
FREQUENTLY ASKED QUESTIONS

SAILING SEARCH / SAILING RESULTS

Q: What passenger city do I select if it is not shown in the dropdown list box?

Select the closest passenger city in the drop down list box. For cruise only passengers that live outside the US and Canada who are cruise only, select the embarkation port city for the passenger city. Be sure to check rate code rules to ensure that your client meets the requirements for a selected rate code.

Q: What are the rates on the Sailing Results page?

The lead-in-pricing feature is a reference amount to allow the agent to determine which sailings meet their client's needs by price. Lead-in-pricing rates are based on the cruise line's Best Available Fare in US dollars. They are a general guideline of the rates available. The actual rate still needs to be reviewed on the category page, as rates may have changed since they were last available for display. These rates may not always be the lowest fare, but they are the best value fares determined by the cruise line (does not include senior, past passenger, regional or negotiated rates).

Lead-in-pricing is not yet available for Cunard Cruise Line or Costa Cruises. When rates are not available to be displayed Not Available message will appear. This does not indicate the status of the sailing or categories, only that the rate(s) is not available for display.

Always check Category Detailed Pricing or Final Pricing on the Pricing & Payment page for the most accurate rates based on your selections and passenger count.

Q: What is the currency drop-down list box on sailing results page?

The drop-down list box appears on Sailing Results for Royal Caribbean International, Celebrity Cruises, or Azamara Club Cruises. Select the currency that is authorized by these cruise brands for your agency to view rates in the selected currency.

Q: Why does it say Check Itinerary on the sailing results page when viewing cruise tour sailings?

Royal Caribbean International, Celebrity Cruises, and Azamara Club Cruises do not return the debarkation port for cruise tour sailings. To find the debarkation port city

for a cruise tour sailing, please view the itinerary by clicking on the sailing date hyperlink.

Q: Why are the number of ports showing 0 for cruise tours on Royal Caribbean International, Celebrity Cruises, and Azamara Club Cruises?

These cruise brands do not return the number of ports for cruise tour sailings. To determine the number of ports, click the sailing date to view itinerary.

Q: Why does it state to see Category Page on the sailing results while other cruise lines have rate amounts displayed?

VAX VacationAccess Cruise powered by Sabre Cruises does not have pricing available for display from some cruise lines and limited sailings on others. When pricing is not available for display, you will need to view the pricing on the Category page.

Q: How can I re-sort the sailing results?

You can re-sort sailing results by selecting one of the 6 options: Cruise Line, Ship, Date, Day of Week, Number of Ports and Port of Embarkation, the results will be resorted based on your selected option. You cannot select more than one sort request. Cruise Line name, Ship, Port of Embarkation are sorted alphabetically. The results for Day of Week are sorted starting with Saturday sailings first. The numbers of ports are sorted from the lowest number to highest. Status will sort sailing beginning with Available then Waitlist, On Request followed by Closed. Selecting the same sort request again will display results in the opposite order. For example selecting the sort option Status a second time will sort sailings with status Closed, On Request, Waitlist then Available. You cannot do combined sorts so selecting one sort order will determine how all sailings are sorted.

You can also sort the sailings by the Lead-In price displayed for each sailing. The options that can be selected or lowest price by Inside, Ocean View, Suite and Balcony rates displayed. These options can be selected as your user default in the User Preferences page. On the Search Sailings page, you can alternatively select a sort option that will override your user default preference or select the default sorting.

Q: How will Search by Embarkation Port help me?

If you select a specific embarkation port during your search for sailings, only the results returned by the cruise line that match your requested embarkation port city will be displayed. This will make it easier and faster to only view those sailings that meet your client's needs while shopping for a cruise. You can modify your search to request a different embarkation port or remove it to see all sailings regardless of the embarkation port city.

Q: Why does the Sailing Results page allow passenger ages to be added while the Passenger Information page only allows birth dates?

Some cruise lines do not support ages for passenger details and require birth dates instead. Ages are allowed in order for the cruise line to provide more detailed pricing on the Category Detailed Pricing page.

Q: What is Quick Sell?

If you already know the ship name, length of sailing, sail date at a minimum, you can quickly accelerate the booking process by selecting this option to bypass the shopping process. The more information you know about the specific rate code, category and cabin will take you further into the booking, skipping more shopping pages. If the rate code, category or cabin is not valid or available, VAX VacationAccess Cruise powered by Sabre Cruises will take you to the page where your booking request was not successful.

