

# Technology QuickTip

## Booking in Amadeus Cruise

This Quick Tip was designed to be your guide in the booking process for Amadeus Cruise. Amadeus Cruise is a robust booking platform and this Quick Tip covers both the booking process (pages 1-2) as well as the Post-Booking Maintenance process and permitted changes (pages 2-3). If for any reason you need additional assistance with Amadeus Cruise feel free to call Member Services at (800) 843-0733.

### 1. Initiate a Search

To search in Amadeus Cruise, click "Search and Sell." Required information appears in yellow: Region, Cruise Line, Ship (if known), Date (DDMMYYYY), Duration and # of Guests. When ready click the right facing triangle to continue.

### 2. Select a Sailing

Sailings that match your criteria appear. Select the blue dot to find out information on the itinerary. Select your desired sailing by highlighting that sailing.

Sailing Availability											
Ship	Region	Departure	Nights	Ports	Status	Max	Dining	From	To	Cruise Pkg	
NCL	NORWEGIAN EPIC	EUR	16 Oct 2011	7	4	AVL	2	AVL	BCN	BCN	14 Oct 2011
NCL	NORWEGIAN EPIC	EUR	16 Oct 2011	7	4	AVL	2	AVL	BCN	BCN	14 Oct 2011
NCL	NORWEGIAN EPIC	EUR	16 Oct 2011	7	4	AVL	2	AVL	BCN	BCN	14 Oct 2011
NCL	NORWEGIAN EPIC	CAR	05 Nov 2011	7	3	AVL	2	AVL	MIA	MIA	

At the bottom of the screen, enter the following information: Mode of Transportation (Air or Cruise Only) and Transport City.

**Find Fare**

Mode of Transport : CRUISE ONLY

Guest City : PBI WEST PALM BEACH (PBI), US, I

Currency : U.S. DOLLAR

To continue, click the right facing triangle at the bottom of the screen.

### 3. Select a Fare

Available fares for your selected sailing appear. Highlight the row and then click the right facing triangle to continue. The selection of fares and number you can select at one time vary by cruise line.

Fare	Status	Description - Group Name	Remark
BNITQH	AVL	BEST AVAIL NON-PAST PSG W/O AIR	
BNPTQH	AVL	BEST AVAIL PAST PSG W/O AIR	
TQH	AVL	VACATION.COM	
BNITQH	AVL	BEST AVAIL NON-PAST PSG W/O AIR	INCLUDES NON-REF FARES
BNPTQH	AVL	BEST AVAIL PAST PSG W/O AIR	INCLUDES NON-REF FARES
TQHPLX	AVL	FREE UPGRADE	CUSTOMER ID REQUIRED
TQHRDA	AVL	BALCONY FOR THE OUTSIDE PRICE	
TQHRGB	AVL	GUARANTEED	
TQHRGC	AVL	GUARANTEED	
TQHFIT	AVL	LAUNCH FARES	

### 4. Select a Cabin Category

A fare matrix appears, showing the requested fare types for the different cabin categories. To select a cabin category, click the price to highlight the row.

Category Availability				Currency : U.S. DOLLAR	
Fare Description	Loc	Space	Priced	BESTFARE	BEST_FARE
Category	Loc	Space	Priced	Double	Adult
S4	Out	GUA	S4		3 918.00
M9	Out	AVL	M9		1 618.00
M2	Out	AVL	M2		1 348.00
M3	Out	AVL	M3		1 338.00
M4	Out	AVL	M4		1 328.00
MA	Out	AVL	MA		1 348.00
MB	Out	AVL	MB		1 338.00
MC	Out	AVL	MC		1 308.00
MD	Out	AVL	MD		1 308.00
B9	Out	AVL	B9		1 648.00
B1	Out	AVL	B1		1 308.00
B2	Out	AVL	B2		1 308.00



To view a deck plan click the Ship Information icon.

When you are ready, click the right facing triangle at the bottom of the page.

### 5. Select Cabin

Cabin availability displays. To choose a cabin, click the row. To access cabin information, click the blue dot.

Cabin # 6053
TYPE: OUTSIDE W/ BALC
BEETH: 2 TWIN-SQL STARBOARD
DECK: DECK 6
LOCATION: OUTSIDE, AFT STARBOARD SIDE
SIZE: 0216 SQ FT
DESC: TWINS MAY BE CONVERTED TO QUEEN
CABIN ATTRIBUTES & AMENITIES
WINDOW
BALCONY
SHOWER
REFRIGERATOR
SAFE
TV
TV MUSIC
TELEPHONE
HAIR DRYER

The cabin information opens in a new window. To continue in the booking, close the cabin information window and click the right facing triangle.

### 6. Enter Guest Details

Now that you have selected a cabin, we need to enter guest details. Fields highlighted in gold are required. If you are making a multi-cabin booking, complete the first booking, then you will be prompted to complete the passenger information for the next cabin. At the bottom of the page is your "Hold Timer," this varies between 10-30 minutes by cruise line. This is the amount of time you have to complete the booking.



