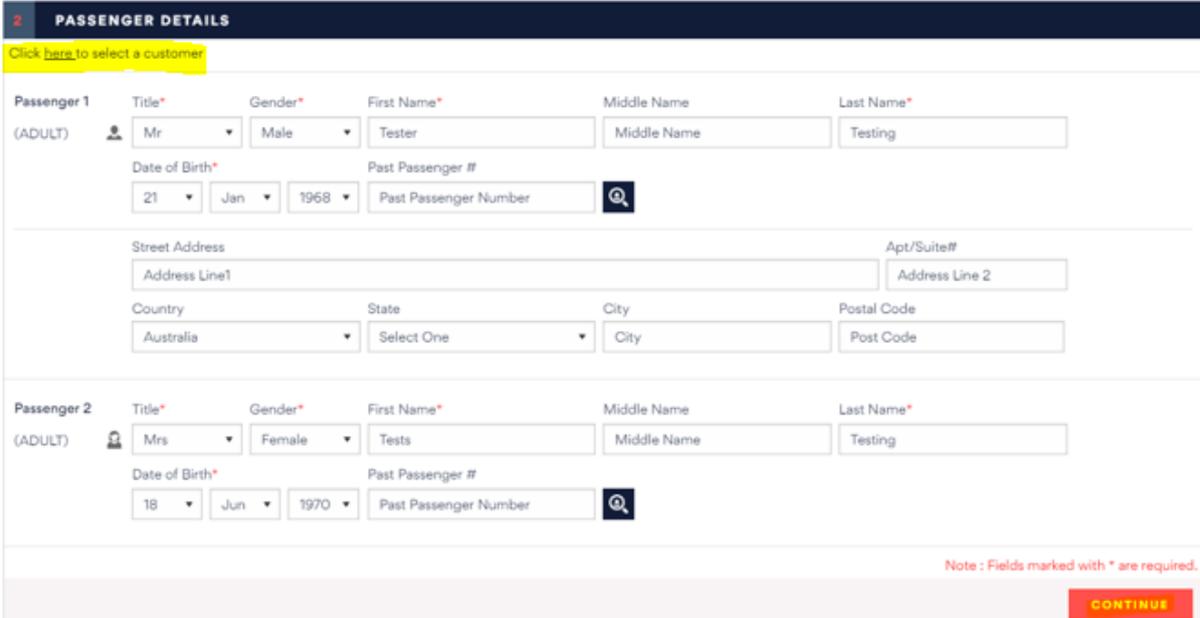
HOW TO MAKE A BOOKING

There are two ways to convert a cruise quote to a booking:

- Continue with booking flow;
- Converting a stored quote to a booking.

Continue with booking flow

1. Once you have completed your cruise search and are at the summary screen, enter in the passengers information in the ‘Passenger Details’ tab and select ‘Continue’:



2 PASSENGER DETAILS

[Click here to select a customer](#)

Passenger 1 (ADULT)  Title* Gender* First Name* Middle Name Last Name*

Date of Birth* Past Passenger # 

Street Address Apt/Suite#

Country State City Postal Code

Passenger 2 (ADULT)  Title* Gender* First Name* Middle Name Last Name*

Date of Birth* Past Passenger # 

Note : Fields marked with * are required.

CONTINUE

*Reminder: anything marked with a * is compulsory. You can also search for existing customer profiles on the top right of the ‘Passengers Details’ tab (highlighted above).*

- You will then come to the Lead Passenger Contact Details section. This is not compulsory. If you do add the lead passenger information, nothing will be sent directly to the passengers, this information is only stored internally:

3 LEAD PASSENGER CONTACT DETAILS

Passenger Email

Passenger Contact Phone Number

+64

Please enter lead passenger details here. This information is collected so that cruise quotes and bookings can be shared by the Travel Agency partner with the lead passenger. We do not share this information with third parties.

