

# FREQUENTLY ASKED QUESTIONS: LOYALTY ROCKS! CARNIVAL'S REWARDS AND TRAINING PROGRAM

We've organized this FAQ document into a few sections to make it easy for you to find what you need. Please click on the section below to visit questions related to this topic:

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## ***Getting Started***

### **Q. How do I get started with the Loyalty Rocks Program?**

**A.** Just log on to [www.goccl.com](http://www.goccl.com), select the drop down 'Agent Rewards' and then select 'Travel Agent Rewards Program.' You will be asked to review/accept the Terms & Conditions and Privacy policy one-time at your first visit. For advisors who wish to focus primarily on training, Loyalty Rocks is also accessible under the Training tab in GoCCL.com It's that easy!

### **Q. Who is eligible to participate in Loyalty Rocks Rewards and Learn and Earn Programs?**

**A.** All travel advisors who reside in the U.S., Puerto Rico, Barbados and Canada with a valid GoCCL.com ID and Password are able to participate in Loyalty Rocks; participation must be permitted by agency employer.

### **Q. Should I check with my employer first before participating in Loyalty Rocks Rewards and Learn and Earn Programs?**

**A.** Yes. Individual travel agencies may have rules that govern your participation in programs such as Loyalty Rocks. It is your responsibility to ensure you are in compliance of any of your employer's policies.

### **Q. When I enroll in Loyalty Rocks, what information do I need to provide?**

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**A.** Once enrolled in Loyalty Rocks, travel advisors are required to provide their legal name as well as the information described in the Privacy section (Section 14 of the [Terms and Conditions](#) for the Program). You are solely responsible for ensuring the accuracy of the information provided to CCL and the Loyalty Rocks! Program, both at the time of enrollment and throughout the period of membership in the Program. Providing false information, omitting any information required, failure to keep information accurate and current, or noncompliance with these Terms may be grounds for denial or termination of membership in the Program, and/or the cancellation of any Points earned hereunder.

**Q. Who is eligible to conduct activity and input activity into your rewards account?**

**A.** Once enrolled in Loyalty Rocks, you must be the person who actually conducts the activity and inputs the activity into your own account. Carnival reserves the right to verify that the activity was in fact conducted by you.

Fraud or abuse relating to the accrual of Points or redemption of rewards (as determined by CCL in its sole discretion) may result in forfeiture of accrued points as well as cancellation of your Loyalty Rocks! Program Account.

***Learn and Earn – Coursework, Points & Graduation***

**Q. What is the Learn and Earn Program?**

**A.** Learn and Earn is Carnival’s travel advisor training program and it is now part of the very popular Loyalty Rocks program. Some of the program benefits include:

- Use your GoCCL ID for log-in
- Quick all-video based training
- Easy-to-follow training path
- Mobile-friendly to complete trainings on-the-go
- No booking requirement for graduation
- Reward points for individual course completion and bonus points for graduation
- Chance to be one of thirty winners to receive 1,000 points Loyalty Rocks! Rewards code\*

**Q. What order should the classes be taken?**

**A.** We have organized the courses in three levels Gold—Platinum—Diamond. We believe that completing the courses in this order is helpful, especially for newer advisors. However, it is not required to follow this order, you can take courses in the order that works for you!

**Q. How can I track my training progress?**

**A.** In the Loyalty Rocks site, select the Learn and Earn tab. Under my learning progress, you will be able to see what courses you have completed and your progress to graduation. In addition, under each level you can see the status of each course, Complete or Incomplete.

**Q. Will the training courses change over time?**

**A.** Yes, new courses will be added and older courses will be removed. However, there will always be at least 30 courses in the system for you to choose from so that you can complete your graduation requirements.

**Q. Can I take courses after I graduate?**

**A.** Yes, you can take courses after you graduate. You will continue to earn Reward Points for courses completed after you graduate. However, you can only graduate from the program one time.

**Q. Is there additional training available beyond what's included on Learn and Earn?**

**A.** We will have a variety of electives that will change often, so check back often to see what's new. You can visit [GoCCL.com](http://GoCCL.com) at any time for news and updates about our products.

