



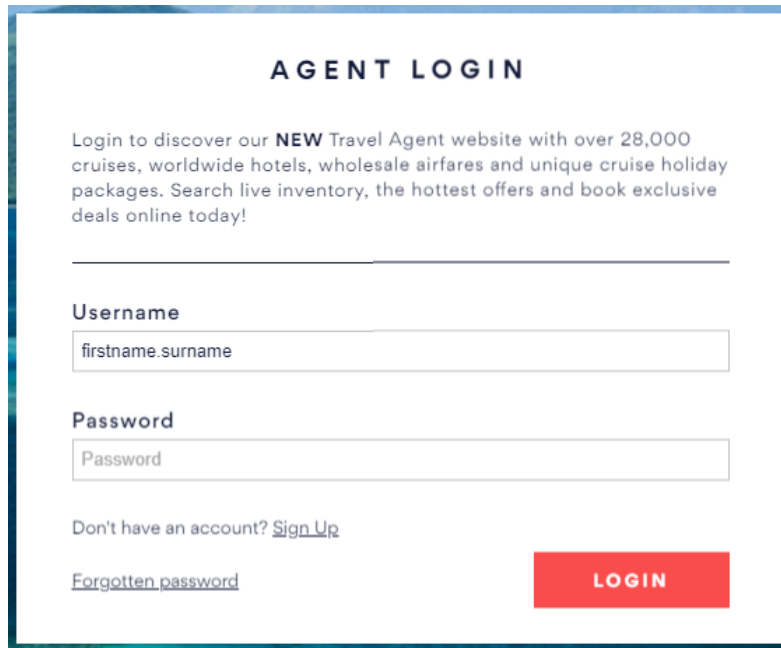
**NEW WEBSITE & BOOKING ENGINE
QUICK GUIDE**

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HOW TO LOG IN

1. **URL:** creativecruising.com.au
2. Log in using the login details provided:



AGENT LOGIN

Login to discover our **NEW** Travel Agent website with over 28,000 cruises, worldwide hotels, wholesale airfares and unique cruise holiday packages. Search live inventory, the hottest offers and book exclusive deals online today!

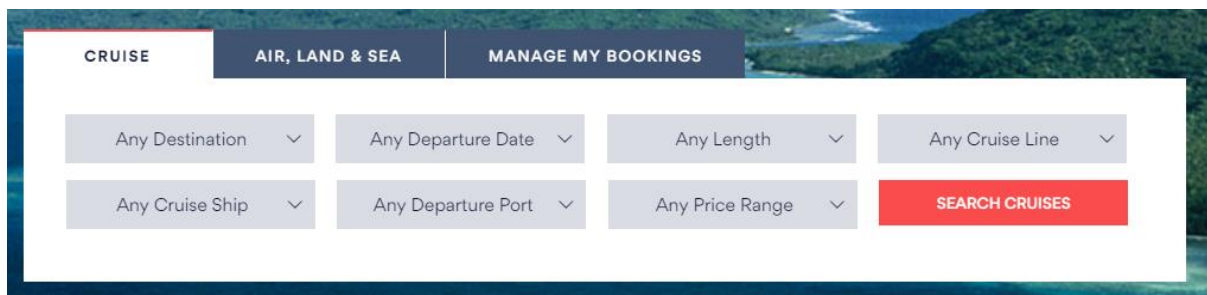
Username

Password

Don't have an account? [Sign Up](#)

[Forgotten password](#) **LOGIN**

3. Once you have logged in, you will be taken to our home page. This is where you can search for your cruise:



CRUISE | **AIR, LAND & SEA** | **MANAGE MY BOOKINGS**

Any Destination ▾ | Any Departure Date ▾ | Any Length ▾ | Any Cruise Line ▾

Any Cruise Ship ▾ | Any Departure Port ▾ | Any Price Range ▾ | **SEARCH CRUISES**

Please note: If at any stage of booking, you would like to return to the home page, you can click on the Creative Cruising logo at the top of the page.

WEBSITE CONTENT

After logging in to the website you will be taken to the search screen where you can navigate the website’s content. Below is an explanation of the content on our website.

Top Banner



Find a Cruise

- As well as in the back end of the system, you can search for cruises via the ‘Find a Cruise’ tab.

Cruise Lines and Destinations

- These two tabs will provide a results listing of all available sailings for the selected cruise line or destination:

POPULAR	PREMIUM	LUXURY	BOUTIQUE/EXPEDITION	RIVER CRUISING
CARNIVAL AUSTRALIA	AZAMARA CLUB CRUISES	CRYSTAL CRUISES	ADVENTURE CANADA	AMERICAN CRUISE LINES
CARNIVAL INTERNATIONAL	CELEBRITY CRUISES	PONANT CRUISES	ARANUI CRUISES	AMERICAN QUEEN STEAMBOAT
CELESTIAL CRUISES	CUNARD LINE	REGENT SEVEN SEAS	AURORA EXPEDITIONS	CROISI EUROPE
COSTA CRUISES	DREAM CRUISES	SEABOURN	CAPTAIN COOK CRUISES FIJI	CRYSTAL RIVER CRUISING
DISNEY CRUISE LINE	HOLLAND AMERICA LINE	SILVERSEA CRUISES	CORAL EXPEDITIONS	HEBRIDEAN – RIVER CRUISES
HURTIGRUTEN	OCEANIA CRUISES		HEBRIDEAN CRUISES	UNIWORLD BOUTIQUE RIVER CRUISING
MSC CRUISES			SILVERSEA EXPEDITIONS	U BY UNIWORLD
NORWEGIAN CRUISE LINE			UN-CRUISE ADVENTURES	
P&O AUSTRALIA			VOYAGES TO ANTIQUITY	
P&O CRUISES WORLD CRUISING			WINDSTAR CRUISES	
PRINCESS CRUISES				
ROYAL CARIBBEAN INTERNATIONAL				
STAR CRUISES				

Hot Offers

- This is where you will find all the cruise lines’ current promotions, last minute deals and easy sells.
- It is updated regularly by our marketing department.

