

Cruise Content Page

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Cruise Fact Sheet

Port Transfers

This is how you need to search on TD

- Port Transfers with Accommodation in International Drive

The screenshot shows the 'Transfer Search Results' window. The search criteria are: Flight arrival time: 20/09/2019 00:00, Flight departure time: 04/10/2019 00:00, Airport: Cape Canaveral (Seaport), Resort: International Drive (FL), Accommodation: <none>. The 'Passenger ages' table shows 2 AD, 0 CH, and 0 JN. The search results table shows 2 results for 'Private Service Port Canaveral T... Pe...'. The first result is highlighted in yellow.

Name	Description	Pri...	Min	Max	DOW	Arry pick up	Time	DOW	Dep pick up	Time	Airport	Resort	Supplier	Er	Price	Basket
Private Service	Port Canaveral T... Pe...		1	5	Fri	20/09/2019	01:00	Thu	03/10/2019	21:00	ICC	International...	Orlando C...		328.07	328.07
Private Service	Port Canaveral T... Pe...		1	3	Fri	20/09/2019	01:00	Thu	03/10/2019	21:00	ICC	International...	Orlando C...		328.07	328.07

- Port Transfers with Accommodation in Kissimmee and Lake Buena Vista you need to enter the Resort in first then "Airport" will be Cape Canaveral.

The screenshot shows the 'Transfer Search Results' window. The search criteria are: Flight arrival time: 20/09/2019 00:00, Flight departure time: 04/10/2019 00:00, Airport: <none>, Resort: Kissimmee (FL), Accommodation: . The 'Passenger ages' table shows 2 AD, 0 CH, and 0 JN. The search results table is empty.

Name	Description	Pri...	Min	Max	DOW	Arry pick up	Time	DOW	Dep pick up	Time	Airport	Resort	Supplier	Er	Price	Ba
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Boarding Time for Cruise

If cruising after arriving on a domestic flight, please allow at least 4 clear hours to arrive at the Port before departure and make customers aware there may be a delay

[Example: If cruise departs at 4 pm customers must be a Cruise Port at 12 pm]

They should be at the Port 4 hours before Cruise departs on any given Cruise Line at any given Port



Disembarkation for a Cruise

The disembarkation process can take anything from 1 – 4 hours depending on cruise line and nationality.

Therefore, please make sure if you are booking a Flight on the same day you are allowing at least 5 clear hours from Cruise docking time before checking in for flight

[Example: Cruise docks at 7 am Flight must be no earlier than 2 pm]

Top Tip: Recommend to a client that they pre-book early boarding and disembarkation directly with the cruise line to save them time.

Drinks Packages

Always give a client that wants a Drinks Package the relevant cruise line website with the cruise confirmation number to add these on directly themselves

If a Cruise line has a offer whereby, they receive a **FREE beverage package** this is IMPERATIVE you check the details of this before booking.

Details can either be obtained by asking the Destinations Team, Sales Management or the quickest way would be checking on the cruise lines website.

In some instances, Amadeus may show a **FREE drinks package**, but this may only be Non-Alcoholic, in which case you may have mis-sold it.

Cabins

Wherever possible do try and up sell the Customer a slightly higher category of Cabin as not every customer would want the cheapest cabin available.

Check the bed configuration (**Not Bunk Beds & not the Disabled cabin**) again if unsure please check with Sale Manager.

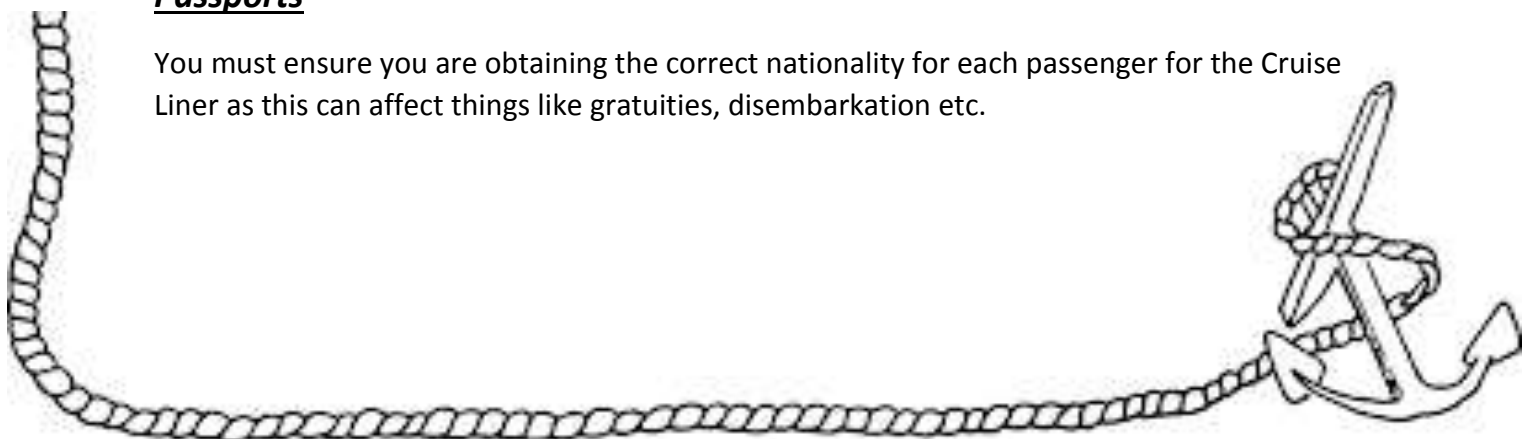
ALWAYS give the customer the **Cabin number** at the **time of Booking** and the confirmation so they can check the deck plan themselves.

Gratuities

Gratuities should always be Included IF they are not this needs to be written on the customers notes on Go2Book and authorised by Sales Management **AGREED NO GRATUITIES ADDED**

Passports

You must ensure you are obtaining the correct nationality for each passenger for the Cruise Liner as this can affect things like gratuities, disembarkation etc.



Disney Cruises

Please ensure you are always comparing a Disney Cruise on their website to Amadeus.

