

# NEW PROGRAM!

## BE THE HERO

### FREQUENTLY ASKED QUESTIONS

The all new Be The Hero program is here! Register today and start taking advantage of this new exciting program as a unique opportunity to help your clients get a cabin upgrade and put more money in your pocket.

#### WHAT IS THE BE THE HERO PROGRAM?

The Be The Hero program is an opt-in initiative for travel agents to receive offers from Carnival so they can communicate stateroom upgrade opportunities at great rates to their clients. If you opt-in for the program, you will receive two reports.

**Upgrade Availability Report:** This report will contain all your booked clients that have an available upgrade(s). After you have reviewed this report and your client has accepted the upgrade offer, you will then proceed to this [site](#) to secure your clients upgrade.

**Upgraded Clients Report:** This report will contain all your clients that have successfully taken advantage of the offer. This will be mailed the day following the upgrade redemption.

**IMPORTANT:** This program is exclusive to travel agents to who opt-in to the program and offers you the opportunity to provide your clients with upgrade offers not regularly seen. If you do not opt-in to the program you will not receive any offers or upgrade booked reports.

#### 1. HOW DO I SIGN UP FOR THE PROGRAM?

To sign up to the program please reach out to sales support at [salesupport@carnival.com](mailto:salesupport@carnival.com).

#### 2. MY HEADQUARTER AGENCY DID NOT OPT IN, CAN I STILL PARTICIPATE?

Yes, your agency can still participate as long as you complete the registration.

#### 3. WHAT INFORMATION WILL MY AGENCY SEE IN THE AVAILABLE OFFER REPORT?

The report will be in an excel format, allowing you to easily filter and sort through. Please find below the fields that will appear on the available offer report.

Column Name	Description
Outside Agency Email Address	Email-id of agency
Agency Name	Agency name of headquarter agency (when applicable)
Agent Name	Agency name (when applicable)
Outside Agent Phone	Phone number of agency
Ship Name	Ship name
Ship Sail Date	Sail date in MM/DD/YY format
Offer Type	Describes the upgrade offer
Booking Number	Client's individual booking number
Guest First - Name	First name of first active guest on the booking
Guest Last - Name	Last name of first active guest on the booking
Current Cabin Type	Booked cabin type; displays the first character of room category i.e. I – Interior, B – Balcony, O- Ocean, S- Suites
Current Ship Category	Booked category; for Example 6A, 6B.

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Cabin Upgrade Amt From	Price difference between price at current category & lowest price of eligible upgrade category
Offer Expiration Date	Date the upgrade offer will expire
Current Comm Amount Cabin	Current cruise commission amount on booking
Additional Cruise Comm Cabin	Incremental commission amount for upgrade
Contact Person	This is a free text format field that will be based on what you enter during the booking process in this field.

#### 4. WHAT DOES THE UPGRADE REDEMPTION REPORT LOOK LIKE?

Below are the columns that will appear on the upgrade redemption report you will receive. This report will be sent the day following an upgrade redemption.

Column Name	Description
Pbs Transaction Date	Prior day's activity date when the upgrade offer was redeemed
Booking Number	Client's individual booking number
Upgrade Type	Upgrade offer description
Prev Ship Cat	Ship category before availing the upgrade offer
New Ship Cat	Ship category after redeemed upgrade offer
New Cab Num	Cabin number after redeemed upgrade offer
Guest First - Name	First name of first active guest on the booking
Guest Last - Name	Last name of first active guest on the booking
Number Of Guests Cabin	Number of active guests present on booking
Prev Cruise Amt	Cruise rate without NCFs before availing the upgrade offer
Curr Cruise Amt	Cruise rate without NCFs after upgrade
Upgrade Amt Cabin	Amount paid for the upgrade
Ncfs Cabin Amt	Total NCF amount
Insurance Premium Amt Cabin	Total VPP amount
Taxes & Cruise Fees Cabin	Total taxes and fees
New Agt Comm Amt Cabin	Total cruise commission amount with upgrade
Insurance Comm Amt Cabin	Total insurance commission amount
Ship Name	Ship name
Sail Date	Sail date in MM/DD/YY format