Q: What is Agency Branch Phone?

Some cruise lines allow or require you to input the phone number of another of your offices or affiliates to view rates specific to that office. This field supports that feature. If you are not sure if this option when displayed is applicable to your agency, check with your main office or the cruise line. If the cruise line requires you enter a branch phone number, they will return an advisory message stating you must enter the agency branch phone number. If you believe this is an error, please contact the cruise line directly.

Q: When is the optional Personal Identifier field displayed on the Search page?

Some cruise lines allow you to input a client's Personal Identifier number so that, if rates are available to your client based on this number, you can view and book these rates that are specific to those clients.

Q: What is the purpose of the box for passenger ages on the Sailings Results page?

By inputting passenger ages, when the Category Detailed Pricing page is displayed, rate amounts that are specific to passenger ages will be displayed for the selected category code. You still have the option on the Passenger Information page to modify or add the passenger ages later. This feature allows the ability to view rates specific to age earlier in the shopping process. You are not required to input all ages but this will help if rates are specific to passenger ages on the Category, Detail Pricing page.

RATE OPTIONS

Q: Why is there a Passenger Count drop down list box on the Rate Option page?

You can modify the passenger count to more easily see rate options that can be selected that support the new number of passengers in the booking. If passenger names already exist, you may need to delete or add passengers names based on the desired rate option.

Q: What is the Cruise Line Sales Text Information on the Rate Options page?

This is the way for the cruise line to communicate information that may be important for you to know during the shopping or modification process. Some cruise lines use this to advise you if the sailing select is restricted to additional children onboard or if rate codes displayed are in multiple currencies such as Canadian and United States Dollars.

Q: Will VAX VacationAccess Cruise powered by Sabre Cruises offer access to all rates, including residency rates?

Yes, the booking engine connects directly with the Cruise Line systems. Therefore, your Agency ID or Pseudo City Code (PCC) is recognized by the Cruise Lines, and any unique or special fares available for your agency are loaded into the cruise line systems will be displayed in VAX VacationAccess Cruise powered by Sabre Cruises.

Q: If I choose the Best Fare or Lowest Available Fare codes, does that mean I am automatically going to see the lowest fare available for my customer?

No, the Best Fare or Lowest Available Fare rate codes are ones used by the Cruise Line to determine which categories are in their opinion the best value for the money on a sailing. This may not always be the lowest possible category price that can be booked on the sailing. It is always recommended that an agent working with a price sensitive client look at all available rate codes and use the rate code compare functionality to determine the best price that meets their client's needs.

CATEGORY / DETAIL PRICING

Q: Why is there a Passenger Count drop down list box on the Category page?

The status of categories may change based on the number of passengers in the booking. The feature allows you to more easily change the passenger count while working with your client and view category status for the modified number of passengers. If passenger information has already been entered you may need to remove passengers on the Passenger Information page to view category status based on a new passenger count.

Q: Can categories be placed on waitlist in a cruise booking?

Yes, if the cruise line booked allows categories to be waitlisted. On the Category page you may select 1 available category and up to 3 waitlisted categories in the booking. Keep in mind you may only select 1 category to view Pricing Details but up to 1 Available and 3 Waitlist categories to be saved in the booking when it is confirmed. The categories booked will be recapped for you on this page after your selections are made if you return back to the category page. They can also be deleted and alternates added. There is text displayed below the booked category section to let you know the maximum number that can be selected. Also, the category check boxes become dimmed in the cruise line's Category Availability results page once you have reached the maximum number allowed to select and book.

Q: How will I know if a category clears the waitlist? Do I have the option to hold the cleared waitlist before declining to keep the original category?

The cruise line may contact you to make that offer or in some cases update the booking by removing the held category and confirming the waitlisted category. Cruise lines will contact you via phone or fax to let you know of any category status changes.

Q: Can I make changes to see pricing based on insurance option, age, number of passengers, transportation mode or type, and passenger city without having to start over?

Yes, on the Category page select a category's check box, click the Detailed Pricing button at the bottom of the page and select Preview Pricing. This will allow you to add or delete passengers, select insurance options, change or add passenger ages, transportation city and mode or type. Selecting the View Pricing Details will return detailed pricing based on your selections. Note that if the category does not allow additional passengers or fewer passengers than selected, the Add and/or Delete button are not displayed. If a passenger city and/or mode are not available for the sailing or if the cruise line requires the same selection of insurance for all passengers on the sailing, the cruise line will also return an advisory message. This will allow you to make changes and try again.