When you are in the process of confirming the reservation, you will notice that payment details ask you to provide a credit card. To ensure that we can place this cabin on a deposit, please **HOLD ON OPTION** and notify accounts and load team immediately once you have the reference number, this way we can ensure that payment is sent directly to the cruise line straight away.

Royal Caribbean

Royal Caribbean will hold on an option before you add payment. Hold the cruise on option and it will say ONF. Then go back in to the reservation, add payment and select BK in the first yellow box and agency check in the second box, put in Ocean Holidays and your name in the next two yellow box options, confirm then go back and put in the ref to check that the reservation says CNF in the top right hand corner.

If you do not do this, the reservation will auto cancel.

Norwegian Cruises

Important info to remember:

You MUST add VAT onto the costings of the NET price as this will not show when making the Booking – please ask a member of Sales Management if you are unsure

If there is no Offer and one person in the cabin wants a drinks package, they all have to have the drinks package

They recommend booking the Wifi prior to departure as this always works out cheaper.

They can do this when they log onto the website at the same time as booking Excursions, Gratuities etc

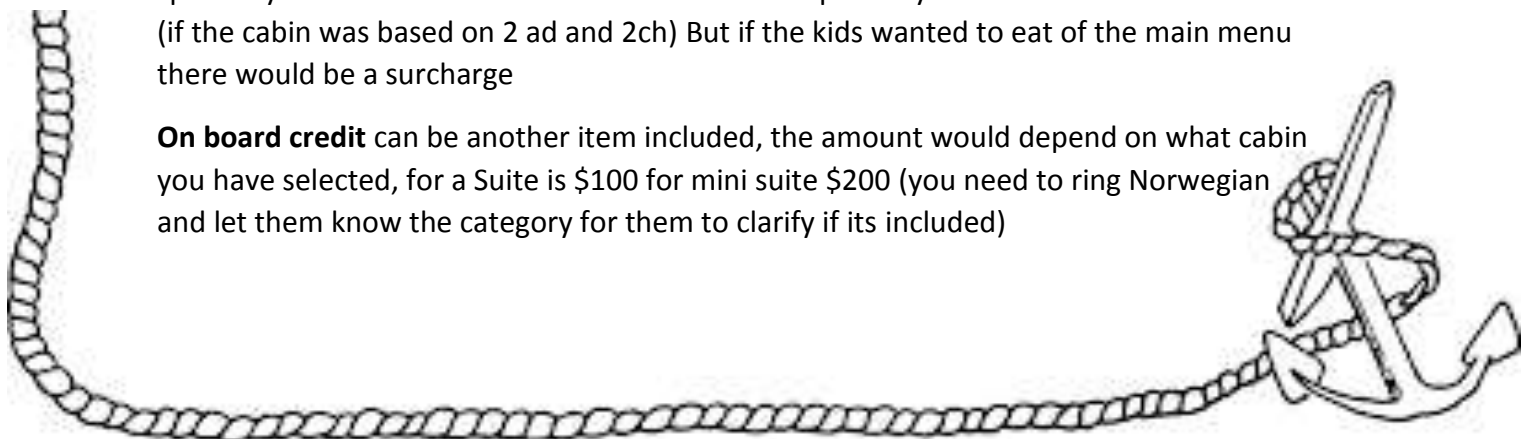
But:

They have lots of OFFERS included and there is strict rules on these EXTRA's

Beverage packages – will be for the first two travellers within the cabin and includes the ULTIMATE Drinks package (on this occasion the other two don't have to have one) but depending on the OFFER at the time it doesn't always include inside cabins so always check

If you select the **Free Dining** selection – This includes **some** of the speciality restaurants Kids menu is still free in the speciality restaurant (if the cabin was based on 2 ad and 2ch) But if the kids wanted to eat of the main menu there would be a surcharge

On board credit can be another item included, the amount would depend on what cabin you have selected, for a Suite is \$100 for mini suite \$200 (you need to ring Norwegian and let them know the category for them to clarify if its included)



Wifi included – would be 250 hours per cabin

Before booking a **Norwegian Cruise** please make sure you check all Offers with Norwegian direct on : 02088349019

Transfers

IF they have TRANSFERS back to the Airport, they MUST be made aware that they will be at the airport by LUNCH and most flights won't be departing until EVENING.

Please ensure that you have added notes in to Go2Book to ensure that this has been done.

Remember, if they are cruising back into Tampa, there is plenty to do in the downtown area, as well as the Aquarium that they can visit before heading back to the airport as something good to do.

Port collection/return procedures:

Miami – For all Miami port bookings you will need to book the airport and Alamo then provide a free shuttle bus which operates every 15 minutes when the cruise liners dock.

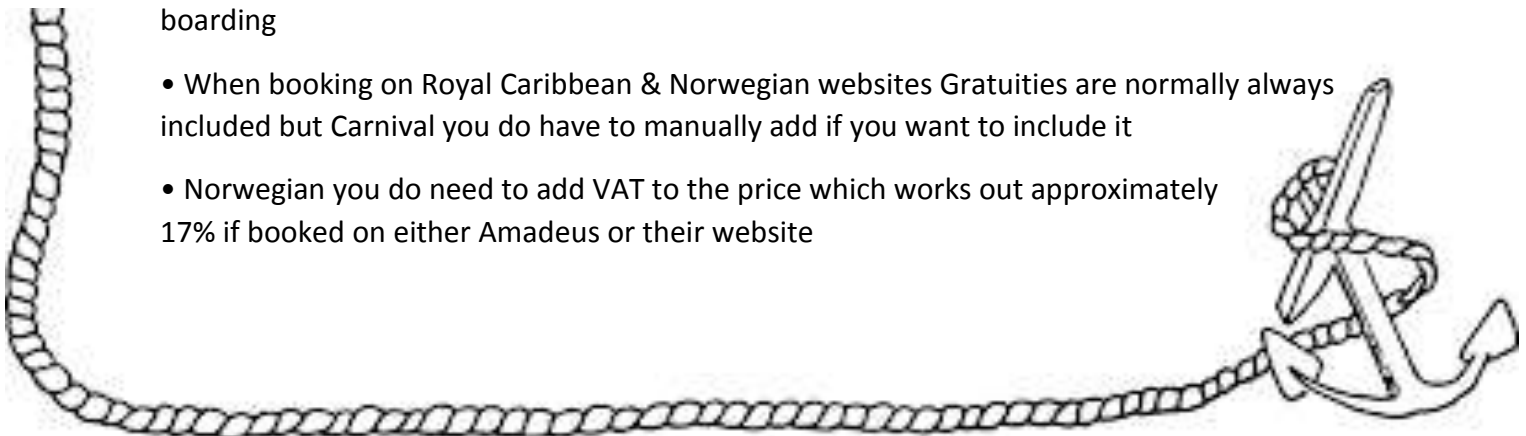
Fort Lauderdale – Same procedure as above