For example:

Norwegian Cruise Line – Free at Sea

Date Range	Valid until: TBA
Inclusions	FREE at Sea Promo* – pick one of the following bonus offers for studio & inside or pick two for oceanview, balcony & mini-suite: Beverage Package† Specialty Dining Package‡ 250 Minute Internet Package‡‡ Shore Excursion Credit‡‡
Terms & Conditions	**FREE at Sea Promo is valid on the first sailing only; Bonuses are applicable to passengers 1 & 2 in the cabin and both passengers must choose the same bonus offer. †Ultimate Beverage Package: Guest must be 21 years or over to qualify. Variety of spirits, cocktails, wine by the glass & bottled or beer up to \$15. Includes fountain soda and juice. Does not apply to the Ice Bar. Does not include room service, bottled water, beer buckets, premium brands, bottled wine, mini bar, freshly squeezed juice, and coffee. ‡Specialty dining package is 3 meals per person. Specialty Dining includes one main course per person at Cagney’s and Le Bistro restaurants, Food Republic, The Bake Shop, Ice Cream Bar, Gelato, specialty items in the Asian restaurant, Special Occasion/Holiday menus and beverages are not included. ‡‡WiFi: 250 minutes applicable to one login per stateroom. ‡Shore excursion credit is US\$50 per port per stateroom. Does not include embark & disembark day. Credit has no monetary value & is non-refundable.

Air, land & Sea



- This is where you will find all of our AMAZING packages.
- Packages can include airfares, heavily discounted cruise, guided holidays and accommodation.
- You can filter via destinations, cruise lines and duration

CRUISE PACKAGE HOLIDAYS [CLEAR ALL](#)

- Select Europe in the destination tab, MSC as the cruise line and leave the duration blank, then click 'Go'.
- Below is an example of one of our Europe packages that would come up with QF and MSC in Europe.
- To look into the package in more detail, you just need to click on the red 'More' button on the bottom right hand side of the package:

AIR, LAND & SEA

Roman Sights & Mediterranean Seaview

Includes Qantas Airfare, 4 nts Accommodation, Hop-on Hop-off Pass, 7 nt Cruise - MSC Seaview & More

11 NIGHTS FROM
\$3,859pp

Cruise departs: 15 May 2019
Valid until: 30 Oct 2018
Bonus: FANTASTICA EXPERIENCE*



MORE

- This will give you a snapshot of rates, highlights, inclusions, policies, travel agent notes and itinerary:

ROMAN SIGHTS & MEDITERRANEAN SEAVIEW (MSC019)

VALID UNTIL: 30 OCT 2018 | HOLIDAY DEPARTS ON: 22 MAY 2019 | CRUISE DEPARTS ON: 15 MAY 2019

Seaview

INSIDE \$3,861	OUTSIDE \$4,071	BALCONY \$4,311	SUITE CALL
--------------------------	---------------------------	---------------------------	----------------------

[HIGHLIGHTS](#) [INCLUSIONS](#) [POLICIES](#) [TRAVEL AGENT NOTES](#) [ITINERARY](#)



- Once you have read through all the conditions, select the red 'Continue' button at the end of the bottom banner:

ROMAN SIGHTS & MEDITERRANEAN SEAVIEW (MSC019) 11 NIGHTS FROM \$3,861 /PP CONTINUE

- If you have flights included in the package, your flight options will come up first:

Confirm flight options

Day -11 - -10: FLIGHT TO ROME - FROM PERTH Fri 10 May 2019 10:15 PM To 1:25 PM (+1 Day)	Included	
Day -11 - -10: FLIGHT TO ROME - FROM ADELAIDE Fri 10 May 2019 9:50 PM To 1:25 PM (+1 Day)	\$118	<input type="button" value="SELECT"/>
Day -10 - -10: FLIGHT TO ROME - FROM MELBOURNE Sat 11 May 2019 5:00 AM To 8:20 PM	\$151	<input type="button" value="SELECT"/>
Day -10 - -10: FLIGHT TO ROME - FROM	\$168	<input type="button" value="SELECT"/>

- Once you have chosen your flights, press the red 'Continue' button.
- Follow the prompts and after each screen, hit the red 'Continue' button.
- Once you have selected your flights, number of passengers and cabin type for your cruise, the following screen will display:

Almost there!

Reservations for this cruise or package are on a REQUEST basis. There are two options to proceed:

Continue
Proceed with your enquiry, quote or booking request by clicking CONTINUE below.

Don't want to wait? Call us on 1300 362 599.
For immediate confirmation of pricing, availability and bonus offers, please contact our friendly Reservations team.

- If you hit continue, your package request will be sent to our reservations team and will be on a request basis.
- The Reservations team will respond to you within 24hrs.
- For an immediate response, you can always call our reservations line.

Groups

- Click on the groups tab to see the benefit of booking a group and who to contact in our Creative Cruising Groups department.

Solo Travellers

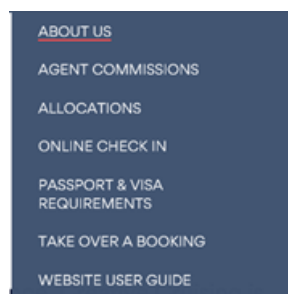
- This is an area where you can find our specially customised solo travel packages, as we develop them.
- Currently you will find any packages we have put together for solo travellers and any special deals where cruise lines are waiving the single supplement.
- Here is an example of what you might find in terms of a package:



1. Just click on the red 'More' button on the bottom right hand corner of the package (same as the air land and sea packages) for more details and call our Reservations team for an immediate response.

More

- This is the last tab on the banner.
- This is where you will find essential information, including agent commissions, allocations, online check-in, etc.
- Once you click on the 'More' tab, you will see a drop down menu with the following:

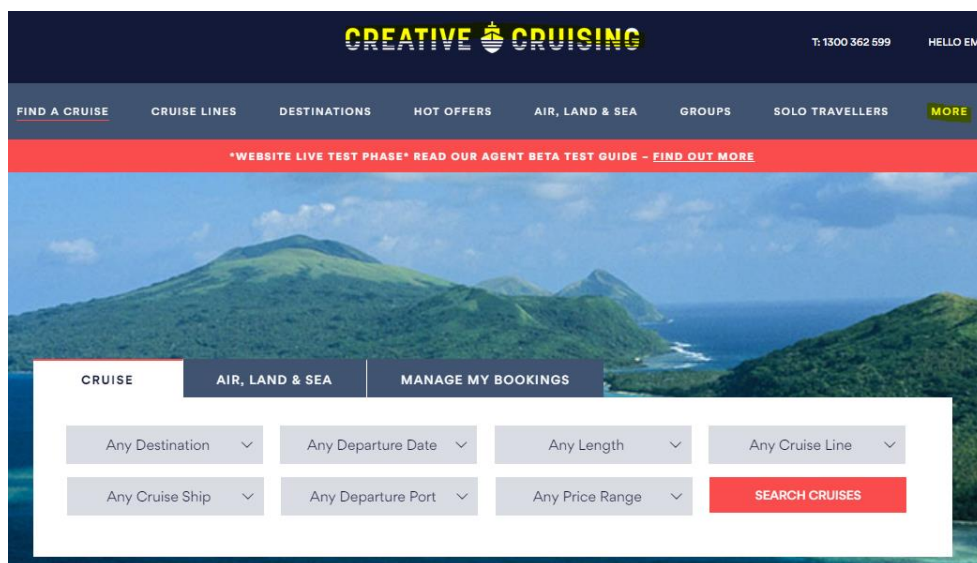


CREATIVE COLLECTION

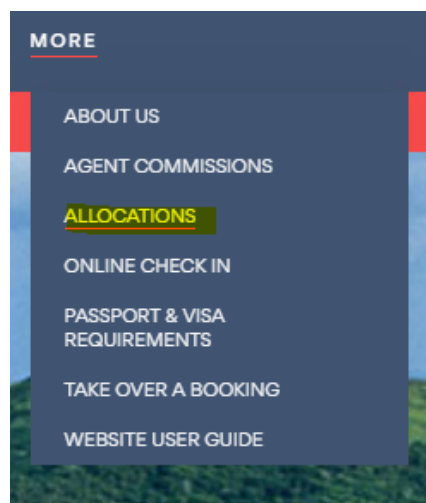
The Creative Collection is a collection of cruises that we have pre purchased allocations on at special rates. These can be identified by this symbol:

DATE	INSIDE	OUTSIDE	BALCONY	SUITE	
30 Mar 2019	CALL	A\$1,674	A\$1,854	CALL	
					

- To find a list of our allocations you can go to the Creative Cruising banner at the top of the screen which will take you back to the main screen. Select the 'More' tab:



- Select 'Allocations':



- Then view allocations PDF

Allocations

Our team of Product Specialists hand pick the 'Creative Collection', a select list of allocations with 7 x leading cruise lines and over 300 sailings. The 'Creative Collection' is updated monthly. We hold space for you, our Travel Agent partners, on these sailings so that you can book into new season releases and popular cruises with confidence.

Our Product Team negotiate with leading cruise lines to bring added extras and bonuses such as **On Board Credits** and **specialty dining vouchers**.

You can now book directly into the 'Creative Collection' online! Look out for the icon in search results. This indicates that the particular sailing is within the allocation collection and guests will benefit from added extras!

Creative Collection



[VIEW ALLOCATIONS PDF](#)

- The allocations document will look like this:



Creative Choice Sailings

Updated - 07 Sep 18

Royal Caribbean Cruises

SHIP	DEPARTURE DATE	LENGTH	ITINERARY DETAILS	VALUE ADD
OVATION OF THE SEAS	30-Mar-19	10 nights	NEW ZEALAND, SYDNEY RETURN	US\$50 Onboard Credit per Stateroom
OVATION OF THE SEAS	9-Apr-19	08 nights	SOUTH PACIFIC, SYDNEY RETURN	US\$50 Onboard Credit per Stateroom
EXPLORER OF THE SEAS	13-Apr-19	11 nights	THE SPICE ROUTE, SINGAPORE - DUBAI	US\$50 Onboard Credit per Stateroom
RADIANCE OF THE SEAS	14-Apr-19	4 nights	SAMPLER CRUISE, SYDNEY RETURN	N/A
RADIANCE OF THE SEAS	18-Apr-19	18 nights	REPOSITIONING CRUISE, SYDNEY - HONOLULU	US\$75 Onboard Credit per Stateroom
EXPLORER OF THE SEAS	24-Apr-19	13 nights	SUEZ CANAL & MEDITERRANEAN, DUBAI - BARCELONA	N/A
OVATION OF THE SEAS	2-May-19	11 nights	REPOSITIONING CRUISE, HONOLULU - VANCOUVER	N/A
SPECTRUM OF THE SEAS	4-May-19	14 nights	SPICE ROUTE, DUBAI - SINGAPORE	N/A
OVATION OF THE SEAS	13-May-19	11 nights	ALASKA, VANCOUVER - SEATTLE	N/A

Please note: this is updated regularly

HOW TO SEARCH FOR A CRUISE

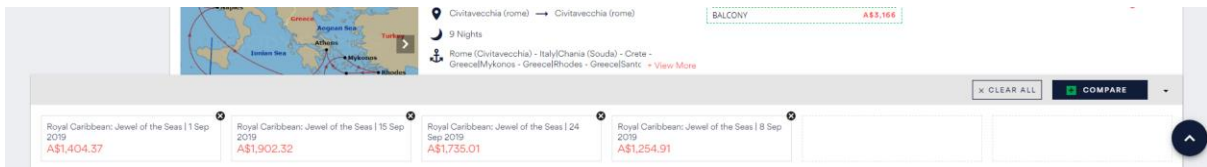
1. Select the date range, cruise line and cruise ship. Then select 'Search Cruises' to search for the cruise:



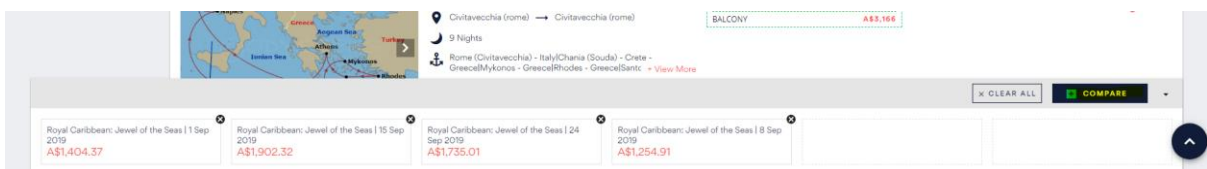
2. A list of available cruises will appear. In this screen you can compare up to 6 different cruises.
3. To compare the pricing of the available cruises, you can select the 'Compare' button situated under the cruise pricing:



4. This will put your selected cruises on a pop up banner at the bottom of the screen.



5. To view and compare those cruises, select the 'Compare' button on the right of the grey banner:



Please note: You can compare up to 6 cruises at once.