Any changes you make to view optional pricing are not saved and are only to view details based on your optional selections or inputs if you want to make these changes and save them in the booking, this can be done on the Passenger Information page.

Q: I selected an available category; but when I wanted to view cabins, a message displayed stating no cabins available for the selected rate code or category. Why did this happen?

Categories displayed sometimes include a combination of cabins that support different occupancies. The category chosen was available with cabins, however, when requesting to view cabins, there were not any available for the number of

passengers in the booking. You can either select a different rate code, category, an alternate sailing, or make multiple bookings depending on your clients needs.

Q: Do all cruise lines have child rates?

No, child rates may not always be offered and it can depend on the cruise line and the sailing. It is also important to note that, when child rates do apply, the cruise line will always price the first and second passenger at the adult rate. If children are traveling with 2 or more adults, ensure that they are not input as passenger one or two in the booking.

Q: Does VAX VacationAccess Cruise powered by Sabre Cruises offer me the same prices that I receive by calling the cruise line directly?

Yes, agents have access to same exact pricing as if they were to call the Cruise Lines directly. All available fares that the Cruise Line offers your agency (such as automated group fares, negotiated fares, cruise sale fares, and any special consortia or preferred agency fares) come through VAX VacationAccess Cruise as a rate code. An agent needs to make sure they look at all available rate codes listed on a sailing to ensure they are offering their clients the best value for their vacation. VAX VacationAccess Cruise provides you the functionality to help you do just that. The rate code compare functionality allows you to compare side by side up to three different rate codes at one time so that you the agent can make sure that your customer is booked on the rate code that will provide them the best possible value for their cruise vacation.

Q: Can I be confident in the information and rates in the new VAX VacationAccess Cruise powered by Sabre Cruises?

Yes. Other than the graphical images, all returned information including rates, is derived from live transaction responses direct from the cruise line. Essentially, VAX VacationAccess Cruise powered by Sabre Cruises serves as the portal to the cruise line systems.

Q: Do I have to put in passenger names or complete a booking to be able to quote or get pricing breakdown by passenger?

No, agents have access to detailed passenger pricing by clicking on the detailed pricing button on the Category Results Page. This will provide you a pricing breakdown by cruise component, passenger, and booking total without having to provide names or complete a booking.

Q: I booked a rate specific to certain regions or states. The cruise line is now stating my passengers are not eligible for the rate. Why?

You are responsible for checking the rate code rules to ensure your passengers meet the requirements for a selected rate code. Select the rate code to view the specific rules.

C A B I N

Q: Can I request a specific cabin if it does not appear in the cabin display list?

Yes, VAX VacationAccess Cruise powered by Sabre Cruises allows you to input a preferred cabin number. Cruise lines do not return all available cabins; only the ones they believe are the best cabins still available. If you are not sure of other cabin numbers to request, click on a cabin number returned by the cruise line to view the ship deck plan. The cabin categories are color coded indicating which cabins are applicable to the selected category. You can request a cabin of your choice applicable to the booked category and, if it is still available, the cruise line will hold the cabin for your booking.

P A S S E N G E R / T R A N S P O R T A T I O N

Q: My client does not have their frequent cruise booking number. How can I get this in VAX VacationAccess Cruise powered by Sabre Cruises?

If the cruise line supports the ability to allow them to match a passenger with a frequent cruise booking number, you may select that option on the Passenger Information page, input the phone number your client used to register with the cruise line and input the same first and last name. After leaving the Passenger Information page the cruise line will look up the number and add it to the booking. If for some reason the first and/or last name does not match the phone number the cruise line will return an advisory message so you can try again.

Q: Not all my passengers want cruise line insurance. Can I select this for some but not all passengers in the booking?

Yes, you can select passenger level cruise line insurance if some want this option and others in the same booking do not. If the cruise line requires all passengers have insurance or does not offer insurance on a sailing, they will return an advisory message to let you know so you can make the appropriate change before confirming the booking.

Q: Not all of my passengers will be leaving from the same city or they may have different modes or types of transportation to the embarkation port. Can I arrange for their travel in VAX VacationAccess Cruise powered by

Sabre Cruises?

