



Carnival Cruise Fares Effective December 3, 2012

Frequently Asked Questions

1. Why is Carnival introducing new cruise fares on December 3, 2012?

Carnival is proud to introduce a range of fares and price points that aligns with your clients' preference and provides them with more choices when selecting their desired fare. Now your clients will have the option to "trade up" from a lower fare, and you can capture their motivation to pay for fare features that they value. Carnival is also introducing lower entry-level price points to attract more clients to your business.

2. How does the introduction of new Cruise Fares impact Early Saver?

Carnival's Early Saver program is still available. Early Saver will continue to be available three months prior to sailing for short cruises and five months prior to sailing for long cruises. Early Saver guests are eligible for price protection up to two days prior to sailing.

Is Early Saver still considered the lowest available rate?

No. Super Saver will be priced lower than Early Saver, but it comes with more restrictions and does not come with a cabin assignment (see details on the Super Saver program). Early Saver will be the lowest available rate with a cabin assignment.

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

The deposit and payment terms of Early Saver are the same. Guests who cancel prior to the final payment date will receive a future cruise credit in the amount of the deposit received less a \$50 service fee per person. The future cruise credit can only be redeemed on bookings made in USD currency, will be applied to guests' cruise fare, is non-refundable, non-transferable and any used portion will be forfeited. Guests must sail within 24 months from the date of the cancellation. Cancellations that occur after the final payment due date are subject to standard cancellation penalties.

What if I need to make changes to my clients' ship or sailing date?

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

What is the price protection assurance feature?

If you find a lower Carnival advertised fare for your client after booking their cruise, Carnival will honor it, issuing the difference in the form of a non-refundable onboard credit. The lower fare must be: (a) for the same ship, sailing, stateroom category and number of guests (b) available for booking at the time you submit your

request for the lower rate and (c) a rate your client is eligible to receive, if special restrictions apply. Early Saver guests are not eligible to be protected on the following programs: Super Saver, Instant Saver or any other program that does not allow cabin selection at the time of booking. Price protection will be subject to the prevailing fees and/or fuel supplement if applicable.

Is the price protection policy the same for new and existing Early Saver business?

Yes. The price protection policy for Early Saver will continue to be the same for new and existing Early Saver bookings.

What should I do once I find a lower rate for my client?

Complete a price protection claim form <http://www.carnival.com/cms/requestforms/bookclEarlySaverForm.htm>

If the request meets the price protection requirements, we will process your client's onboard credit for the fare difference and send you an email confirmation within two business days of your request.

What information must be submitted for a price protection request for my client?

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

When can I submit a price protection request for my client?

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

How many times can I submit a price protection request for my client?

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.

3. What is Super Saver?

Super Saver is a discounted rate and is perfect for travelers who are confident in their travel plans and flexible about their stateroom accommodations.

How does Super Saver work?

You will select your client's stateroom accommodation type (Interior, Ocean View, Balcony or Suite) and we will assign the specific stateroom.

Does Super Saver follow Carnival's standard deposit, payment and cancellation terms?

The deposit and payment terms are the same. However, Super Saver requires a **NON-REFUNDABLE** deposit per person.

What if I need to change my client's ship selection and/or sail date?

If the change is made prior to Carnival's final payment due date, a penalty of at least the deposit amount per person will be assessed. Changes made after the final payment due date are subject to standard cancellation penalties.

What if I need to cancel my clients' cruise vacation?

If the cancellation is made prior to Carnival's final payment date, a penalty of at least the deposit amount per person will be assessed. If the cancellation occurs after Carnival's final payment date, standard penalties apply. Please refer to the Cruise Ticket contract for additional details. No exceptions will be made.

We recommend that you encourage your clients to purchase Carnival's Vacation Protection Plan to cover them for life's unexpected moments. Details on the plan can be found [here](#).

If I book the Super Saver fare for my clients and later find a lower rate, are they eligible to be protected at the new lower rate?

No. After booking Super Saver, no changes are allowed, even if the Super Saver fare lowers after you made your client's cruise reservation.

What happens if my client can no longer take their cruise vacation but they have a family member or friend who would like to take their place?

This is treated as a cancellation. We would have to cancel your client from the reservation, assess a penalty (see "What if I need to cancel my cruise vacation?" for the penalty rules) and then add your client's family member or friend to the reservation.

When will my client receive their stateroom assignment?

Your client will receive their stateroom assignment when they check in.

4. What is Instant Saver?

Instant Saver is discounted rate, which is available closer to the sailing date and is perfect for travelers who are confident in their travel plans and flexible about their stateroom accommodations.

How does Instant Saver work?

You select your client's stateroom accommodation type (Interior, Ocean View, Balcony or Suite) and Carnival assigns the specific stateroom.

Does Instant Saver follow Carnival's standard deposit, payment and cancellation terms?

No. Instant Saver requires a full payment at the time of booking and the full payment is non-refundable and non-transferable. We recommend that your clients purchase Carnival's Vacation Protection Plan to cover them for life's unexpected moments. Details on the plan can be found [here](#).

What if I need to change my client's ship selection and/or sail date?

Your client will be subject to a cancellation penalty of at least the full per person cruise fare for ship and/or sail date changes. No exceptions will be made.

If I book the Instant Saver fare for my client and later find a lower rate, are they eligible to be protected to the new lower rate?