6. This will reveal a summary of all the cruises you want to compare:

Itinerary:				
Cruise Line:				
Cruise Ship:	Jewel of the Seas	Jewel of the Seas	Jewel of the Seas	Jewel of the Seas
Destination:	Eastern Mediterranean	Eastern Mediterranean	Eastern Mediterranean	Eastern Mediterranean
Start Date:	1 Sep 2019	15 Sep 2019	24 Sep 2019	8 Sep 2019
End Date:	8 Sep 2019	24 Sep 2019	3 Oct 2019	15 Sep 2019
Length:	7	9	9	7
Start Port:	Civitavecchia (rome)	Civitavecchia (rome)	Civitavecchia (rome)	Civitavecchia (rome)
End Port:	Civitavecchia (rome)	Civitavecchia (rome)	Civitavecchia (rome)	Civitavecchia (rome)
Inside:	A\$1,404	A\$1,902	A\$1,735	A\$1,255
Outside:	A\$1,574	A\$2,250	A\$2,146	A\$1,493
Balcony:	A\$2,206	A\$3,166	A\$2,745	A\$2,030
Suite:	A\$3,362	CALL	CALL	A\$3,576
BONUS OFFER: Click on each for details:	CONTINUE	CONTINUE	CONTINUE	CONTINUE

7. If you can't find the cruise departure for a specific itinerary, you can always select 'Show More Dates' to view other departures during that period:

8 nights | Alaska | Royal Caribbean: Ovation of the Seas

Lowest Rate

INSIDE	A\$2,626
OUTSIDE	A\$3,226
BALCONY	A\$3,386
SUITE	A\$5,276

From **AUD \$2,626 /PP**
A\$328 / night(s)/PP

[SHOW MORE DATES](#)

DATE	INSIDE	OUTSIDE	BALCONY	SUITE
22 May 2020	A\$2,626	A\$3,226	A\$3,386	A\$5,276

[COMPARE](#) [CONTINUE](#)

8 nights | Alaska | Royal Caribbean: Ovation of the Seas

Lowest Rate

INSIDE	A\$2,626
OUTSIDE	A\$3,226
BALCONY	A\$3,386
SUITE	A\$5,276



From **AUD \$2,626 /PP**
A\$328 / night(s)/PP

[HIDE DATES](#)

DATE	INSIDE	OUTSIDE	BALCONY	SUITE
22 May 2020	A\$2,626	A\$3,226	A\$3,386	A\$5,276
29 May 2020	A\$2,726	A\$3,356	A\$3,516	A\$5,376


[COMPARE](#) [CONTINUE](#)

8. Once you have decided on a cruise, click ‘Continue’ on the relevant cruise:

Itinerary:	
Cruise Line:	
Cruise Ship:	Jewel of the Seas
Destination:	Eastern Mediterranean
Start Date:	1 Sep 2019
End Date:	8 Sep 2019
Length:	7
Start Port:	Civitavecchia (rome)
End Port:	Civitavecchia (rome)
Inside:	A\$1,404
Outside:	A\$1,574
Balcony:	A\$2,206
Suite:	A\$3,362
BONUS OFFER: Click on each for details:	
	CONTINUE

9. This will take you the Cruise Information screen. This page includes Ship info, deck plans, information on the staterooms, restaurants and entertainment:

7 Nights | Eastern Mediterranean | Royal Caribbean: Jewel of the Seas | 1 Sep 2019 [BACK TO SEARCH](#) [START A NEW SEARCH](#)




Eastern Mediterranean







Jewel of the Seas

Civitavecchia (rome) → Civitavecchia (rome)

7 Nights

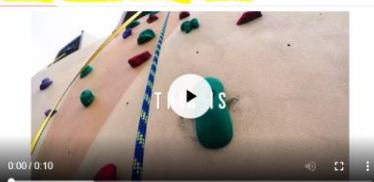


INSIDE	OUTSIDE	BALCONY	SUITE
A\$1,404	A\$1,574	A\$2,206	A\$3,362

TINERARY **SAILING DATES** **CRUISE INFO** **FOUNDRIES**

SHIP INFO **DECK PLANS** **STATEROOMS** **SHIP FACTS**



SHIP HIGHLIGHTS

- Complimentary action like Sports Court, Golf Simulators, Rock Climbing wall.
- Complimentary breakfast, lunch and dinner in the Tides Dining Room and it also includes Windjammer Marketplace, pizzas and Seaview Cafe.
- Vitality Spa with 100+ ways to pamper yourself, 6 pools and whirlpools, including the Solarium—an adults-only retreat.
- Yoga, Pilates and tai chi classes offered in the state-of-the-art Fitness Center.
- 16 bars, clubs and lounges that never have a cover, including The Safari Club.

10. Once you have gone through this with the passengers, you can select ‘Continue’ at the bottom right of the screen:

[CONTINUE](#)

V1.1_12/11/2018

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11. Select the number of passengers sailing and enter their age as of the last day of the cruise itinerary:

GUEST INFORMATION

GUEST INFORMATION

NUMBER OF GUESTS : 2

GUEST'S AGE: AT TIME OF SAILING

GUEST 1 GUEST 2

40 45

12. On this screen you can also search past passenger numbers (if offered by the cruise line) by entering the name and clicking the blue search icon and select any other special requirements, as below:

SHOW SPECIAL RATES :

PAST PASSENGER # TEST

CHECK ACCESSIBLE CABINS

CHECK CONNECTING CABINS

13. Once you have entered all the relevant information, select 'Continue':

CONTINUE

14. On this screen, you can select the desired cabin and rate. At the top of the screen you have the cabin categories available:

CATEGORY SELECTION

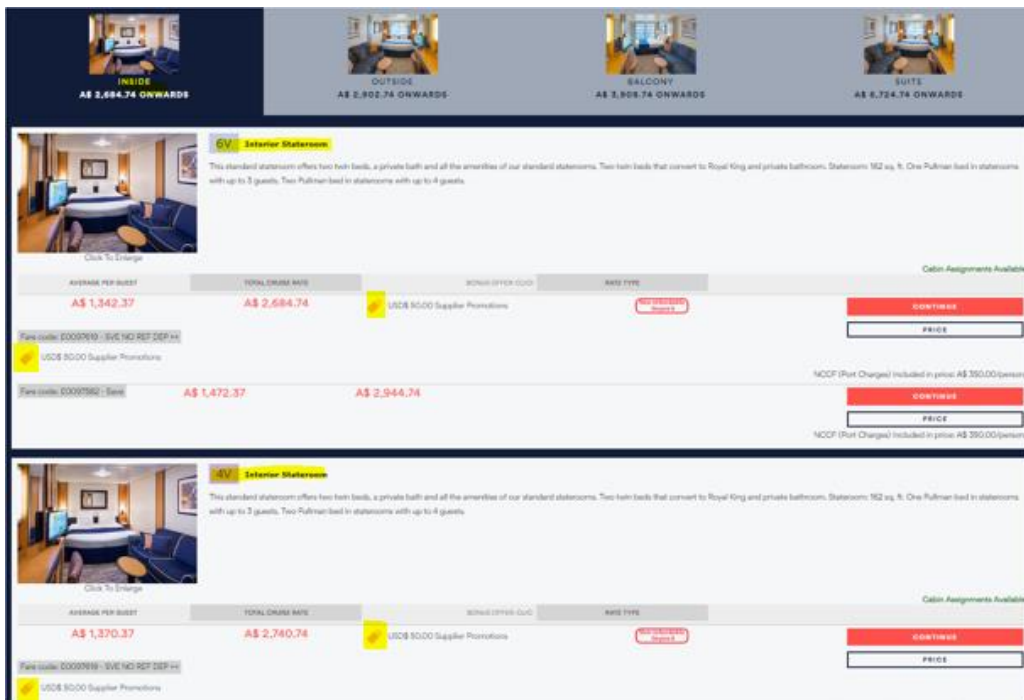
INSIDE
A\$ 2,684.74 ONWARDS

OUTSIDE
A\$ 2,902.74 ONWARDS

BALCONY
A\$ 3,908.74 ONWARDS

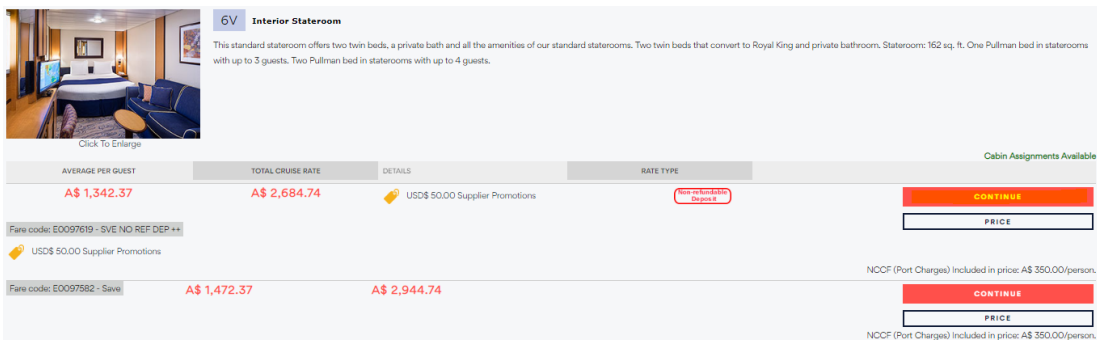
SUITE
A\$ 6,724.74 ONWARDS

15. Once you select the cabin category a list of available rates will appear:



Please note: You will also be able to see special rates like group allocations, current promotions, etc. via the icons highlighted above.

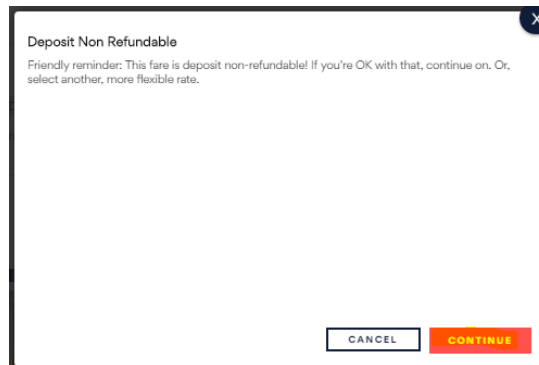
16. Once you have decided on a fare, make a selection by selecting ‘Continue’:



17. If you would like to see the commission breakdown before selecting a particular fare, you can select ‘Price’ and it will bring up a new screen with a breakdown of costings, including commission:

GUEST INFORMATION				CRUISE FARE	TAXES	TOTAL DUE
PAK #1				A\$ 1,844.00	A\$ 0.00	A\$ 1,844.00
PAK #2				A\$ 1,844.00	A\$ 0.00	A\$ 1,844.00
GRAND TOTAL PRICES ARE IN AUD (AUSTRALIAN DOLLAR)						A\$ 3,688.00
PRICE				PAK #1	PAK #2	TOTAL
NCCF (INCLUDED IN CRUISE FARE)						
TOTAL GROSS				A\$ 1,844.00	A\$ 1,844.00	A\$ 3,688.00
AGENT COMMISSION				A\$ 166.90	A\$ 166.90	A\$ 333.80
TOTAL AGENT NET				A\$ 1,677.10	A\$ 1,677.10	A\$ 3,354.20
TOTAL SUPPLIER'S NET				A\$ 1,593.65	A\$ 1,593.65	A\$ 3,187.30
CREATIVE CRUISING PROFIT/LOSS				A\$ 83.46	A\$ 83.46	A\$ 166.90
PAYMENT DETAILS						
PAYMENT TYPE		DUE DATE	SUPPLIER DUE DATE	AMOUNT		
CRUISE DEPOSIT		16 NOV 2019	17 NOV 2019	A\$ 700.00		
CRUISE FINAL PAYMENT		03 MAR 2019	02 APR 2019	A\$ 2,988.00		

18. If you are booking a 'Deposit Non Refundable' rate then you will receive the below pop up. Please ensure you read and advise the clients before selecting 'Continue':



19. Once you have acknowledged the pop up, you will be taken to the *Stateroom Selection* screen. Here you will be able to view the deck plan of the ship and available cabins:

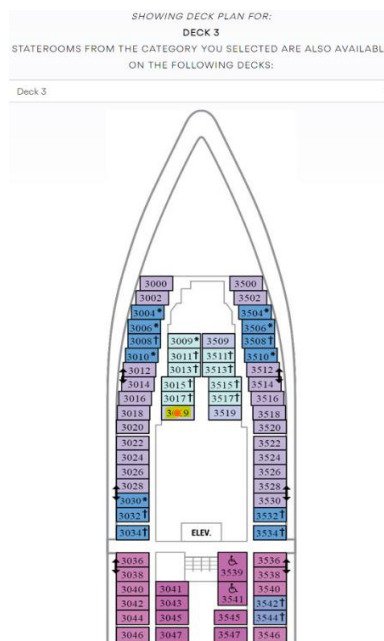
STATEROOM SELECTION

Available staterooms are highlighted with this image.