**Q. How do I graduate from Learn and Earn?**

**A.** You are considered a graduate once you have completed a total of 10 courses [and successfully passed the quiz for each of those courses] in each of the three levels (Gold, Diamond, and Platinum).

- 8 courses from Gold level + 2 electives
- 8 courses from Platinum level + 2 electives
- 8 courses from Diamond level + 2 electives
- Each course has a quiz attached and must be completed for credit. Passing grade for the quiz is 70% or greater.
- Study at your own pace – take a week or a year; 100% of courses available at all times.
- Gold – Platinum – Diamond Levels provide an easy path for those new to Carnival; but the order of classes is up to you!

**Q. What benefits do I receive when I graduate from Learn and Earn?**

**A.** All Learn and Earn graduates will receive:

- 50 reward point bonus
- Official certificate of completion signed by Janet Wygert.
- Diamond Level Graduate award logo available for download by all graduates
- Chance to be one of thirty winners to receive 1,000 points Loyalty Rocks! Rewards code\*

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**Q. How do I qualify to win one of the thirty 1,000 points Loyalty Rocks! Rewards code?**

**A.** All graduates (as of 11:59 PM ET) on the last day of the applicable entry period will be eligible and receive one (1) entry into the applicable Entry Period drawing during which they completed the Program\*.

**Q. How will winners receive their 1,000 points Loyalty Rocks! Rewards code?**

**A.** Winners will receive the 1,000 points Loyalty Rocks! rewards code via email [at the email listed on your GoCCL.com user profile]<sup>1</sup>, and will have 30 days to claim it within the Loyalty Rocks! program.

<sup>1</sup> **IMPORTANT:** Travel advisor must be subscribed/CANNOT have unsubscribed to receive Carnival Trade marketing emails to ensure they receive the "You're a Winner" email. If you are uncertain if you are subscribed, please subscribe at the following [link](#).

**Reward Program - Points Entry and Validation**

**Q. What activities earn reward points in Loyalty Rocks?**

**A.** Here's a sample of our points available (as of April 29, 2019). Point options are subject to change as we rotate point opportunities into/out of the program, so please visit Loyalty Rocks for the latest.

**BOOKING ACTIVITIES**

Each deposited booking - FIT or IBR - made online (GoCCL.com, GDS or API) is eligible for the reward points below.

Cabin Category (at time deposit is fulfilled)	Reward Points per Short Cruise (1-5 Days)	Reward Points per Long Cruise (6+ Days)
Interior	5	10
Ocean View	10	15
Balcony	15	20
Suite	45	50

**BOOKING BONUS ACTIVITIES**

Booking bonuses are reward points added to eligible booking points. Bonus points are applied in addition to the base points on an eligible booking. Bonus programs vary throughout the year and are subject to change at any time.

To participate in a bonus promotion, you must opt-in to each individual bonus program. You can opt-in to each bonus promotion by visiting the Bonus Points Opportunities page in your Loyalty Rocks account and selecting the opt-in link.

**ENGAGEMENT OPPORTUNITIES (REWARD CODES)**

We will offer reward codes at various Carnival events (Carnival Conversations, tradeshowes etc) that can be redeemed in Loyalty Rocks for points. Each code will be unique to the agent who receives it and any code can only be used once.

**LEARN AND EARN ACTIVITIES**

Reward points are offered for course completion and a bonus is awarded upon graduation from Learn and Earn.

Course Completion	Graduation
2 reward points will be provided for each course completed in Loyalty Rocks – Learn and Earn.	A one-time 50 reward point bonus will be awarded to each graduate of Learn and Earn.  <i>NOTE: Carnival Passport users who are auto-graduated in Learn and Earn are not eligible for this bonus.</i>

**Q. What is the deadline for entering my Loyalty Rocks points? When will my points be verified/earned?**

A:

Activity (Reward Type)	Deadline for entering activity	Projected earn date
Booking (FIT & IBR)	30 days after booking is made	At booking deposit due date, or when initial payment obligation is met, whichever comes first