Port Canaveral – All clients arriving off a cruise will take the Alamo courtesy bus to their local office. If clients are booking this as part of a one-way (i.e. MCO – Port Canaveral) clients will leave the vehicle at the Port Canaveral office and then take the free shuttle service to the port.

Tampa – The office that is closest to the port is Tampa Westin Downtown. Now this office does not provide a shuttle service so clients will have to make their own way to the office in a cab. This is the same procedure for clients wishing to return their vehicle to Tampa. There is no shuttle service from Tampa Airport.

THINGS TO KNOW

- You can hold the Cabins prior to taking Payment on Royal Caribbean and Carnival
- You will always need to take an Extra Deposit just for the Cruise normally £150.00pp at the time of Booking
- Only book the Cruise once you have confirmed and taken payment
- Then always give the customer the booking reference to log onto "Manage My Cruise"
- They recommend booking drinks packages, excursions, gratuities and Wifi prior to boarding
- When booking on Royal Caribbean & Norwegian websites Gratuities are normally always included but Carnival you do have to manually add if you want to include it
- Norwegian you do need to add VAT to the price which works out approximately 17% if booked on either Amadeus or their website



Infant Policy

RCL Infant Policy



INFANT POLICY

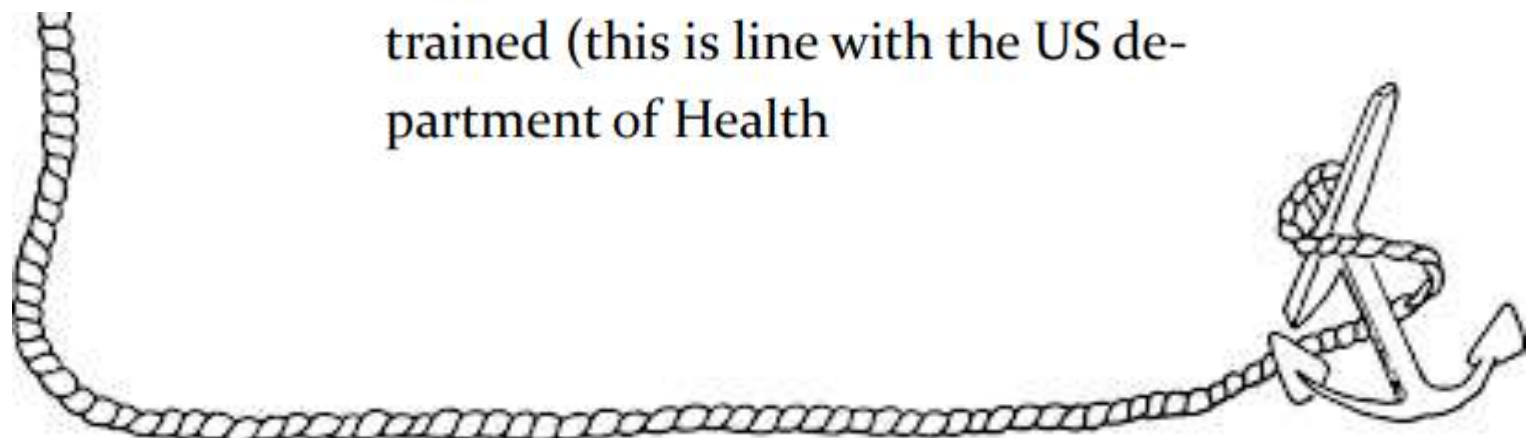
Infants sailing on a cruise must be at least 6 months old as of the first day of the cruise and/or Cruise Tour. HOWEVER: For transatlantic, transpacific, Hawaii, select South American and other selected cruises and/or Cruise Tours, the infant must be at least 12 months old as of the first day of the cruise/Cruise Tour. For the purposes of this policy, any cruise that has 3 or more days consecutive at sea will require infants to be 12 months old on the first day of the cruise/Cruise Tour.

Infants can sail on our ships but they cannot access the pool if they are in nappies (water nappies are not allowed).

Carnival Infant Policy



- ◊ Infant must be at least 6 months of age at time of sailing (on trans ocean/ remote itineraries it is 12 months)
- ◊ Carnival does not allow children in nappies or who are not toilet trained (this is line with the US department of Health



DCL Infant Policy



Minimum Ages for Travel

Please note: The minimum age to sail aboard a Disney Cruise Line ship is 6 months of age on the day of sailing; however, the minimum age for Transatlantic and Panama Canal itineraries is 1 year of age on the day of sailing.

Baby On Board!

Families traveling with babies and young children have access to a host of onboard services and amenities:

Complimentary diaper disposal units, bottle warmers, bottle sterilizers, cribs and playpens are available upon request from the stateroom host/hostess.

Complimentary strollers are available at Guest Services.

Complimentary Pack-n-Play portable cribs are available. Your stateroom host or hostess can set the crib up and take it down for you each day.

Complimentary high chairs are available at all of the restaurants onboard.

Fresh pureed vegetables can be prepared at the main dining rooms and through room service, upon request.

At Castaway Cay, Disney's private island in the Bahamas, complimentary wagons are available to facilitate navigating the island's sandy beaches.

Essential baby supplies are available for purchase at the onboard merchandise shops, including diapers, training pants, rash cream, infant formula (ready to feed), bottles, pacifiers, baby food, baby shampoo, baby lotion and baby powder.