From the time a stateroom is selected, you will have 15 minutes to complete the booking process.

CABIN NUMBER:

REQUEST CABIN



Please note: Some cruise lines (like one's that use POLAR) will only display a small selection of available cabins. If you are after a specific cabin and do not see it on the deck plan, you can search via the 'Request cabin' field.

20. You can select the available stateroom by either clicking on the available cabin on the deck plan (Page 8) or by selecting 'Continue' in the *Select Your Stateroom* section:

SELECT YOUR STATEROOM		
STATEROOMS	DETAILS	
3645	DECK: DECK 3 MAX. GUESTS: 2	CONTINUE
3019	DECK: DECK 3 MAX. GUESTS: 2	CONTINUE

21. This will take you to the *Customer Profile Search* screen. If you have passengers that have booked with us before, you can look up their details in this screen. Otherwise you can just click continue:

Customer Profile Search

SEARCH PROFILE

Name: First Name: Last Name: Email:

Phone:

CONTINUE
SEARCH PROFILE

22. This will take you to a *Summary* screen. Here you can add the passengers details, view the price breakdown, add other services (hotel or air) and either save as a quote or hold as a booking:

7 NIGHT GREEK ISLES CRUISE: ROYAL CARIBBEAN, JEWEL OF THE SEAS TOTAL: A\$ 2,684.74

GUEST INFORMATION 2 ADULTS
 CATEGORY [INTERIOR STATEROOM \(SV\)](#)
 STATEROOMS [3019](#)
 CHECK OUT

YOUR ITINERARY

[CLICK HERE TO BOOK HOTEL IN CIVITAVECCHIA \(ROME\)](#)

Day	Sun, 01 Sep 2019 to Sun, 08 Sep 2019 Available							
1 To 8	05:00 PM Hotel of the Seas Civitavecchia (rome)	Cruise for 7 Night(s)	05:00 AM Queen Mary 2 Civitavecchia (rome)	Passengers 2	Category: Interior Stateroom (SV) Cabin: 3019 Deck: Deck 3	Non-refundable Deposit	CLICK HERE TO BOOK HOTEL IN CIVITAVECCHIA (ROME)	

PAYMENT DETAILS

PAYMENT TYPE	DUE DATE	SUPPLIER DUE DATE	AMOUNT
Cruise Deposit	21 Sep 2018	25 Sep 2018	A\$ 400.00
Cruise Final Payment	25 May 2019	24 Jun 2019	A\$ 2,284.74

BONUS OFF

(PLEASE SELECT A BONUS OFFER)

SUPPLIER PROMOTIONS

US\$ 50.00 Supplier Promotions [\[View Details\]](#)

BOOKING CREATED FOR

Booking Created For*

Name: Emily Torming Email: emily.torming@creativecruising.com.au Phone:

The above user details will be used as the booking contact information.

CONTINUE

PASSENGER DETAILS

BOOKING REPRESENTATIVE

ADDITIONAL SERVICES

HOLD W/ NO EMAIL TO CUSTOMER
HOLD BOOKING
REQUEST A QUOTE
ADD FLIGHT
CONTINUE TO PAYMENT

Hold Expires: 21 Sep 2018 06:59 [Australian Eastern Standard Time]

23. To view the price breakdown, click on the ‘Total’ on the top right of the screen:

7 NIGHT GREEK ISLES CRUISE: ROYAL CARIBBEAN, JEWEL OF THE			TOTAL: A\$ 2,684.74
CRUISE - 7 NIGHT GREEK ISLES CRUISE - ROYAL CARIBBEAN: JEWEL OF THE SEAS			
GUEST INFORMATION	CRUISE FARE	TAXES	TOTAL DUE
Pax #1	A\$ 1,266.00	A\$ 76.37	A\$ 1,342.37
Pax #2	A\$ 1,266.00	A\$ 76.37	A\$ 1,342.37
Onboard Promotion			USD \$50.00
GRAND TOTAL PRICES ARE QUOTED IN AUD (AUSTRALIAN DOLLARS)			A\$ 2,684.74
			+ Agent View

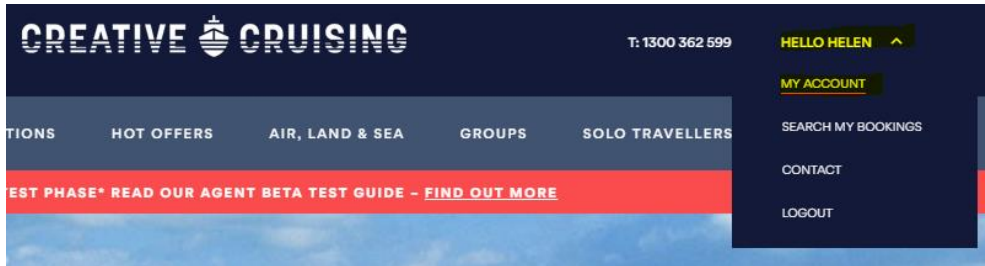
24. To see the commission breakdown select ‘[+ Agent View](#)’:

PRICE DETAILS			
GUEST INFORMATION	PACKAGE FARE	TAXES	TOTAL DUE
Mr Tester Testing	A\$ 5,757.64	A\$ 442.40	A\$ 6,200.04
Mrs Tests Testing	A\$ 5,757.64	A\$ 442.40	A\$ 6,200.04
Service Fee			A\$ 40.00
GRAND TOTAL PRICES ARE QUOTED IN AUD (AUSTRALIAN DOLLARS)			A\$ 12,440.08
			- Agent View + View Breakdown
PRICE	MR TESTER TESTING	MRS TESTS TESTING	TOTAL
NCCF	A\$ 238.00	A\$ 238.00	A\$ 476.00
Agent Commission	A\$ 490.63	A\$ 490.63	A\$ 981.26
Agent Net	A\$ 5,729.41	A\$ 5,729.41	A\$ 11,458.82