CONTINUE

- Lastly, before selecting 'Hold Booking', you need to add the dining and bedding options under the 'Additional Services' tab:

3 ADDITIONAL SERVICES

PREFERENCES (DINING PREFERENCE, DINING TABLE SIZE REQUEST, BED PREFERENCE AND MORE)

Dining Preference ?

Dining Table Size Request

Bed Preference ?

CELEBRATING SPECIAL OCCASIONS DURING THE CRUISE ?

Are you celebrating an anniversary?

Date

How many years ?

Are you celebrating a birthday?

Guest one

Guest two

Are you celebrating your honeymoon?

Pre Pay Gratuities/Service Charges?

Please note: In this tab you can also use this tab to add special occasion information.

- Once you have entered all the information, you can select 'Hold Booking' at the bottom of the screen:

HOLD BOOKING

REQUEST A QUOTE

CONTINUE TO PAYMENT

Hold Expires: 23 Jul 2019 [New Zealand Standard Time]

5. Once booked, you will be taken to a summary screen where you will be able to view the pricing details and payment details. You can see the booking number on the top left of the screen as well as the status of the booking on the top right and the cruise line cancellation penalty information. A cruise line reference will also be generated:

CREATIVE CRUISING REFERENCE: NZ-00-RFA/KE
SAVE COPY OF RECEIPT

	CONFIRMATION: 3102411	CRUISE DETAILS: Royal Caribbean - Ovation of the Seas	EMBARK: 08 Nov, 2020	DISEMBARK: 20 Nov, 2020	Status: Booked
--	------------------------------	---	-----------------------------	--------------------------------	---

YOUR ITINERARY

[CLICK HERE TO BOOK HOTEL IN SYDNEY](#)

Day: Sun, 08 Nov 2020 To Fri, 20 Nov 2020 | 3102411 | Hold

1 To 13			05:00 PM 08 Nov 2020	Cruise for 12 Night(s)		06:30 AM 20 Nov 2020	Passengers 2	Category: Interior Stateroom Cuisine: (Z) Cabin: Cuanitee Dining: MY TIME (Available)	Non-refundable deposit
---------------	--	--	-------------------------	---------------------------	--	-------------------------	-----------------	--	---

[CLICK HERE TO BOOK HOTEL IN SYDNEY](#)

PRICE DETAILS

CRUISE - 12 NIGHTS AUSTRALIA / NEW ZEALAND - ROYAL CARIBBEAN: OVATION OF THE SEAS

GUEST INFORMATION	CRUISE FARE	TAXES	TOTAL DUE
Mr Tester Testing	NZ\$ 1,769.00	NZ\$ 277.00	NZ\$ 2,046.00
Mrs Testa Testing	NZ\$ 1,769.00	NZ\$ 277.00	NZ\$ 2,046.00
GRAND TOTAL PRICES ARE QUOTED IN NZD (NEW ZEALAND DOLLAR)			NZ\$ 4,092.00
Onboard Credit			USD \$100.00

[+ Agent View](#)

BOOKING CREATED FOR

ODY - Testing Key Text
systemsupport@creativecruising.com.au
1500362599

[SEND EMAIL](#)

GUEST INFORMATION

Passenger 1

Name: Mr Tester Testing	Date of Birth: 12 Jan, 1970	Email Address: test.testing@creativecruising.co.nz	Contact Phone No: +64800362599
-------------------------	-----------------------------	--	--------------------------------

Passenger 2

Name: Mrs Testa Testing	Date of Birth: 08 Feb, 1970		
-------------------------	-----------------------------	--	--

PACKAGE PAYMENT SCHEDULE - CUSTOMER

DUE DATE	DUE AMOUNT	PAID DATE	PAID AMOUNT	CUSTOMER BALANCE DUE	
Deposit Ovation Of The Seas-08/11/2020	24 Jul 2019	NZ\$ 400.00	-	NZ\$ 0.00	NZ\$ 400.00
Final Ovation Of The Seas-08/11/2020	31 Jul 2020	NZ\$ 3,692.00	-	NZ\$ 0.00	NZ\$ 3,692.00
TOTAL PRICES ARE QUOTED IN NZD (NEW ZEALAND DOLLAR)		NZ\$ 4,092.00	-	NZ\$ 0.00	NZ\$ 4,092.00