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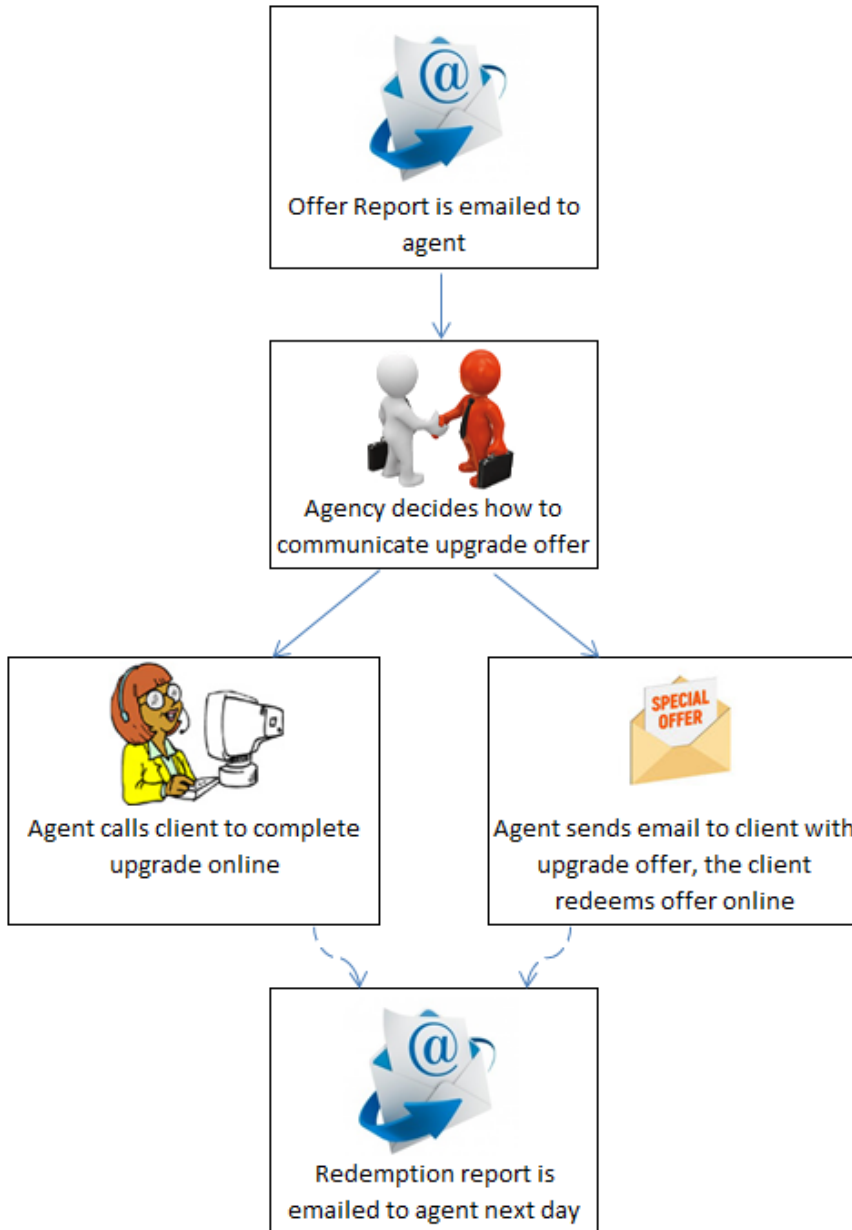
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### 5. WHAT ARE THE STEPS OF THE BE THE HERO PROGRAM?



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**6. ARE THERE ANY REQUIREMENTS TO PARTICIPATE IN THE BE THE HERO PROGRAM?**

You must be a travel agency in the US or Canada that is a registered seller of Carnival, bookings must be made in USD to be eligible.

**7. DO ALL MY BOOKED CLIENTS QUALIFY FOR UPGRADES THROUGH THE BE THE HERO PROGRAM?**

Please note that not all booked clients will qualify for upgrades. Only those clients showing up on the available upgrade offer report will qualify for an upgrade. Offers are based on ships' cabin availability at the time of booking/offer. All offers have an expiration date when they must be booked by as well as are based on availability at the time of redemption.

**8. HOW CAN I UPGRADE MY CLIENTS?**

Once your client has agreed to the upgrade option available, visit GoCCL.com under Manage Booking and enter your clients booking number, last name and date of birth. You will then be prompted to select the upgrade option and on the final screen enter the payment information to confirm the upgrade. After all those steps are completed, including payment, the upgrade will be confirmed.

**9. HOW DOES THE BE THE HERO PROGRAM WORK IN GROUP BOOKINGS?**

Individual cabins within a group may be offered an upgrade opportunity, though not necessarily all cabins within that group booking will receive an upgrade offer.

**10. CAN MY AGENCY OR CLIENT REDEEM THEIR UPGRADE OFFER THROUGH THE CONTACT CENTER?**

Yes, offers can be redeemed through the contact center.

**11. WHY WILL THIS PROGRAM BE OF VALUE TO MY CLIENTS?**

The Be The Hero program offers your clients great rates that are not available otherwise.

**12. MY CLIENT HAS ALREADY BOOKED A BALCONY WITH PREPAID GRATUITIES AND NOW WANTS TO TAKE ADVANTAGE OF THE AVAILABLE UPGRADE TO A SUITE, HOW WILL THIS AFFECT GRATUITIES?**

Guest who take advantage of upgrade options will see the new total for the upgrade on the payment confirmation screen and it will show the full breakdown of all the additional charges that will be incurred with this upgrade including additional gratuities and vacation protection plan cost where applicable.

**13. WHERE DO I SEE THE COMMISSION AMOUNT FOR THE UPGRADE?**

You will see a range of the commission opportunity on the available upgrade report. Once you have upgraded your client you will see your final updated commission on the upgrade redemption report.

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#### 14. WHO DO I CONTACT IF I HAVE ANY QUESTIONS ABOUT THE BE THE HERO PROGRAM?

Our teams will be happy to assist you with any questions you may have about the program.

You may reach out directly to your BDM, or email us at [salesupport@carnival.com](mailto:salesupport@carnival.com)

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