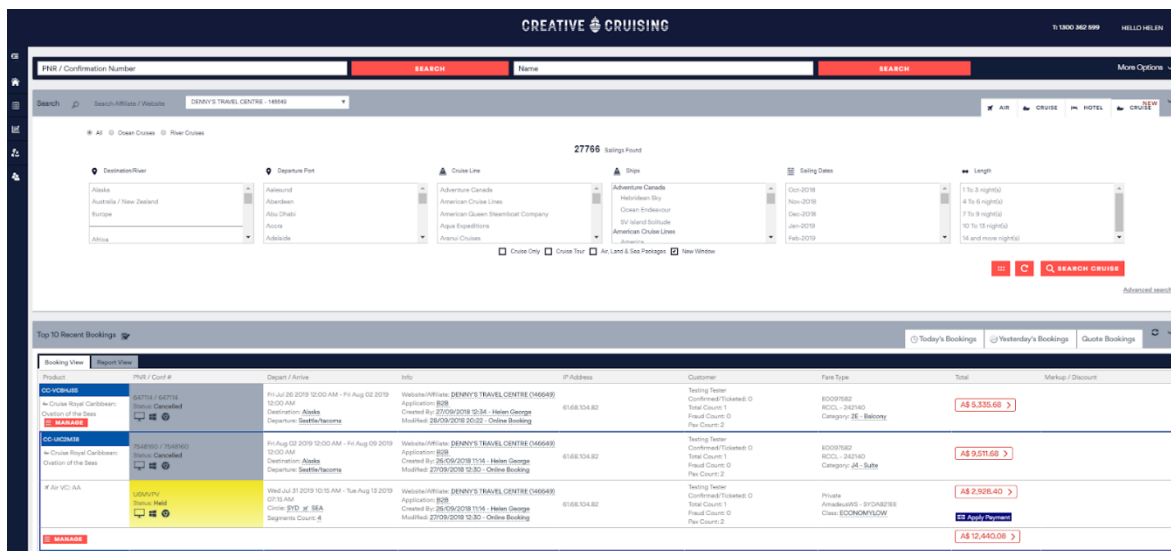
25. To learn how to save a quote, please refer to the next section in the manual.

MY ACCOUNT

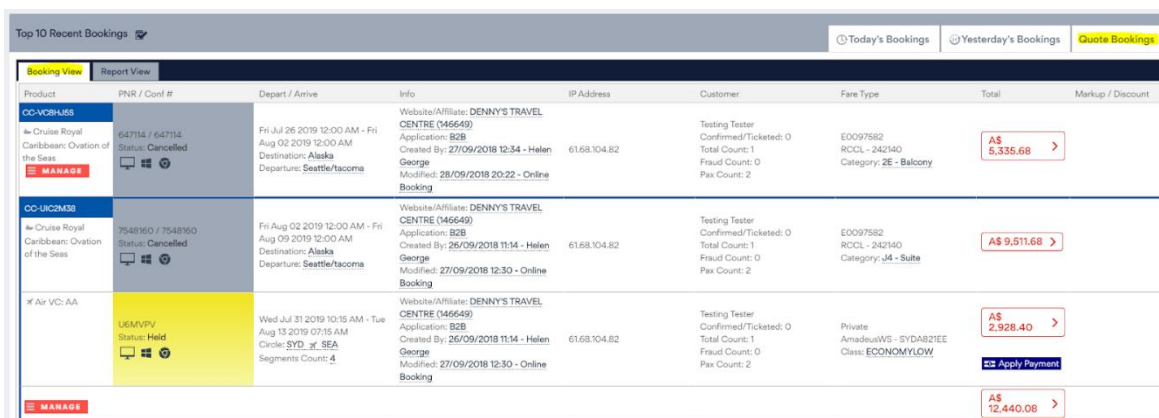
- To access the 'My Account' screen after you have logged in, select the 'Hello' drop down and 'My Account':



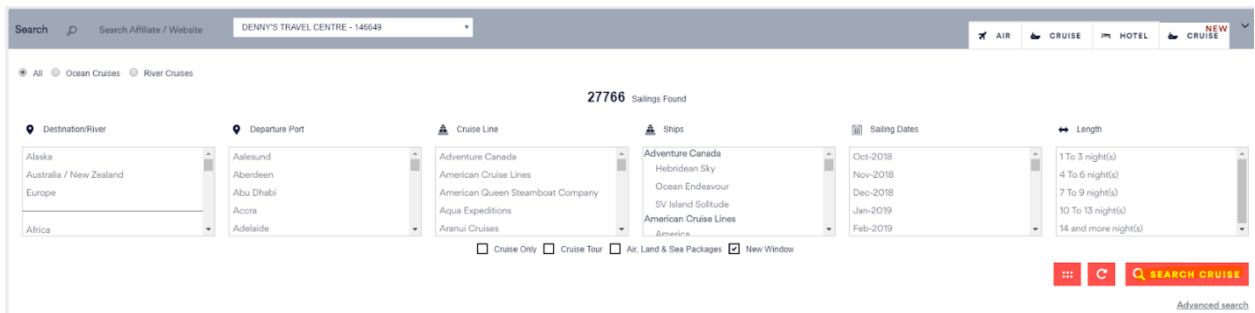
- This will take you to the 'My Account' screen:



- From here, you can see a list of your Top 10 recent bookings and quotes:



- You can also do cruise searches from this screen:



- You can search for references via the reference number or passenger name:

PNR / Confirmation Number	SEARCH	Name	SEARCH
---------------------------	---------------	------	---------------

Please note: you can also select more options to the right of this search bar. This will let you search via email, booking created date and departure date.

- On the left hand side of the 'My account' screen, you also have the below icons:



- This Icon widens the menu bar.



- Directs you to the 'My Account' screen.



- Directs you to the 'Cruise Search'.



- Generate reports on bookings/quotes you have made.