PACKAGE PAYMENT SCHEDULE - AGENT

DUE DATE	DUE AMOUNT	PAID DATE	PAID AMOUNT	AFFILIATE BALANCE DUE

CANCELLATION PENALTY DETAILS

ADDITIONAL SERVICES

ADDITIONAL SERVICES

CRUISE TOURS & TRANSFERS (BOOKED WITH THE CRUISE LINE)

EMAIL THIS BOOKING TO YOUR CONTACTS

Full Payment	Hold Expires: 24 Jul 2019 [New Zealand Standard Time]	CONFIRM BOOKING
--------------	---	--

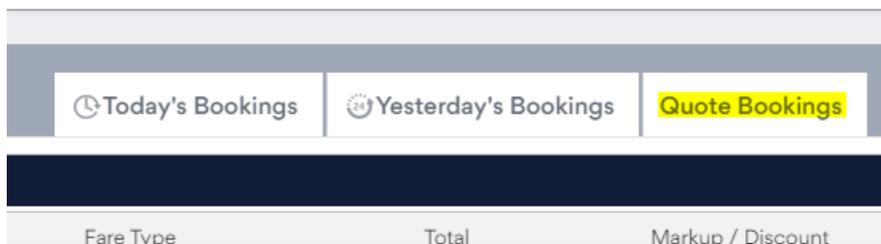
Please note: The agent view of the payment schedule is minimized so you can show the passengers the payment schedule. If you want to view the agent view, just select to display the agent view. You can also save a PDF version of this screen by selecting 'Save Copy of Receipt' on the top right of the page.

Converting a stored quote to a booking

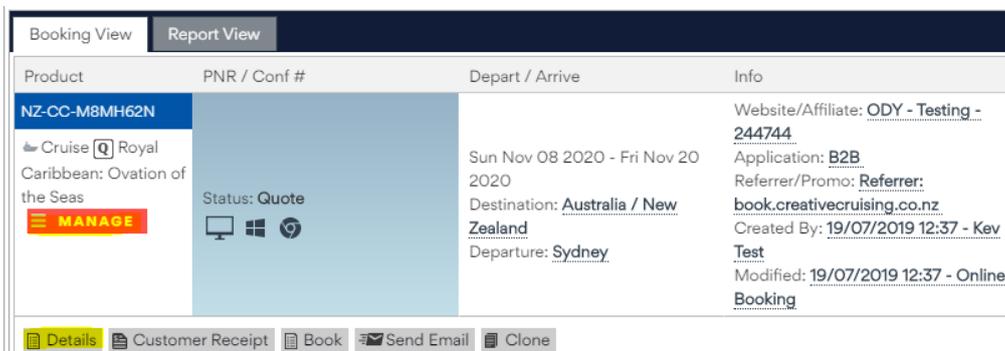
1. You will need to look up the quote number. This can be done 2 ways. The first is by searching the reference number in the search bar at the top left of the 'My Account' screen:



2. The second way is looking up your list of quotes by going to the 'Quote Bookings' tab in the 'My Account' screen:



3. Once you have the quote you would like to convert to a booking, select the 'Manage' tab and then 'Details':



4. This will take you to the details page of the quote. From here you will need to check if the prices and cabin are still available by selecting the 'check availability' icon . This is located on the top right of the blue banner:



5. If everything is still available, then the screen will refresh and you will be able to select 'Hold Booking'. If the rate or cabin is no longer available, then you will be taken back to the availability screen where you will have to select a new rate/cabin.