When you are ready, click the gold square to continue.



## 7. Booking Summary

Your booking summary appears; if you are done, click the gold square in the lower right hand side to continue. If you would like to add transfers, pre/post packages, special services or cross-reference the booking by clicking on any of the links under "Summary." Appropriate options appear and you can make your desired selection.

**Summary**

- ▼ **Guests**
  - 1. Ms Leslie Nearon
  - 2. Mr Conrad Smit
- ▼ **Sailing**
  - Cruise Line : NORWEGIAN CRUISE LINE
  - Ship : NORWEGIAN EPIC
  - Date : 16 Oct 2011
  - From / To : BARCELONA, ES / BARCELONA, ES
  - Cruise Length : 7 nights
- ▼ **Fare**
  - Currency : U.S. DOLLAR
  - Fare Code : See Guests
  - Group Code :
  - Promotion Code :
- ▼ **Cabin**
  - Category : MB AVL
  - Cabin : 11254
  - Deck : DECK 11
  - DBLE
  - Dining : See Guests
  - Price as : MB
  - Location : Outside
  - Bedding : 2 LOWER TWIN CONV TO
- ▼ **Waitlist Categories**
- ▼ **Packages**
- ▼ **Shore Excursions**
- ▼ **Payment**
- ▼ **Special Services**

## 8. Price Display

Once you have finalized your booking, the fare break down displays with a cabin total and a breakdown of the fare per Passenger. To put the cruise on hold, click the gold square. Or click "Add Payment" and enter the appropriate credit card fields to apply payment to the booking. When you are done, click the gold square at the lower right of the page.

Line Items by Guests	Booking Total	Leslie Nearon	Conrad Smit
Price Details			
Cruise Rate	818.00 USD	409.00	409.00
Non Commissionable Fares	320.00 USD	160.00	160.00
Taxes And Fees	189.72 USD	94.86	94.86
<b>Gross Totals :</b>	<b>1,327.72 USD</b>	<b>663.86</b>	<b>663.86</b>

## 9. Complete Transaction

The "End Transaction" popup screen appears, enter your name in the "Received from" field and your phone number in the "Contact" field, then click "ok."

On the End Transaction page your booking confirmation number, deposit due date and final payment due date appear along with the Supplier Terms and Conditions. Click "ok" to complete your booking

**End Transaction**

Confirmation Number : 19179255  
Record Locator : 61NGOY

Deposit Due Date : 23 Dec 2010 23:59  
Final Due Date : 31 Jul 2011 23:59

NCL CONSUMER ADVICE: FOR EMBARKATION/RE-ENTRY INTO THE US: US/CANADIAN CITIZENS MUST CARRY DOCUMENTARY PROOF OF CITIZENSHIP. REQUIREMENTS VARY BY DESTINATION AND GUESTS ARE RESPONSIBLE FOR VERIFYING THEIR REQUIREMENTS. OTHER NATIONALITIES MUST CARRY VALID PASSPORTS AND VERIFY THEIR VISA REQUIREMENTS WITH CONSULATES FOR EACH DESTINATION. GUESTS WITHOUT PROPER DOCUMENTATION WILL NOT BE ALLOWED TO BOARD. TERMS AND CONDITIONS ARE IN THE NCL BROCHURES AND ARE ALSO AVAILABLE AT HTTP://WWW.NCL.COM. AS OF JANUARY 1, 2008, A VALID PASSPORT IS REQUIRED FOR ALL GUESTS (WHETHER ALREADY EN ROUTE ON A CRUISE OR JUST DEPARTING) FOR ANY ITINERARY WHERE THERE IS A STOP IN A FOREIGN PORT. NOTE THAT BECAUSE THERE ARE NO FOREIGN PORTS IN OUR HAWAII INTER-ISLAND CRUISES, U.S. AND CANADIAN CITIZENS NEVER NEED A PASSPORT IF YOU ARE ON THESE ITINERARIES. \*\*\*\*IF PAYING BY CREDIT CARD, YOUR PAYMENT WILL

**OK**

Your booking is complete and you return to the Amadeus Cruise Main Menu screen.



## Making Payments and Changes

From the Amadeus Cruise Main Menu you can retrieve your bookings and apply payments by clicking "Retrieve Booking." See page 3 of this Quick Tip for a complete list of permitted changes.

### 1. Search for your Booking

To retrieve your desired booking, enter the Confirmation number, or the Guest Last Name and the Ship name. Then click the right facing triangle.

**Retrieve Booking**

**Find Booking**

Confirmation Nbr :

Guest Last Name :

Guest First Name :

Cruise Line :

Ship :

Departure Date :

Cruise Length :

Last Booking :

Available reservations for the passenger display. If there is more than one reservations for the same last name then highlight the row and click the right facing triangle to retrieve the desired booking. The Booking Summary displays.