All complimentary services and amenities are offered on a first-come, first-served basis.

Please note: Guests may bring baby food and formula onboard the ship as carry-on items as long as they are pre-packaged, unopened and do

Nurseries

Disney Cruise Line infant care centers provide parents both peace of mind and an opportunity for Mom and Dad to relax and enjoy a little exclusive time together.

Our nurseries are for children ages 6 months to 3 years (or ages 1 to 3 years for Transatlantic, and Panama Canal itineraries) and offer extended hours to accommodate the ships' many activities.

"it's a small world" nursery! is located on Disney Dream, Disney Fantasy, Disney Magic and Disney Wonder.

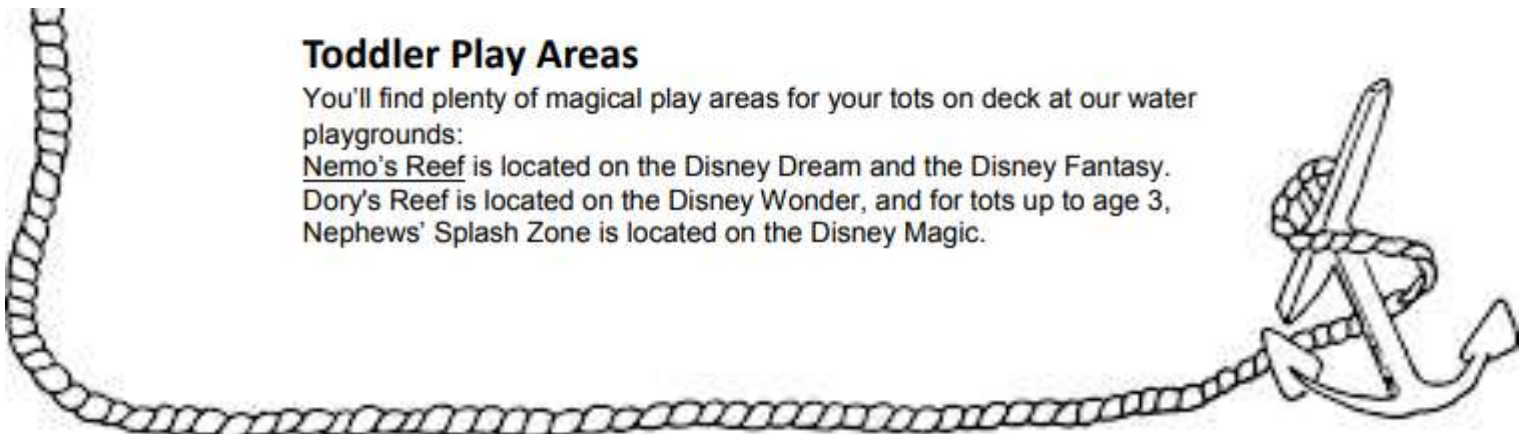
Toddler Play Areas

You'll find plenty of magical play areas for your tots on deck at our water playgrounds:

Nemo's Reef is located on the Disney Dream and the Disney Fantasy.

Dory's Reef is located on the Disney Wonder, and for tots up to age 3,

Nephews' Splash Zone is located on the Disney Magic.





CRUISE TRAINING

Royal Caribbean, Carnival Cruise & Disney Cruise



Benefits of Including a cruise...

- To combine Land & Sea all in one Holiday
- To visit a multitude of destinations in one trip
- To have a Full Board Service Included throughout their Stay
- Will have Top End Entertainment and Activities Included within their Cruise
- By booking as a package it's much easier for a customer to know its all booked under one roof – It's pretty much a one stop shop Holiday! A floating Resort....
- We know all the Brands and therefore can advise the customers what would suit their needs best
- By comparison to booking direct, we can give them a more personalised Service
- We can give them their Reference pretty much straight away and they can log onto [Manage My Cruise](#) and plan their Itinerary

Understanding what a Cruise Customer wants

- Cruise preference could be important ie. Carnival, Royal Caribbean, etc
- A particular Ship or Cabin type
- Duration of the Cruise
- The Cruise Itinerary
- Type of Cabin
- Did they want to be on a certain Deck
- Offers including Drinks Packages and Free WiFi
- What Port the Cruise would depart from
- Trends show it tends to be older couples or middle class families that are interested in Cruising
- Budget would not normally be the priority

Choosing Cruising...