HOW TO MAKE A PAYMENT

1. On the details screen of the booking you have just made, there is a 'Confirm Booking' button at the bottom of the page. This is where you will make payment on the booking:



2. Once you have selected 'Confirm Booking' you will be taken to the 'Payment information' screen. Here you have the option to pay via ENETT only. You can select to pay either the deposit or full payment:

5 PAYMENT INFORMATION

SELECT PAYMENT OPTION | CUSTOMER

<input checked="" type="radio"/>	Total Balance Due	NZ\$ 8,758.00	
<input type="radio"/>	Cruise Deposit	NZ\$ 800.00	Due Date: 29 Jul 2019 Infinity-02/06/2020

SELECT PAYMENT OPTION | AGENT MARK CUSTOMER AS PAID

<input type="radio"/>	Total Balance Due	NZ\$ 8,020.00	
<input type="radio"/>	Cruise Deposit	NZ\$ 800.00	Due Date: 26 Jul 2019 Infinity-02/06/2020

SELECT PAYMENT METHOD:

ENETT PAYMENT METHOD

DIRECT DEPOSIT

Amount to be charged:	NZ\$ 8,758.00
ECN Number:	<input style="width: 80%;" type="text"/>

Please note: You can also pay via direct deposit. Selecting direct deposit on the payment screen won't actually make a payment on the booking. The tab is there to provide account information for you to make the direct deposit.

3. Once you have entered in the payment information, you will need to agree to the Terms and Conditions before selecting 'Complete Reservation':

Important : Passport Requirements

It is the passenger's responsibility to ensure correct visa and passport validity. It is recommended that all travellers acquaint themselves with the health and visa requirements related to the destination(s) they are intending to visit.

Please ensure travellers' passports are valid at least six months from their return to New Zealand. Travellers are responsible for all visa and health documents required by laws of countries intended on visiting or transiting. For full terms and conditions please visit: <https://www.creativecruising.co.nz/terms-conditions>

Terms and Conditions

You must read and agree with the following in order to complete your reservation:

I Agree

All bookings are bound by Supplier payment schedules and any change in cost and inclusions which results from re-booking, if needed, will be passed on to the passenger.

Close to departure bookings i.e. those made within the supplier cancellation fees, will require full payment at the time of booking. The booking will not be guaranteed until payment has processed with the supplier and the passenger has received an invoice advising that payment has been received in full and the booking status has changed to 'Confirmed'.

By checking this box you agree that you have read and accepted the Terms and Conditions of Creative Cruising and that of the respectable suppliers within this reservation. This includes Cancellation and Privacy Policies. In addition you also confirm that you have verified that all information entered during the reservation process is accurate.

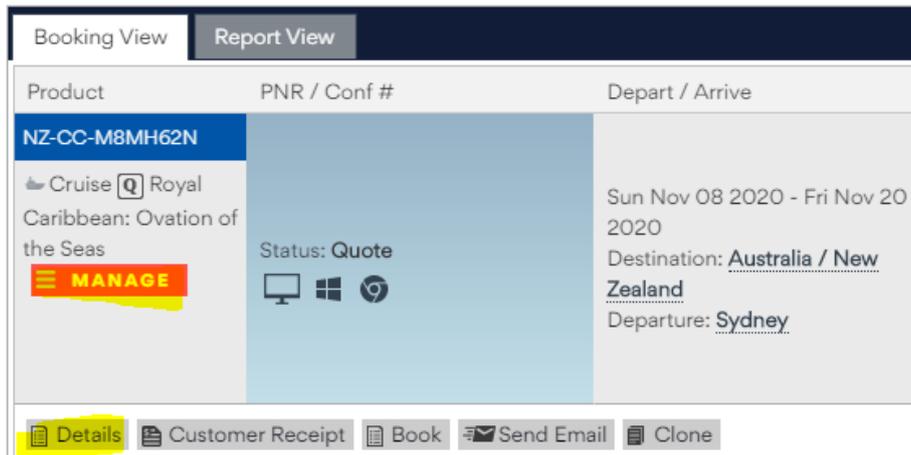
Please check the box if you accept all terms as this will serve as your electronic signature. (please check the box to continue)