Booking Bonus	Bonus will automatically be applied if Booking is eligible and agent has opted-in to the bonus to participate. Agent does not need to re-enter the booking into Loyalty Rocks.	Earn date for booking bonus will vary based on each booking bonus description and/or terms.  Booking bonuses may be earned at deposit due date, or when initial payment obligation is met, whichever comes first  OR at sail return date + 7 days  OR at a different date when Carnival is able to confirm all requirements are met for the bonus.
Rewards Codes	Code expiration date (provided when you receive the code)	At time that valid code is entered
Learn and Earn activities	Points for courses completed & a graduation bonus (if eligible) will appear automatically in your Loyalty Rocks account within 5 business days	At the time it appears in your Loyalty Rocks account

**Q. What are the requirements for points to be verified/earned?**

**A:** Carnival will confirm that your points as 'earned' if they meet the following requirements:

Booking (FIT & IBR) requirements to earn points:

- Agent entering booking in Loyalty Rocks must have a valid GoCCL.com profile
- Booking number must be a valid Carnival-issued booking number
- Booking must not have previously been entered/claimed in Loyalty Rocks
- Booking must be active and not cancelled
- Booking deposit/initial payment obligation must be met as of deposit/payment due date
- Booking must be made via an online channel (GoCCL.com, GDS, API)
- Agent entering booking in Loyalty Rocks must have made the booking and be part of the agency that made the booking (based on GoCCL profile)

Booking Bonus requirements to earn points:

- All requirements noted above for bookings also apply to Booking Bonus
- Each bonus will have specific additional requirements. These will vary based on the bonus. Examples may include bonuses for specific ships or specific booking windows. Details on

current bonus opportunities are posted under 'Bonus Points Opportunities' on Loyalty Rocks homepage.

- If your previously entered booking is eligible for a bonus, it will automatically be applied if your booking is eligible; you do not need to re-enter the bonus into Loyalty Rocks

Reward Code requirements to earn points:

- Reward Code must be a valid reward code distributed from Carnival Cruise Line
- Reward Code must not have previously been entered/claimed in Loyalty Rocks
- Reward Code must be entered prior to its expiration date (expiration date will be distributed with the reward code)

Training requirements to earn points:

- Training video and quiz for the course must be completed to earn points.
- Graduation bonus reward will be earned once all three levels (Gold, Platinum and Diamond) are completed.

#### **Q. How can I review and track my points?**

**A.** In the Loyalty Rocks site, select the My Account tab. Under my account, you will be able to see what points you have earned, redeemed, or have remaining.

#### **Q. Which booking number do I use to enter group bookings?**

**A.** The Individual Booking Record number should be used to claim points for each cabin within a group. The parent group number will not be recognized by the Loyalty Rocks program.

#### **Q. What is the difference between my Earned points and my Pending points?**

**A.** Earned points are your points that have been verified by Carnival and Loyalty Rocks points have now been added to your account. Pending Points are points for activities that have not yet been verified by Carnival. You can view a projected earn date for pending points under My Account within Loyalty Rocks.

### ***Shopping With My Loyalty Rocks Points***

#### **Q. When can I start shopping in the Loyalty Rocks program?**

**A.** You will be able to begin shopping once you have attained 1,000 reward points. Until you reach 1,000 we encourage you to visit the shopping catalogue and save items to your wish list.

**Q. What types of rewards are available in the shopping catalog?**

**A.** There are a variety of gift cards, and merchandise (electronics, gift baskets, movies, music, etc.) to choose from. Items offered in the catalog will change over time to ensure that Loyalty Rocks users have new shopping options. Item availability may vary between U.S., Puerto Rico, Barbados and Canada based on product and shipping availability. Canadian catalog redemption points/pricing may vary depending on exchange rates at the time of redemption. Barbados catalog merchandise will be available in USD and can be used internationally with a 2% transaction fee for non USD international purchases. For a complete list of items available, visit the shopping catalog in the Loyalty Rocks Website.