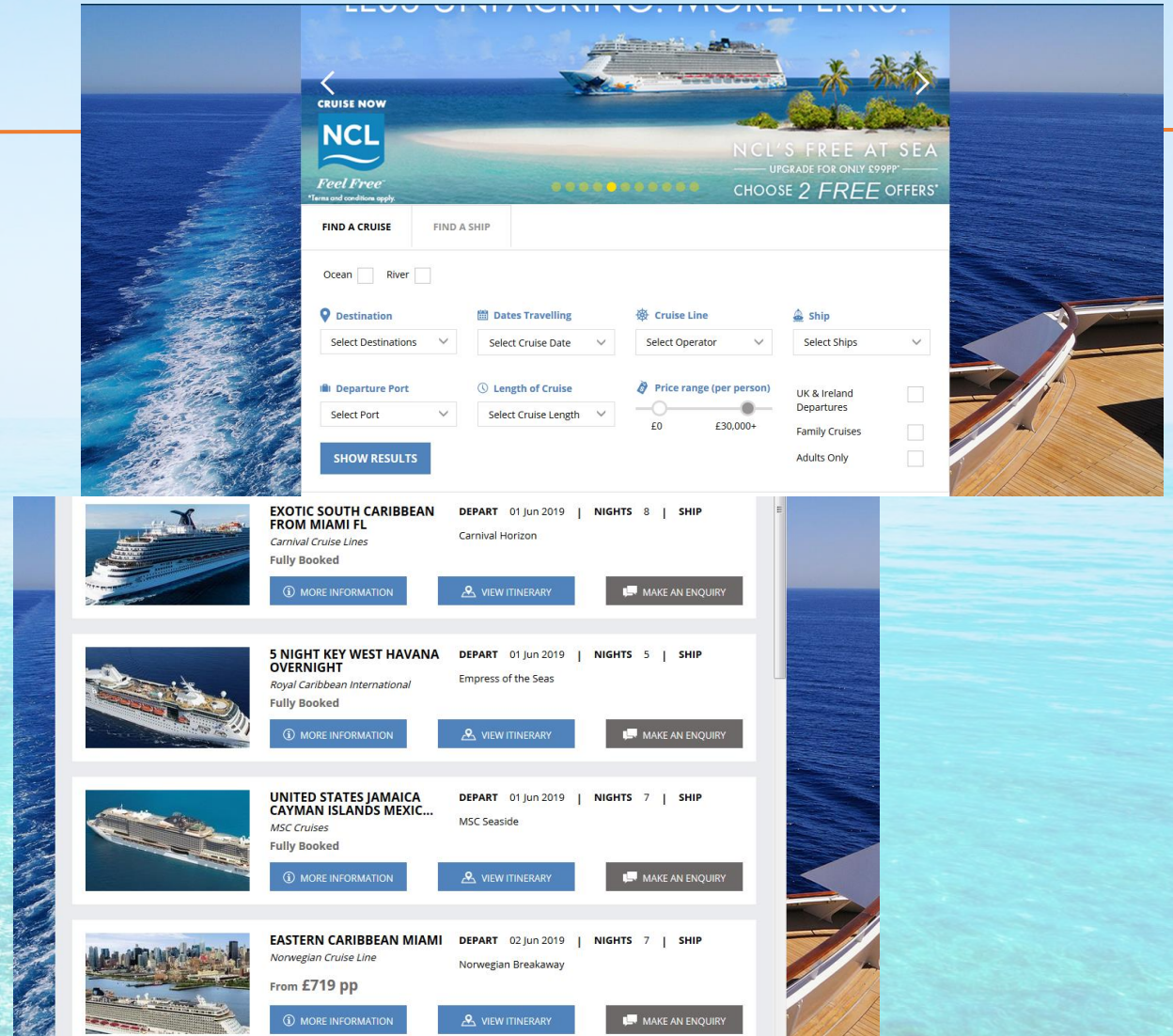
<https://www.choosing-cruising.com/>

Choosing Cruising is a great tool allowing you to compare itineraries, cruise brands/ships, destinations etc.

For example if you have a customer that wants an Eastern Caribbean but unsure of what brand to offer simply input details based on request and it will provide all the brands we work with availability!

YOU MUST TAKE PRICE FROM INDIVIDUAL CRUISE SITES! This website is purely for guidance to showcase availability, duration, destinations etc. allowing you to compare!

Example: Asked for Miami and 5-10 nights – across are my results!



The screenshot displays the 'Choosing Cruising' website interface. At the top, there's a banner for NCL's 'Feel Free' promotion, offering a free upgrade for £99pp and two free offers. Below the banner is a search filter section with tabs for 'FIND A CRUISE' and 'FIND A SHIP'. The 'FIND A CRUISE' tab is active, showing filters for Ocean/River, Destination, Dates Travelling, Cruise Line, Ship, Departure Port, Length of Cruise, Price range (per person), and checkboxes for UK & Ireland Departures, Family Cruises, and Adults Only. A 'SHOW RESULTS' button is at the bottom of the filters.

The results section shows four cruise options, all marked as 'Fully Booked':

- EXOTIC SOUTH CARIBBEAN FROM MIAMI FL**: Carnival Cruise Lines, Carnival Horizon, DEPART 01 Jun 2019, NIGHTS 8, SHIP. Buttons: MORE INFORMATION, VIEW ITINERARY, MAKE AN ENQUIRY.
- 5 NIGHT KEY WEST HAVANA OVERNIGHT**: Royal Caribbean International, Empress of the Seas, DEPART 01 Jun 2019, NIGHTS 5, SHIP. Buttons: MORE INFORMATION, VIEW ITINERARY, MAKE AN ENQUIRY.
- UNITED STATES JAMAICA CAYMAN ISLANDS MEXIC...**: MSC Cruises, MSC Seaside, DEPART 01 Jun 2019, NIGHTS 7, SHIP. Buttons: MORE INFORMATION, VIEW ITINERARY, MAKE AN ENQUIRY.
- EASTERN CARIBBEAN MIAMI**: Norwegian Cruise Line, Norwegian Breakaway, DEPART 02 Jun 2019, NIGHTS 7, SHIP, From £719 pp. Buttons: MORE INFORMATION, VIEW ITINERARY, MAKE AN ENQUIRY.

Cruise Ports
out of
Florida



Generic things to know...

- Flights need to arrive the day prior to Sailing
- If Cruising after arriving on a domestic flight please allow at least 4 clear hours to arrive at the Port before departure and make customers aware there may be a delay
- Different Cabin types starting from Inside but always upsell
- Infants and Children still pay an Adults fare
- Normally there is Early, Late or My Time Dining
- Gratuities are compulsory and need to either be added at the time of Booking or added on after, and are approximately \$25 pp per night or \$10 per night on-board with DCL
- Excursions and Drinks packages can be added after confirmation
- Customers can log onto their booking under “Manage my Cruise”
- The disembarkation process can take anything from 1 – 4 hours depending on cruise line and nationality
- No cash is used on ships, customers simply link their DD/CC to their cabins



Sailing Itineraries...