COMPLETE RESERVATION

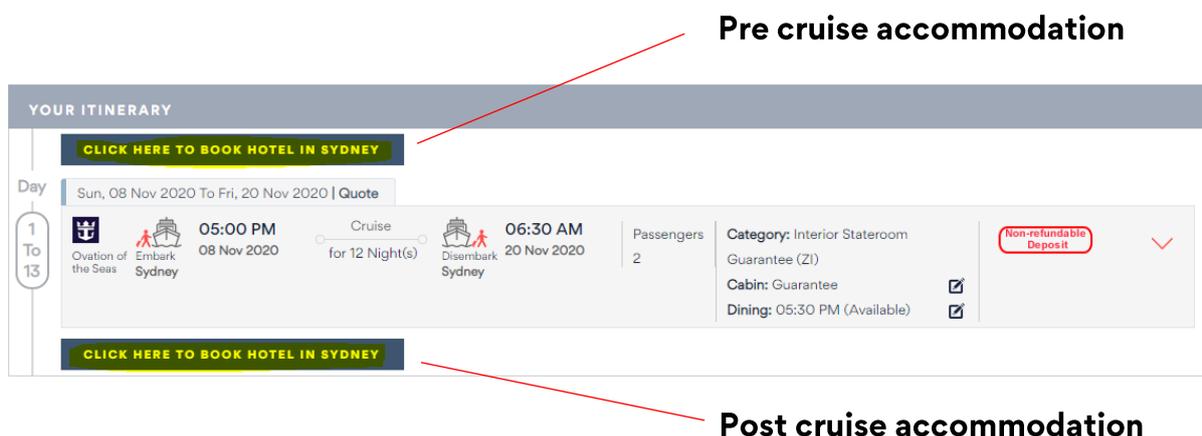
HOW TO ADD A HOTEL

All hotel products in the system are instant purchase, so cannot be booked through the system. You can however, add them into a booking as a quoted item. Please follow the below steps to add a hotel into a booking.

1. Retrieve your booking by searching in the 'My Account' search tab, then click 'Manage' and 'Details':



2. This will take you to the summary page of your booking. To add pre-cruise accommodation, select on the top 'Click here to book hotel' button. To add post-cruise accommodation, click on the bottom 'Click here to book hotel' button:



- You will be taken to the search screen. This screen pre populates the information based on which hotel button you selected. You can change the default destination. If you would like to amend the dates in this screen, be aware that you can only change the dates either before or after the cruise based on what button you selected in the previous screen. Once you have entered the relevant information, click ‘Search’:

The screenshot shows a search form with the following fields and values:

- Destination: Sydney, New South Wales, AU
- Check In: 07/11/2020
- Check Out: 08/11/2020
- Hotel Rating: All
- Nationality: Australia
- Rooms: 1
- ROOM #1:
 - Adults: 2
 - Children: -

A red 'SEARCH' button is located at the bottom right of the form.

Please note: The system will pre-populate the cruise port geo-location, so keep this in mind when searching for accommodation.

- This will bring up a list of results available based on what you requested. On the right hand side, you will also see the average nightly rate as well as the trip total. Once you have picked the hotel, click ‘Continue’:

The screenshot displays search results for 'The Sydney Boulevard Hotel'. On the left is a photo of a hotel room. To the right of the photo, the text reads: 'The Sydney Boulevard Hotel', '★★★★★', '90 WILLIAM ST., Sydney - NSW, Australia', and '(1.11 Kms to Sydney)'. On the far right, the pricing is shown: 'NZ\$ 4,316.41 Trip Total' and 'NZ\$ 224.41 Average Nightly Rate'. A red 'CONTINUE' button is at the bottom right.

- You will then be able to select the room type the passengers would like. Once you have picked the room type, select ‘Add Hotel’:

The screenshot shows a room selection card for 'Double Standard King - Room Only'. On the left, the room name is listed. On the right, the pricing is shown: 'NZ\$ 4,316.41 Trip Total' and 'NZ\$ 224.41 Average Nightly Rate'. A red 'ADD HOTEL' button is at the bottom right. A small icon indicates '25 Rooms Available'.

- Follow the prompts to add the hotel as a quoted item into the booking, then call the Reservations team to book the hotel for you.