

Early Saver
Frequently Asked Questions
BookCCL Version

Q1. What is Early Saver?

A1. Early Saver is a brand new promotional rate that rewards guests for booking early with the **absolute lowest rate**. In addition, the fares are backed by a **unique price protection assurance**. Book your client's cruise now. If you later find a lower Carnival advertised fare for the same sailing and accommodations, Carnival will honor it, issuing the difference in the form of a non-refundable, non-transferable onboard credit. The policy is effective up to two business days prior to sailing. You now have even more great reasons to entice your client's book early! Not only will they have the best availability of staterooms, dates, and destinations...they're assured the lowest rate. Get on board with Carnival's Early Saver program today!

Q2. How early must I make my client's reservation?

A2. Early Saver is available up to 3 months prior to sailing on short cruises (5 days or shorter) and up to 5 months prior to sailing on long cruises (6 days or greater).

Q3. How can I make an Early Saver booking?

A3. Early Saver will be available to the travel agents through BookCCL, Travelport Cruise & Tour, Focalpoint, Sabre Cruise Director, Sabre Cruises, Revelex, and Amadeus.

Q4. Why are we (travel agents) required to book this fare online while consumers have the choice to book it online or through your call centers?

A4. In order for us to offer these very low rates, we need to ensure they are booked the most efficient and cost-effective way possible. We strongly believe that travel agents can become more efficient by using either bookccl.com or any other automation tool. The Early Saver program encourages travel agents to become familiar with the various automation tools available to them. There is no cost to you for using bookccl.com and making bookings electronically. Most travel agents are familiar with one or more of the various booking tools while consumers may be reluctant to use the Internet to make their reservation.

Q5. Is Early Saver available in Groups?

A5. Yes. The program is available on a restricted to berth basis only (requiring names and full, non-refundable per person deposit). Tour conductor credits are available at 1 for 15. Group amenity points must be purchased. Price protection will only apply to group space booked under the Early Saver program.

Q6. Does Early Saver follow Carnival's standard deposit, payment and cancellation terms?

A6. The deposit and payment terms are the same. However, Early Saver reservations require a full **non-refundable** deposit per person.



Q7. What if I need to make changes to my client's ship or sailing date?

A7. Ship and sailing date changes are allowed prior to the final payment due date, subject to a \$50 service fee per person, per change. Changes made after the final payment due date are subject to standard cancellation penalties.

Q8. What is the price protection feature assurance?

A8. If, after booking, you find a lower Carnival advertised fare, Carnival will honor it, issuing the difference in the form of a non-refundable onboard credit. The lower fare must be: i) for the same ship, sailing, stateroom category and number of guests; ii) available for booking at the time you submit your request for the lower rate; and iii) a rate your client is eligible to receive, if special restrictions apply. Price protection will be subject to the prevailing fees and/or fuel supplement if applicable.

Q9. What is a Carnival advertised fare?

A9. A Carnival.com or Carnival advertised fare available to the general public. A Carnival advertised fare excludes group rates, membership programs, charters or other Travel Agent promotions not offered by Carnival to the general public, including but not limited to travel agent rebates.

Q10. What should I do once my client (or I) find a lower rate?

A10. Complete a price protection claim form. If the request meets the price protection requirements, we will process your onboard credit for the fare difference and send you an email confirmation within 2 business days of your request.

Q11. What information must be submitted for a price protection request?

A11. Travel Agent Information
Guest(s) name
Sailing information
Available cruise fare being requested
Where the lower advertised fare was found (i.e.: Carnival.com)

Q12. When can I submit a price protection request?

A12. Carnival will accept price protection requests up to two business days prior to sailing.

Q13. How many times can I submit a price protection request?

A13. Provided that your client is eligible for the lower fare, there are no restrictions to the number of price protection requests or the requested amount.

Q14. How will the Price Protection impact agents' commission?

A14. Commission is based on the final cruise fare. In the event that the cruise fare is lowered as part of the Early Saver Price Protection, the travel agency commission will be re-calculated based on the lower cruise fare.



Q15. Will we protect commission for the non-refundable deposit?

A15. In the unlikely event your client needs to make a change to their reservation and is unable to immediately decide on their future travel date, we will hold their deposit in house for up to a year, less the \$50 service fee. When your client uses the credit to rebook with your agency, full commission will be paid on the new reservation.

Q16. Is the non-refundable deposit covered by insurance? How does the VPP work with Early Saver bookings?

A16. The Cruise Vacation Protection Plan covers the non-refundable deposit. The benefits provided by the plan are subject to certain restrictions and exclusions. Please go to www.carnival.com/vacationprotectionplan for complete details.

Q17. Can bookings (outside of penalty) be converted to Early Saver?

A17. Yes