Eastern Caribbean - Royal Caribbean

U.S. Virgin Islands
Haiti
St. Maarten
St. Kitts & Nevis
St. Thomas
Punta Cana
Dominican Republic
British Virgin Islands

Western Caribbean - Royal Caribbean

San Juan
Puerto Rico
Saint Lucia
St. Johns
Antigua
Honduras
Haiti
Jamaica

Southern Caribbean - Royal Caribbean

U.S. Virgin Islands
St. Johns
Antigua
Aruba
St. Maarten
San Juan
Puerto Rico
St. Lucia
St. Kitts and Nevis
St. Thomas

Eastern Caribbean - Carnival

Miami	Fort Lauderdale	Port Canaveral
Grand Turk	Grand Turk	Grand Turk
Nassau	Nassau	Nassau
St. Thomas	San Juan	St. Thomas
San Juan	St. Maarten	San Juan
St. Maarten	Half Moon Cay	St. Maarten
Half Moon Cay	Tortola	Half Moon Cay
	St. Kitts	
	Princess Cays	

Western Caribbean - Carnival

Miami	Fort Lauderdale	Port Canaveral	Tampa
Grand Cayman	Grand Cayman	Mahogany Bay	Grand Cayman
Mahogany Bay	Montego Bay	Belize	Mahogany Bay
Belize	Ocho Rios	Costa Maya	Costa Maya
Key West		Cozumel	Cozumel
Cozumel			Belize
Montego Bay			
Ocho Rios			



Sailing Itineraries (continued)...

Western Caribbean - Disney

Mexico

Cozumel

Grand Cayman

Jamaica

Eastern Caribbean - Disney

Antigua

U.S. Virgin Islands

St. Kitts

Martinique Islands

Puerto Rico

San Juan

Southern Caribbean - Disney

Barbados

Aruba

St. Kitts

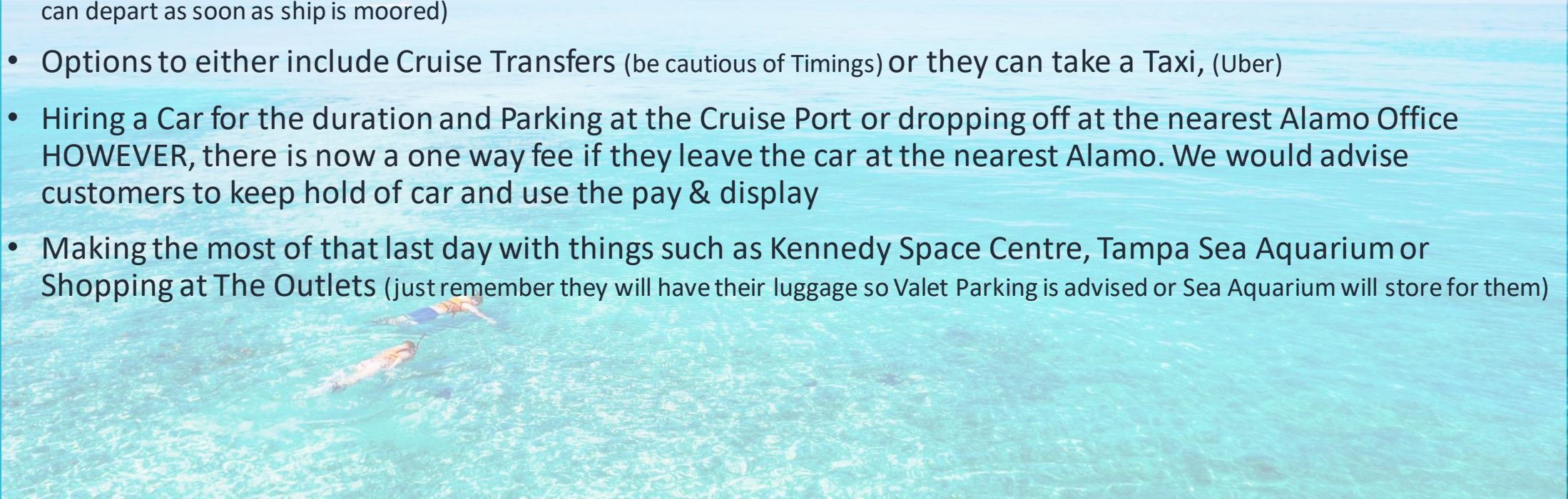
Martinique Islands

Puerto Rico

San Juan

Getting to and from the Cruise Port...

- Cruises depart approximately 4pm so customers need to aim to be there just after midday (normally they will be emailed specific boarding times relating to cabin category prior to departing by the Cruise Line)
- Disembarking starts from approximately 8am and continues until 11am (however if they take their own suitcases they can depart as soon as ship is moored)
- Options to either include Cruise Transfers (be cautious of Timings) or they can take a Taxi, (Uber)
- Hiring a Car for the duration and Parking at the Cruise Port or dropping off at the nearest Alamo Office HOWEVER, there is now a one way fee if they leave the car at the nearest Alamo. We would advise customers to keep hold of car and use the pay & display
- Making the most of that last day with things such as Kennedy Space Centre, Tampa Sea Aquarium or Shopping at The Outlets (just remember they will have their luggage so Valet Parking is advised or Sea Aquarium will store for them)



Booking Cabins...

- Cabins start from Inside, to Outside, **Balcony Promenade View**, Balcony Outside View to a Suite
- **Always try and upsell** even to go from Deck 1 or 2 to Deck 4 or 5 is such a difference and yet only £20 pp more and the square feet would increase
- To an Outside or Balcony is well worth giving as an alternative option, larger more comfortable cabins with either a View of the Ocean or a Balcony and seating outside on their private Balcony
- Cruise Terminology Port or Starboard (left or right side cabins) Bow & Stern (front & back)
- If more than 1 cabin, it's imperative to check the Deck Plan so you can place the cabins near to each other and are on the same Deck
- Always either use the Deck Plans on the cruise websites or <https://www.cruisecritic.co.uk/cruise-deck-plans/>, www.cruisedeckplans.com
- Try and aim for mid ship as if at the very front or very back you will feel the waves
- Check the bed configuration (so as not to book Bunk Beds, Disabled cabin or Inside Bunk Beds which are above the main bed)
- If you book an Outside Cabin and above, it will always be a double bed and a double sleeper sofa

Cabin Sizes...

OCEAN VIEW

DELUXE OCEAN VIEW

Deluxe Ocean View staterooms are a great choice for families. Rooms in this category feature great views, a full bathroom—plus a separate washroom—and while stateroom configurations vary, certain Deluxe Ocean View rooms have space to sleep up to five cruisers.



