



**CARNIVAL PASSPORT TRAINING PROGRAM
BOOKING COMPONENT FOR 'CARNIVAL CRUIS-ADER' LEVEL
FREQUENTLY ASKED QUESTIONS**

EFFECTIVE SEPTEMBER 1, 2017

Q. What are the changes to Carnival Passport program that are effective on September 1, 2017?

Effective September 1, 2017, Carnival is adding a booking component to the final level of Carnival Passport, 'Carnival Cruis-ader.' A travel agent will meet the requirement by having four (4) fully deposited Carnival Cruise Line bookings within a 365 day period. Agents have four months to complete the booking component after they are validated for completing their required coursework within Carnival Passport. With this change, agents will now earn the complimentary cruise after both the coursework and the booking component are completed for 'Carnival Cruis-ader' level.

Q. When is the new booking component effective?

The new booking component takes effect on September 1, 2017 and will impact monthly Carnival Passport validations starting from October 1, 2017 and onward.

Q. What type of booking qualifies for the Carnival Passport booking component?

Fully deposited or paid FIT bookings and berthed/fully deposited cabins within a group that are active (not cancelled) as of the booking validation date count toward the four booking components.

Q. What if I complete my 'Carnival Cruis-ader' Carnival Passport level on August 31st - do I need to meet the booking component?

This requirement begins on September 1, 2017. Agents who become eligible for 'Carnival Cruis-ader' level prior to September 1, 2017 will not be required to meet the booking component.

Q. How long do I have to meet the booking component?

Travel agents have four (4) months from the date they receive validation that their coursework for 'Carnival Cruis-ader' level is complete to meet the 4 booking components to fully graduate from the program and earn the complimentary cruise.

For example, a travel agent who has completed their coursework on September 15, 2017 will be validated at the beginning of October 2017 (coursework/level validations are completed at the beginning of each new month). This agent would have until February 1, 2018 to meet the booking component.

Q. Where do I submit my bookings to meet the booking component?

You can submit your bookings via the [following electronic form](#) to meet the booking component.

Q. How will I know I completed the final 'Carnival Cruis-ader' level in Passport?

After completing the coursework for 'Carnival Cruis-ader', travel agents will receive an email communication confirming that their coursework portion is complete with instructions for completing the booking component and the time frame for completion of these bookings. Coursework validation occurs once a month at the beginning of the month.

Q. What if I don't meet the booking component?

If the booking component is not met in the required timeframe, you will not be eligible for the complimentary cruise. Unfortunately, Carnival cannot accept bookings submitted beyond the four month deadline after an agent has completed their coursework in Carnival Passport.

Q. How long after completing the booking component will I receive my complimentary cruise?

All cruise bookings submitted to Carnival are validated on a monthly basis by the second week of the month. Once the validation is completed for the previous month we will send you a communication with your eligibility.

Q. How will I receive my complimentary cruise certificate?

Once we have completed our validation cycle and you have completed the booking component, you will receive an email communication from our team notifying you of your eligibility and instructions for booking your complimentary cruise.

Q. How do I book my complimentary cruise?

To book your complimentary cruise, contact Sailing Support at 1-866-207-0035 Monday through Friday from 9:00am to 5:30pm ET. Please let the Carnival representatives know that you are calling in reference to your complimentary cruise earned through Carnival Passport.

Q. What type of cruise am I eligible to book with my cruise certificate?

Carnival offers a rotating list of complimentary cruises, typically offered in the Fall season. The complimentary cruise must be a cruise from the complimentary cruise list, and is based on availability, interior cabin type and double occupancy. Please contact Sailing Support at 1-866-207-0035 Monday through Friday from 9:00am to 5:30pm ET for our current list of complimentary cruises.

Q. Are cabin upgrades available?

For the complimentary cruise, we cannot accommodate upgrades.

Q. What will I be expected to pay when booking my complimentary cruise?

All agents will be expected to pay their prepaid gratuities, taxes, port charges and fees for the cruise at time of booking.

Q. Can I bring anyone with me on my complimentary cruise?

Yes, you may bring one guest with you.

Q. Can I book a 3rd and 4th guest with me on my complimentary cruise?

Complimentary cruises are based upon double occupancy only.

Q. What are the terms and conditions of the complimentary cruise?

The complimentary cruise must be a designated complimentary cruise, and is based on availability, interior cabin type and double occupancy. The cruise is on a first-come, first-serve basis. No upgrades will be permitted. Agents must sail on the complimentary cruise within 12 months of becoming eligible. Only one cruise per agent will be allowed. Cruise certificates are non-transferrable and not refundable for cash.

Q. Would I be expected to attend training or any events during my complimentary cruise?

No, you will be confirmed on a complimentary cruise that does not include a training component and we invite you to enjoy the ship at your leisure (and send us a Facebook pic of all the fun you're having!).

*Carnival Passport program and policies are subject to change at any time. Please visit [GoCCL.com/Carnival Passport](http://GoCCL.com/CarnivalPassport) for updates.
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