No. After booking Instant Saver no changes are allowed, even if the Instant Saver fare lowers after you made your client's cruise reservation.

What happens if my client can no longer take their cruise vacation but have a family member or friend who would like to take their place?

This is treated as a cancellation. We would have to cancel your client from the reservation, assess a penalty (see “What if I need to cancel my cruise vacation?” for the penalty rules), add your client’s family member or friend to the reservation and collect the full per person cruise fare for the new guest.

When will my client receive their stateroom assignment?

Your client will receive their stateroom assignment when they check in.

5. What is Easy Saver?

Easy Saver becomes available after the Early Saver fare closes and allows guests to select their desired stateroom location based on personal preference.

Does Easy Saver follow Carnival’s standard deposit, payment and cancellation terms?

The deposit and payment terms are the same. Clients who cancel prior to the final payment date will receive a future cruise credit in the amount of the deposit received less a \$50 service fee per person. The future cruise credit can only be redeemed on bookings made in USD currency, will be applied to guests’ cruise fare, is non-refundable, non-transferable and any used portion will be forfeited. Your clients must sail within 24 months from the date of the cancellation. Cancellations that occur after the final payment due date are subject to standard cancellation penalties. We recommend that your clients guests Carnival’s Vacation Protection Plan to cover them for life’s unexpected moments. Details on the plan can be found [here](#).

What are the advantages of booking the Easy Saver fare?

Your clients are able to select their exact stateroom location (deck, location on the deck and cabin number) based on their personal preference.

The Easy Saver fare allows your client some flexibility by only charging a \$50 per person change and/or cancellation fee when the modification is made prior to Carnival’s final payment due date.

If I book the Easy Saver fare for my client and later find a lower rate, are they eligible to be protected at the new lower rate?

No. After booking Easy Saver no price protection changes are allowed, even if the Easy Saver fare lowers after you made the cruise reservation for your client.

6. What is Fun Select?

Fun Select is one of Carnival’s most flexible rates and allows you to upgrade your client’s stateroom to a higher deck or a better location on their current deck.

How does Fun Select it work?

Booking your client at the Fun Select rate gives your client a FREE two category stateroom upgrade. The upgrade is within the accommodation type selected (Interior, Ocean View, Balcony or Suite). So, if you select an Interior stateroom for your client, they can be upgraded to another Interior stateroom that is located on a higher deck or better location on the deck you initially selected. The free upgrades are provided based on availability.

Why Fun Select is considered a “flexible rate”?

When purchasing the Fun Select rate for your clients prior to the final payment date, you can make changes to their reservations without a penalty (as long as the change takes place prior to the final payment date). The changes include but are not limited to ship and/or sail date changes, cancellations and name changes.

Does Fun Select follow Carnival’s standard deposit, payment and cancellation terms?

Yes. Please visit the Cruise Ticket Contract for specific details.

7. What is Fun Select Plus?

Fun Select PLUS is one of Carnival’s most flexible rates and allows guests to upgrade their stateroom to the best available location on the ship.

How does Fun Select Plus work?

When you book Fun Select, your client will receive up to a seven category upgrade for free. The upgrades are within the accommodation type selected (Interior, Ocean View, Balcony or Suite). The free upgrades are provided based on availability.

Why is Fun Select Plus considered a “flexible rate?”

When you purchase Fun Select Plus for your clients prior to the final payment date, you can make changes to their reservations without a penalty (as long as the change takes place prior to the final payment date). The changes include but are not limited to ship and/or sail date changes, cancellations and name changes.

Does Fun Select follow Carnival’s standard deposit, payment and cancellation terms?

Yes. Please visit the Cruise Ticket Contract for specific details.

8. What resources are available for me to learn the new Carnival Cruise Fares?

A recorded webinar can be found on GoCCL.com so that you can learn all the new fares at the convenience of your own schedule. Please be sure to reach out to your Business Development Manager or Trade Engagement 1-800-327-7276 or emailing our support team at cclsales@carnival.com and be in the lookout for future e-tutorial releases in the near future.

On the next page, please refer to the “Before & After Cruise Fare Matrix”, a quick reference guide designed to give you at a glance look at the new fares available December 3, 2012.

BEFORE DECEMBER 3, 2012			
Fare	Amenities Not Supported	Amenities Supported	Quick Fare Highlights
Fun Select	N/A	PNS	Carnival's standard rate
Fun Saver	PCD	PCG	Guests pick their stateroom type and Carnival picks the location
Early Saver	PPC	PPB	Carnival's lowest rate + Price protection
Past Guest	DP3	DPG	Free 2 category upgrades (guest must qualify for fare)
ON OR AFTER DECEMBER 3, 2012			
Fare	Amenities Not Supported	Amenities Supported	Quick Fare Highlights
Fun Select Plus	PFA	PFB	Free best available upgrades
Fun Select	PNS	PNN	Free 2 category upgrades
Past Guest	DP3	DPG	Free 2 category upgrades (guest must qualify for fare)
Early Saver	PPC	PPB	Price protection w/ \$50 change fee
Easy Saver	PES	PEP	Guest selects their stateroom w/ \$50 change fee
Super Saver	PSV	PSS	Heavily discounted w/ non-refundable deposit & Carnival picks the stateroom location
Instant Saver	PUF	PUH	Heavily discounted w/ non-refundable cruise fare & Carnival picks the stateroom location