SCENIC OCEAN VIEW

Your Scenic Ocean View stateroom provides the best view of the sea that lies ahead of the ship, with views unlike any on land. And you'll get more of them, too, with floor-to-ceiling windows providing plenty of looking-glass for gazing at the natural wonders of the sea.



INTERIOR

INTERIOR

An Interior stateroom is not only cozy and complete with Carnival stateroom amenities—it is the most affordable way to cruise. There are also Interior stateroom options with a view. Select an Interior with a porthole or picture window for a view of the ocean or a walkway view picture window for a view beyond your stateroom, out to the observation deck outside including a great sky view.



INTERIOR UPPER/LOWER

An Interior Upper/Lower stateroom

STATEROOMS

THAT MOMENT WHEN EVERY OPTION SOUNDS AWESOME.

With all the exciting onboard and onshore activities you have to look forward to, you may have skipped over one important question: What kind of stateroom would you like? No matter what your preference is, Carnival has the perfect stateroom for you. All of which include Carnival Comfort Collection® linens, bathrobes, and fabulous 24 hour stateroom service—just a phone call away. From suites with private balconies to interior cabins with everything you need, you're in for a comfy, relaxing stay.

SUITES

CAPTAIN'S SUITE

When you go for the largest, most luxurious room available, you get a room designed to suit your desire for comfort, inside and out. A Captain's Suite offers a spacious living room with forward-facing, floor-to-ceiling windows, a huge balcony, a separate bedroom, a walk-in closet, and two full bathrooms. It's a luxurious setting for up to five guests, and you don't have to be captain to enjoy it!



GRAND SUITE

A Grand Suite features even more space than the standard suite. Add Priority check-in, a huge balcony, a whirlpool tub for relaxing and even a convenient dressing area with vanity and you can see just how extraordinarily comfy the entire experience can be.



OCEAN SUITE

An Ocean Suite is the ultimate way to cruise. With more space for stretching out indoors, plus a large balcony for kicking back outdoors, try an Ocean Suite to experience private, luxurious relaxation. Ocean Suites also include Priority check-in, walk-in closet and bathroom with whirlpool.





Example based on November 2019, 4 share – Carnival pricing to showcase different in cost to upgrade works out £20pp!!

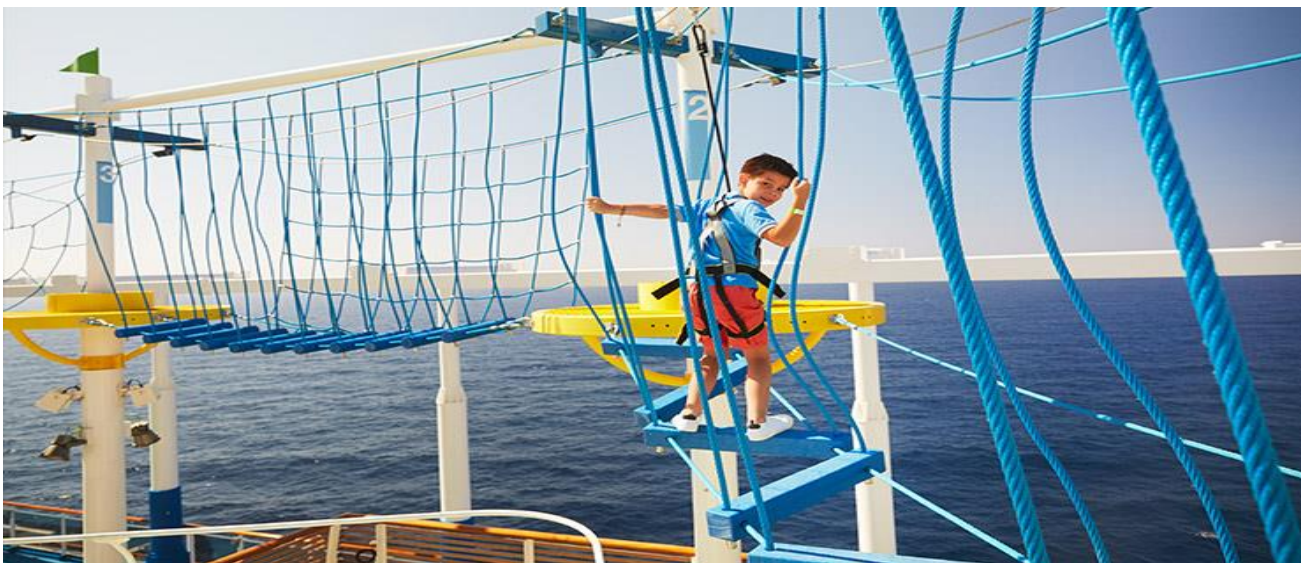
H Ocean View Stateroom	BOGOHO	0 AVL (10+)	835.00
I Ocean View Stateroom	BOGOHO	0 AVL (2)	737.50
Y Oceanview Stateroom Guarantee	--	CLS	N/A
FP Promenade Family Stateroom	STANDARD	0 WLT (0)	1,280.00
FI Family Interior Stateroom	STANDARD	0 WLT (0)	1,230.00
PR Promenade Stateroom	BOGOHO	0 AVL (10+)	752.50
K Interior Stateroom	STANDARD	0 WLT (0)	970.00
L Interior Stateroom	BOGOHO	0 AVL (10+)	700.00
M Interior Stateroom	BOGOHO	0 AVL (10+)	677.50
N Interior Stateroom	BOGOHO	0 AVL (3)	655.00
Q Interior Stateroom	BOGOHO	0 GTY (3)	640.00
Z		CLS	N/A



Carnival Cruises...

- Great for first time cruisers as outstanding “Value for Money”
- Aim for 4 night duration or more
- Their logo is “The Future of Fun” so great for Families
- Lots of evening Entertainment and Family Focussed Activities
- 25 vessels in the Carnival Fleet currently and 4 more to be added in 5 years time
- Of which 15 Sail out of Florida Ports
- Mardi Gras is their newest Ship coming 2020 with first ever Sea Coaster with 800’ long track and speeds up to 40 mph
- Youth and Teen Programmes available during the day and evening including Camp Night Owls for parents to enjoy the nightlife without the kids
- Faster to the Fun (FTTF) offers customers things such as Priority Security, Check In and Express Boarding, Priority Luggage, Dinner Reservations starts from a one off payment of \$50
- On board Celebrations such as Weddings, Cakes, Cruise Cash Programmes can all be arranged on line prior to travel
- Diverse selection of destinations with excellent shore excursions such as Cuba, Caribbean etc.