Yes, if the cruise line supports passenger level transportation or mode, select the Transportation check box to make these changes on the Passenger Information page. Please note that you can also modify passenger city and/or mode or type of transportation on this page so it will be saved and confirmed in the booking.

Q: The transportation city and mode list boxes are dimmed except for the first passenger in the booking. Why?

If the cruise line requires everyone in the booking to have the same passenger city and transportation mode or type and you want to modify a passenger city or transportation mode or type, changes to the first passenger will automatically apply to everyone in the booking. All other passenger transportation options will be dimmed and controlled by your selections for the first passenger in the booking. If the cruise line inhibits changes to passenger city and transportation mode to an existing booking the drop down list boxes are dimmed for all passengers to restrict these changes.

Q: How do I add or remove passengers in a booking?

The passenger information page allows you to add or remove passengers from a booking. If the feature is not displayed on a new booking, the category or cabin does not support either adding or deleting the passenger count. If it is an existing booking and this option is not available, either the cruise line has restricted modifying the passenger count or the category or cabin booked does not support increasing or decreasing the passenger count in the booking.

Q: Sometimes there is a button to add or delete passengers on the Passenger Information page. What determines when these two buttons are displayed?

The ability to add or delete passengers in a booking is determined by the min/max cabin capacity or the maximum passengers supported by the cruise line. If the cabin supports more passengers in the booked cabin, the Add button is displayed. If passengers can be deleted from the booking, the Delete button is displayed. There are occasions when a cruise line will inhibit changes that will not allow this option even if the cabin supports more or less passengers in a booking.

Q: Is immigration information required to confirm a booking?

No, immigration information is not required to confirm a cruise booking. A message may be displayed recommending immigration information be added to the booking but it is not required.

DINING PREFERENCES AND TIMES

Q: I have passengers traveling in different cabins that wish to dine together. How can I let the cruise line know?

On the Dining page, input your other client's confirmation number in the Dining with Confirmation # input box. This will let the cruise line know about other passengers in a booking that wish to dine at the same table. This does not guarantee your request can be accommodated but the cruise lines will make every effort to accommodate the request. Passenger's dining arrangements are confirmed after boarding.

Q: On Carnival Cruise Lines, how do I know what the seating times are for each dining preference option displayed?

The 1st seating on Carnival Cruise Lines is typically at 5:45pm; 2nd seating is 6:15pm; 3rd seating is 8:00pm; and the 4th seating at 8:30pm. Times may vary by 15 minutes on board the ship. For the ships that have one dining room they two seating times are offered, 1st and 3rd, such as on the Legend and Miracle.

PACKAGES

Q: Why can I not change the package selection when booking cruise tours on Royal Caribbean International, Celebrity Cruises, and Azamara Club Cruises? I selected a different package and confirmed the booking, but it was not saved and the original package is still in the booking.

The package shown selected is the one required for the cruise tour by these cruise brands and it cannot be modified for the selected cruise tour.

Q: Not all my clients in a booking want the same pre or post cruise line package. Can I book these individually?

Yes, if the cruise line booked allows passenger level package options, you can select these on the packages page for each passenger. If the cruise line requires all passengers in the booking to have the same package selections only one column is displayed labeled. This column is labeled All Passengers to indicate any selections will apply to all your clients in the booking.

FINAL PRICING / ADD PAYMENT

Q: Can an agency pay the deposit or the full payment of a cruise with the Agency Credit card?

Yes, if the agency credit card is an accepted card by the cruise line. The agent would input the Credit Card, but change the billing address to reflect the agency's billing address. The agency will then need to manage direct payment with the customer (i.e. Agency becomes the merchant of record versus the Cruise Line.) Your customer must agree to accept an agency credit card charge versus the cruise line's credit

card charge (Please consult with your agency owner/manager re: any legal issues due to escrow and insurance coverage).

Q: Can I make more than one payment at a time?

Yes, you may add multiple credit cards and/or check payments to a booking. When the booking is confirmed, if payment was made by credit card(s), the cruise line will post payment(s) within 24 hours. Check payments are not posted until the check is received by the cruise line.

Q: Can I make payment using an agency check?

Yes, some cruise lines support allowing you to indicate your payment will be made by agency check instead of credit card. The payment is not posted to the booking until the cruise line receives the check payment. Rate increases and cancellation penalties still apply until the check is received by the cruise line.

Q: Can an agency put a 24-hour hold on a booking?

