

## Sabre Cruises Frequently Asked Questions

### Rate Codes

**Q: Will Sabre Cruises offer access to all rates, including residency rates?**

Yes. Sabre Cruises, much like Sabre CruiseDirector, connects directly with the Cruise Line systems. Therefore, the agency 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 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 that Sabre Cruises provides to determine the best price that meets their client's needs.

### Categories

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

Yes, depending on the cruise line, you can confirm one category and place another category on waitlist.

**Q: I selected an available category but when I wanted to view cabins a message was 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.

### Pricing

**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. Ensure if children are traveling with 2 or more adults that they are not input as passenger one or two in the booking.

**Q: Does 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 Sabre Cruises 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. Sabre Cruises 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 Sabre Cruises?**

Yes. Other than the graphical images, all returned information including rates, are derived from live transaction responses direct from the cruise line. Essentially, 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 through Sabre Cruises?**

No, agents have access to detailed passenger pricing by clicking on the detailed pricing button off of 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.

### **Cabins**

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

Yes, 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.

**Q: Can I waitlist a cabin if it is not available?**

The waitlist cabin feature will be available soon in Sabre Cruises. Enhancements are added to Sabre Cruises throughout the year. Check the cruise home page, click on the Enhancements to Sabre Cruises link to see new enhancements added and enhancements that will be added soon.

### **Dining Preferences**

**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 do all possible to accommodate the request. Passenger's dining arrangements are confirmed after boarding.

### **Passenger Information**

**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.

### **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 into the payment entry, but change the billing address to reflect the agency's billing address. The agency will then need to manage direct payment with the customer (with the agency acting as the merchant versus the Cruise Line) if the customer will accept an agency credit card charge versus the

cruise line's credit card charge (legal issues due to escrow and insurance coverage).

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

Yes, Sabre Cruises allows you to 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.

### **Courtesy Holds**

**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.

### **Travel Protection and Port Promotions (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 Sabre's goal to provide its agencies the most comprehensive leisure offering in the marketplace. Our goal is to be the agencies' "one stop shop" for leisure bookings. By incorporating links so that agent may have access to book shore excursions for their customers while earning 10 percent commission on those bookings or access to book Travel Protection and enjoying 20 percent commission, Sabre is striving to make booking vacations and earning higher commissions at the same time even easier for our travel partners.

**Q: If I make a change to my cruise booking through 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.

### **Printing**

**Q: The printer friendly page does not match the Sabre Cruises 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.

### **Retrieving Cruise Bookings**

**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 was displayed when that occurs. Please contact the cruise line directly to make any modifications.

### **Sabre PNR Locator**

**Q: Does the new Sabre Cruises create or merge a PNR (Passenger Name Record) into host Sabre?**

Yes. Sabre Cruises creates a full PNR at the time of confirming a booking. The PNR record locator is displayed on the Cruise Booking Details page. The PNR is placed on Q39 of your agency PCC.

## Functionality

### **Q: Does the new Sabre Cruises tool contain the same functionality available in Sabre CruiseDirector ?**

The new Sabre Cruises includes majority of the functionality currently available in Sabre CruiseDirector. However, the tool also includes several new features currently not available through Sabre CruiseDirector, including the ability to compare rate codes. In addition, the remaining capabilities of Sabre CruiseDirector will be rolled out in the coming year.

### **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's the difference between the Home and New Search buttons?**

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

### **Q: What is User Preferences?**

This feature allows you to select you 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

- Agent name

This does not inhibit your ability to change these options on the web pages. This feature allows to you eliminate key strokes if these selections are commonly used during the shopping and booking process.

## System Reliability

### **Q: What are our expectations for system reliability?**

With the new Sabre Cruises web-based tool, we anticipate a superior user experience and overall improved product to that of Sabre CruiseDirector. The connection to the cruise lines via Sabre Cruises is no different than Sabre CruiseDirector. If the cruise line goes down, this will affect connectivity across all of our Cruise products.