Which Ships depart from where...

Miami Port

Carnival Victory	2 – 5 days cruise around Bahamas, Caribbean, Cuba
Carnival Sensation	2 – 5 days cruise around Bahamas, Caribbean, Cuba
Carnival Magic	6 – 9 days cruise around Bermuda, Caribbean
Carnival Horizon	6 – 9 days cruise around Caribbean (<i>newest ship</i>)
Carnival Conquest	2 – 5, 6 – 9 days cruise around Bahamas, Caribbean

Port Canaveral

Carnival Liberty	2 – 5 days cruise around Bahamas
Carnival Elation	2 – 5 days cruise around Bahamas, Caribbean
Carnival Breeze	6 – 9, 10+ days cruise around Bermuda, Caribbean

Tampa Port

Carnival Miracle	2 – 5 days cruise around Mexico or Caribbean
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Fort Lauderdale Port

Carnival Breeze	6 – 9, 10+ days cruise around Bermuda, Caribbean
Carnival Magic	6 – 9 days cruise around Bermuda, Caribbean

Carnival Breeze...



[Carnival Breeze - Video](#)


OCEAN
HOLIDAYS



Royal Caribbean
INTERNATIONAL

Royal Caribbean Cruise...

- 4* equivalent
- One of the most popular Cruise Liners to use in Florida
- Have 26 Ships within their Fleet
- Of which 13 Cruise out of Florida
- Have one of the largest Ships in the World Symphony of the Seas
- Aimed at customers that “Like to Cruise”
- Have a formal night at the Captain's table once a week
- Adult Only Zones available on most ships
- Great for older couples and families but all that love to cruise
- Drinks Packages are available to pre book from 3 months prior to sailing
- West End style shows and live performances
- ROBOTIC ARMS SERVE YOU DRINKS :O





Which Ships depart from where...

Miami

Allure of the Seas
Navigator of the Seas
Oasis of the Seas
Symphony of the Seas

Port Canaveral

Brilliance of the Seas
Oasis of the Seas
Enchantment of the Seas
Harmony of the Seas
Majesty of the Seas
Rhapsody of the Seas

Fort Lauderdale

Adventure of the Seas
Majesty of the Seas
Allure of the Seas
Serenade of the Seas
Harmony of the Seas
Vision of the Seas
Independence of the Seas

Tampa

Brilliance of the Seas
Rhapsody of the Seas



Harmony of the Seas...



[Harmony of the Seas - Video](#)



OCEAN
HOLIDAYS




Disney CRUISE LINE

Disney Cruise Line...

- 5* Cruise line
 - All in one family entertainment (absolutely everything is Disney themed)
 - Fleet of 4 ships in total: Disney Dream, Disney Magic, Disney Wonder, Disney Fantasy
 - Also offer themed speciality cruises i.e. Star Wars Cruise, Halloween on the high sea
-
- Enchanting Entertainment: Delight in Broadway-caliber musicals, lively deck parties and fireworks at sea (fireworks on most cruises)
 - Spacious Staterooms: Designed for Families: extra space and storage, sitting area, and split bath to allow more people to get ready at the same time
 - Disney's Private Island: Relax in paradise with beach chairs, umbrellas, waterslides and a buffet lunch (on most Bahamian and Caribbean cruises)
 - Variety of Dining Options: Enjoy upscale restaurants, buffets, poolside snacks and 24-hour room service
 - Imaginative Youth Clubs: Play in themed clubs for every age, staffed by specially trained Disney counsellors
 - Nightclubs & Lounges: Discover adults-only areas that include a variety of bars and pubs

Which Ships depart from where...

Miami

Disney Magic
3 – 6 days sailing



Port Canaveral

Disney Dream
3 – 5 days sailing



Disney Fantasy


3 – 8 days sailing OR 11 day sailing from PCV





Confirming Cruise Bookings...

- You can hold the Cabins prior to taking Payment on Royal Caribbean for a few hours
- You cannot hold Cabins with Carnival – must be pay and book
- £150pp for 7 night and more £110pp for 5 and less (Carnival) and the rest subject to availability at the time of Booking
- Only book the Cruise once you have confirmed and taken payment
- Then always give the customer the booking reference to log onto “Manage My Cruise”
- They recommend booking drinks packages, excursions, gratuities and Wifi prior to boarding or can add at time of quote (subject to availability)
- If Royal Caribbean are offering All inclusive you will not need to include gratuities
- Gratuities for Carnival - you do have to manually add if you want to include it
- VAT – always add the VAT shown on the breakdown price page to your cost otherwise it will come to haunt you!



If you have made it this far **WELL DONE**
You are now a CRUISE Expert

Websites, Online Training and Login Details...

Royal Caribbean

<https://secure.espresso.cruisingpower.com/SecureLogin.do?>

Username: COMOST

Password: Majesty123

RCL Online Training

<https://www.myclubroyal.co.uk/#/login>

You will need to register

Perks of registering: not only is it an online training platform but you can also log your bookings and earn money £5 per booking and sometimes they run incentives where you can earn £15/20 per booking!!!

Carnival Cruise

<https://www.goccl.co.uk/login.aspx?ReturnUrl=%2fBookingEngine%2fBookingSearch%2fQuickSell.aspx>

Username: 3338759170

Password: vista123

CCL Online Training

<https://carnivallrc.co.uk/Home/Login> - You will need to register, again training and rewards available!

Disney Cruise

<https://disneycruise.disney.go.com/reservations/login?execution=e1s1>

Username: 1708629102

Password: 88629102

Disney Online Training

<https://www.disneytravelagents.com/> - please sign up separately

Booking details...

confirmation@ocean-holidays.co.uk

Contact Number: 0203 816 0925 (Muna's number)

UK Address

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