Yes, you can put a hold on the booking subject to the cruise line's payment option date. This could be 24 hours but usually only if the sailing is imminent. If the sailing is months away, the standard is a 7 day option or hold on the booking.

SHORE EXCURSIONS

Q: Can I book shore excursions for my clients through VAX VacationAccess Cruise powered by Sabre Cruises?

Yes, after the booking is confirmed or an existing booking retrieved, at the bottom of the Cruise Booking Details page is a link that allows you to book your clients shore excursions. Shore excursions are provided by Port Promotions who uses most of the same vendors the cruise lines do for the shore excursions they sell. You also get commission on the shore excursions you sell through Port Promotions. See the section below on Travel Protection and Port Promotions below for more details and opportunity for increasing your commission by selling shore excursions.

Q: Why are there links for Shore Excursions by Port Promotions and Travel Protection at the bottom of the Cruise Booking Details page?

It is our goal to provide VAX VacationAccess Cruise agencies the most comprehensive leisure offering in the marketplace. Our goal is to be the agencies one stop for leisure bookings and providing opportunities that enable your agency to

earn 10 percent commission on Shore Excursions and 20 percent commission on Travel Protection.

Q: If I make a change to my cruise booking through VAX VacationAccess Cruise powered by Sabre Cruises, will that change automatically be updated in my Travel Protection booking or my Port Promotions booking?

No, for any changes to either a booking with Travel Protection or Shore Excursions by Port Promotions, you must call the toll free numbers provided.

RETRIEVING BOOKINGS

Q: Can I look up an existing booking made directly with the cruise line by phone?

Yes. However, with a few exceptions, some bookings cannot be retrieved through VAX VacationAccess Cruise. Most bookings created directly with the cruise lines or through VAX VacationAccess Cruise can be retrieved in VAX VacationAccess powered by Sabre Cruises.

Q: I attempted to display a client's cruise booking but a message was displayed stating the booking could not be retrieved. Why did this happen?

There are some circumstances or options in a booking that will inhibit it from being able to be retrieved by anyone other than the cruise line. This message displays when that situation occurs. Please contact the cruise line directly to make any modifications.

REINSTATE CANCELED BOOKING

Q: How do I reinstate a cancelled booking?

If supported by the cruise line, display the booking and select the Reinstate Booking at the bottom of the page displaying the cancelled booking details. If the cruise line cannot reinstate the booking because some components are no longer available, an advisory message will be displayed. Cruise lines that supports reinstate cancelled booking are, Azamara Club Cruises, Carnival Cruise Lines, Celebrity Cruises, Cunard Cruise Line, Disney Cruise Line, MSC Cruises, Princess Cruises, and Royal Caribbean International.

FUNCTIONALITY

Q: What is the Ignore & Retrieve button used for?

The Ignore & Retrieve button will only be displayed when you have accessed an existing booking. It allows you to ignore any changes you do not want to save, and re-display the booking fresh. We offer this functionality to allow you to gracefully exit any mistakes made to the booking.

Q: What is the difference between the Home and New Search buttons?

The Home and New Search buttons behave exactly the same, bringing you back to the Sailing Search page.

Q: What is User Preferences?

This feature allows you to select your own default settings for: Sailing Search Region, Maximum number of sailings to display on a page at a time, Specify the default Country of Nationality, Country of Citizenship, Country of Residence, Passenger City, Telephone number, and Agent name. This does not inhibit your ability to change these options during the booking process. This feature allows to you eliminate key strokes if these selections are commonly used during the shopping and booking process.

Q: Why does the printer friendly page not match the webpage when printing?

The print option is not a print screen so the information may have a different layout than the webpage.

Q: What if I want to fax or email a copy of the printable page to my clients?

The printer friendly pages are displayed in PDF format. You can select to print the page on your local printer or save the page on your computer and then email it as an attachment to your client using your own email server.

GENERAL

Q: Will VAX VacationAccess Cruise have Single Sign-On or will users have to always log in again?

Single Sign-On is a planned enhancement in 2010. Agents will soon be able to access VAX VacationAccess Cruise powered by Sabre Cruises from the VAX VacationAccess Cruise Reservations page without having to log-in again.

Q: Who can use the new VAX VacationAccess Cruise powered by Sabre Cruises?

All VAX VacationAccess travel agents.

Q: Is there a cost to use the new VAX VacationAccess Cruise powered by Sabre Cruises?

No. There is not a cost to access and utilize the new VAX VacationAccess Cruise booking engine.