**Booking Summary** Confirmation Number : 19179255, Status : OPR

**Summary**

- ▼ **Guests**
  - 1. Ms Leslie Nearon
  - 2. Mr Conrad Smit
- ▼ **Sailing**
  - Cruise Line : NORWEGIAN CRUISE LINE
  - Ship : NORWEGIAN EPIC
  - Date : 16 Oct 2011
  - From / To : BARCELONA, ES / BARCELONA, ES
  - Cruise Length : 7 nights
- ▼ **Fare**
  - Currency : U.S. DOLLAR
  - Fare Code : See Guests
  - Group Code :
  - Promotion Code :
- ▼ **Cabin**
  - Category : MB
  - Cabin : 11254
  - Location : Outside
  - Bedding : 2 LOWER TWIN CONV TO DBLE
  - Dining : See Guests
  - Price as : MB
- ▼ **Waitlist Categories**
- ▼ **Packages**
- ▼ **Shore Excursions**
- ▼ **Payment**
- ▼ **Special Services**
- ▼ **Booking Admin**

**Guest 1 Ms Leslie Nearon**

- ▼ **Guest Details**
  - Transport City : No city selection
  - Mode of Transport : CRUISE ONLY
  - Age : 49 years
  - Fare : BESTFARE
  - Insurance : NCHRE
  - Fast Passenger : 217236589
- ▼ **Dining**
  - Preferred Seating : FREESTYLE - AVL

Buttons: Cancel Booking, Ignore, Pricing

### 2. Make a Change or Apply Payment

To make a change to the booking, click the appropriate link to review available options.

**Price Display**

**Sailing Summary** NORWEGIAN CRUISE LINE

Ship : NORWEGIAN SPIRIT  
Date : 11 Sep 2011  
Cruise Length : 7 nights  
Booking Currency : USD

**Payment Information** Prices Shown in U.S. Dollar

Fare Code : BESTFARE  
Promotion Code :  
Category : BC  
Priced as BC

Balance Due : 1,327.72  
Amount Received : 0.00  
Deposit Due Date : 19 Dec 2010 23:59  
Final Due Date : 28 Jun 2011 23:59

Line Items by Guests	Booking Total	Leslie Nearon	Conrad Smit
Price Details			
Cruise Rate	818.00 USD	409.00	409.00
Non Commissionable Fares	320.00 USD	160.00	160.00
Taxes And Fees	189.72 USD	94.86	94.86
<b>Gross Totals :</b>	<b>1,327.72 USD</b>	<b>663.86</b>	<b>663.86</b>

**Add Payment**

Form of payment :

Amount :  Currency : U.S. DOLLAR

Payment Nbr :

Card type :

Card Nbr :  Extd Payment

Expires :

holder Name :  Last Name :

Buttons: Close, Add

Button: Add Payment

To apply payment, click "Pricing," to load the pricing breakdown. Apply payment by clicking on the "Add Payment," entering the appropriate information and then clicking on the gold square. You can also Cancel or Ignore the booking to close it without payment.

### Post-Booking Changes in Amadeus Cruise

Below is a detailed list of all available changes for bookings made in Amadeus Cruise. All available changes are subject to limitation based on the individual cruise line policies. For all the changes mentioned below, available options are indicated by a check mark.

Requested Change	RCC	CEL	AZA	HAL	PCL	CUN	CCL	MSC	NCL	OCL	CST
Title	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Age	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Date of Birth	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
Nationality	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Past Passenger Number	✓	✓	✓	✓	✓	✓	✓		✓	✓	
Dining	✓	✓	✓		✓	✓	✓	✓			✓
Change Cabin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Last Name	✓	✓	✓				✓	✓	✓		✓
First Name	✓	✓	✓				✓	✓	✓		✓
Add/Remove Air	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
Add/Remove Insurance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Add/Remove Transfers	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Add Pre/Post Packages	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Change Category	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Add/Remove Special Requests	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Transport City (Residency)	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
Cross Reference Bookings	✓	✓	✓	✓	✓	✓	✓	✓			
Bedding	✓	✓	✓	✓	✓	✓	✓				
Fax Confirmation	✓	✓	✓				✓				
Change Sailing	✓	✓	✓						✓		
Table Size	✓	✓	✓		✓	✓					
Age Group	✓	✓	✓								
Extend Option	✓	✓	✓								

**Cruise Line Key:**  
RCC: Royal Caribbean Line  
CEL: Celebrity Cruise Line

AZA: Azamara Club Cruises  
HAL: Holland America Line  
PCL: Princess Cruise Line

CUN: Cunard Line  
CCL: Carnival Cruise Line  
MSC: MSC Cruises

NCL: Norwegian Cruise Line  
OCL: Oceania Cruise Line  
CST: Costa Cruise Line