**Q. Do I need to pay for shipping costs for merchandise orders?**

**A.** No, shipping is included within the points cost for each merchandise item.

**Q. Once I have placed an order using my points, how long does it take to process and receive my order?**

**A.**

**Electronic gift cards** – After your order is processed, you will receive an order with the e-gift card attached within 24 hours. Emails will be sent to the email address that is listed on your GoCCL user profile. Please check your inbox [and junk mail] if you have ordered an e-gift card to be sure you have all the relevant details to begin spending!

**Physical gift cards and other merchandise** – After your order is processed you will receive an email order update stating that the order has been processed and your tracking information for your order. Emails will be sent to the email address that is listed on your GoCCL user profile. Please check your inbox [and junk mail] if you have placed a recent order so that you can stay up-to-date on order and shipping details.

**Q. What is a wish list in the shopping catalog?**

**A.** You will be able to view the full rewards shopping catalog and save catalog items for future purchase in your wish list.

**Q. Do I have to pay taxes on the reward items I receive?**

**A.** If you receive \$600 USD or more in merchandise or gift cards in a given year, you will be required to pay taxes (for US and Puerto Rico taxpayers). Once you reach the \$600 USD threshold you will be required to provide your Social Security information and contact information for a



1099-A to be administered to you. You will be contacted automatically if you meet this requirement.

**Q. What is the return policy for orders placed?**

**A.** If an item is damaged before it is received or if we have made an error in processing your order, we will be glad to work with you to manage the return process. Returns cannot be accepted for other reasons. Please note that once an order is placed, it cannot be cancelled and is non-refundable.

***Managing my Loyalty Rocks Account***

**Q. Do My Points Expire?**

**A.** Yes, your points will expire if you do not remain active in Loyalty Rocks. To remain active, you must receive points for at least one eligible, valid activity within a 6 month consecutive period or redeem points/complete a shopping order within 6 consecutive months. If you do not remain active within a 6 month period, all points (pending, earned, or ready for redemption) will be permanently expired and unavailable for future use.

**Q. How can I update my contact information or agency information in the Loyalty Rocks program?**

**A.** Here's how you can update your important Loyalty Rocks info:

**Your Name/Email/Contact phone:** Visit GoCCL and 'View Profile' (upper right-hand corner of the screen) to edit.

**Your shipping address:** Submit a request through the 'Contact' section of Loyalty Rocks or call (800) 213-9073.

**Your agency name:** If you change agencies, you should contact your new agency owner or manager to ensure you have a new GoCCL.com profile set-up and approved by the new agency.

**Q. If I change agencies, do my Loyalty Rocks points transfer?**

**A.** Your Loyalty Rocks points are part of your GoCCL.com profile. If you change agencies, you will receive a new GoCCL ID and profile from your new agency (and your old agency GoCCL ID will be deactivated). You can immediately begin earning Loyalty Rocks points under your new agency GoCCL profile, however points will not transfer from your former agency GoCCL profile. This helps ensure data accuracy/protection for all of our travel agency partners.

**Q. I have more than one Loyalty Rock accounts, can they be merged?**

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**A.** We are unable to merge any Loyalty Rocks accounts. Your Loyalty Rocks account is part of your GoCCL profile, which is connected to your booking agency. All rewards that are earned on bookings for a particular agency must remain with the GoCCL ID that is connected with that agency.

**Q. Who can I contact for additional questions?**

**A.** For program Terms & Conditions, please [click here](#). For additional questions, please contact our skilled Loyalty Rocks team by submitting an e-request under 'Contact' section of Loyalty rocks or by calling (800) 213-9073.

**\*NO PURCHASE NECESSARY TO PARTICIPATE OR WIN.** Sweepstakes begins at 12:00:00 AM ET on March 1, 2020 and ends at 11:59:59 PM ET on September 30, 2025 and will be divided into thirteen (13) Entry Periods. Open to legal residents of the fifty U.S., DC, Puerto Rico, and Canada (excluding Quebec) who: i) are 21+; ii) are travel advisors registered to conduct business with Carnival Cruise Line at the time of entry; and iii) have completed the Learn and Earn Travel Advisor Training Program. Void in Quebec and where prohibited. [Click here](#) for Official Rules, which govern, & complete details including Entry Period start/end dates/times. Sponsor: Carnival Cruise Line, a division of Carnival Corporation.