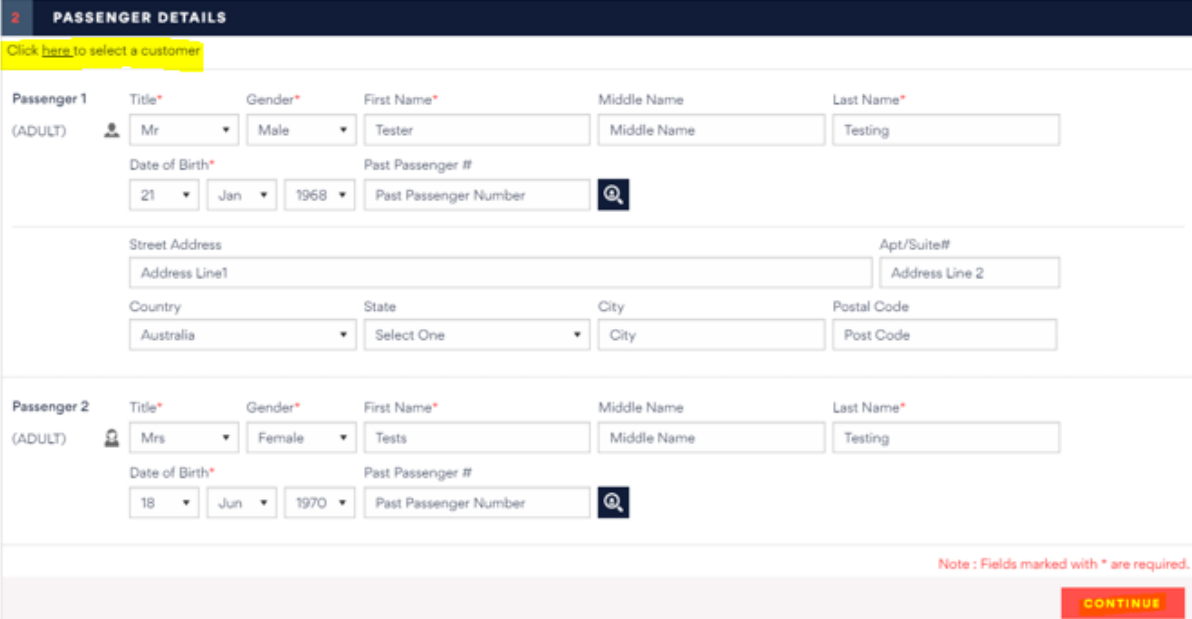
- Add passenger profiles through this icon.



- Amend agent profile details.


HOW TO SAVE A QUOTE

1. Once you have completed your cruise search and you would like to save the search as a quote, you will need to enter the passengers information into the 'Passenger Details' tab on the summary screen and select continue:




2 PASSENGER DETAILS

[Click here to select a customer](#)

Passenger 1
(ADULT)  Title* Gender* First Name* Middle Name Last Name*

Mr Male Tester Middle Name Testing

Date of Birth* Past Passenger #


21 Jan 1968 Past Passenger Number 

Street Address Apt/Suite#

Address Line1 Address Line 2


Country State City Postal Code

Australia Select One City Post Code

Passenger 2
(ADULT)  Title* Gender* First Name* Middle Name Last Name*

Mrs Female Tests Middle Name Testing

Date of Birth* Past Passenger #

18 Jun 1970 Past Passenger Number 

Note : Fields marked with * are required.

CONTINUE

*Please note: anything marked with a * is compulsory. You can also search for existing customer profiles on the top right of the 'Passengers Details' tab (highlighted above).*

2. Select 'Request a Quote' at the bottom of the Summary screen:



HOLD W/ NO EMAIL TO CUSTOMER HOLD BOOKING **REQUEST A QUOTE** ADD FLIGHT CONTINUE TO PAYMENT

Hold Expires: 21 Sep 2018 06:59 [Australian Eastern Standard Time]

3. You will then be taken to a confirmation screen where you will be able to view the pricing breakdown and the payment details. You will find the quote number on the top left of the screen under ‘Booking confirmation #’:




BOOKING CONFIRMATION #:
CC-19AA66R

 Include Prices Exclude Confirmation Number

YOUR ITINERARY

[CLICK HERE TO BOOK HOTEL IN CIVITAVECCHIA \(ROME\)](#)

Day Sat, 12 Oct 2019 To Mon, 21 Oct 2019 | Quote

1 To 10	 Jewel of the Seas  Embark 12 Oct 2019 Civitavecchia (rome)	05:00 PM Cruise for 9 Night(s)	 Disembark 21 Oct 2019 Civitavecchia (rome)	05:00 AM Passengers 2	Category: Interior Stateroom (4V) <input checked="" type="checkbox"/> Cabin: 9005 Deck: Deck 9 Dining: Second Seating (Available) <input checked="" type="checkbox"/>	Non-refundable Deposit!
---------------	---	--------------------------------------	---	-----------------------------	--	----------------------------

[CLICK HERE TO BOOK HOTEL IN CIVITAVECCHIA \(ROME\)](#)

PRICE DETAILS

CRUISE - 9 NIGHTS EASTERN MEDITERRANEAN - ROYAL CARIBBEAN: JEWEL OF THE SEAS

GUEST INFORMATION	CRUISE FARE	TAXES	TOTAL DUE
Mr Teser Testing	A\$ 1,294.00	A\$ 104.75	A\$ 1,598.75
Mrs Tests Testing	A\$ 1,294.00	A\$ 104.75	A\$ 1,598.75
Onboard Promotion			USD \$50.00
GRAND TOTAL PRICES ARE QUOTED IN AUD (AUSTRALIAN DOLLARS)			A\$ 2,797.50

[Agent View](#)

GUEST INFORMATION

Passenger 1

Name: Mr Teser Testing Date of Birth: 15 Jan, 1970

Passenger 2

Name: Mrs Tests Testing Date of Birth: 12 Mar, 1971


PACKAGE PAYMENT SCHEDULE - AGENT


DUE DATE	DUE AMOUNT	PAID DATE	PAID AMOUNT	BALANCE DUE	
Deposit	23 Sep 2018	A\$ 400.00	-	A\$ 0.00	A\$ 400.00
Final	05 Jul 2019	A\$ 2,218.70	-	A\$ 0.00	A\$ 2,218.70
TOTAL		A\$ 2,618.70	A\$ 0.00	A\$ 2,618.70	


NOTES

CRUISE TOURS & TRANSFERS

EMAIL THIS BOOKING TO YOUR CONTACTS

 **Customer Receipt** This option will print a customer receipt PRINT

 **Add Flight** This option will add new Air with booking ADD FLIGHT

 **Full Payment** Hold Expires: 23 Sep 2018 06:59 [Australian Eastern Standard Time] CONFIRM BOOKING

Please note: you will be able to identify that this is a quote by this symbol at the top of the page



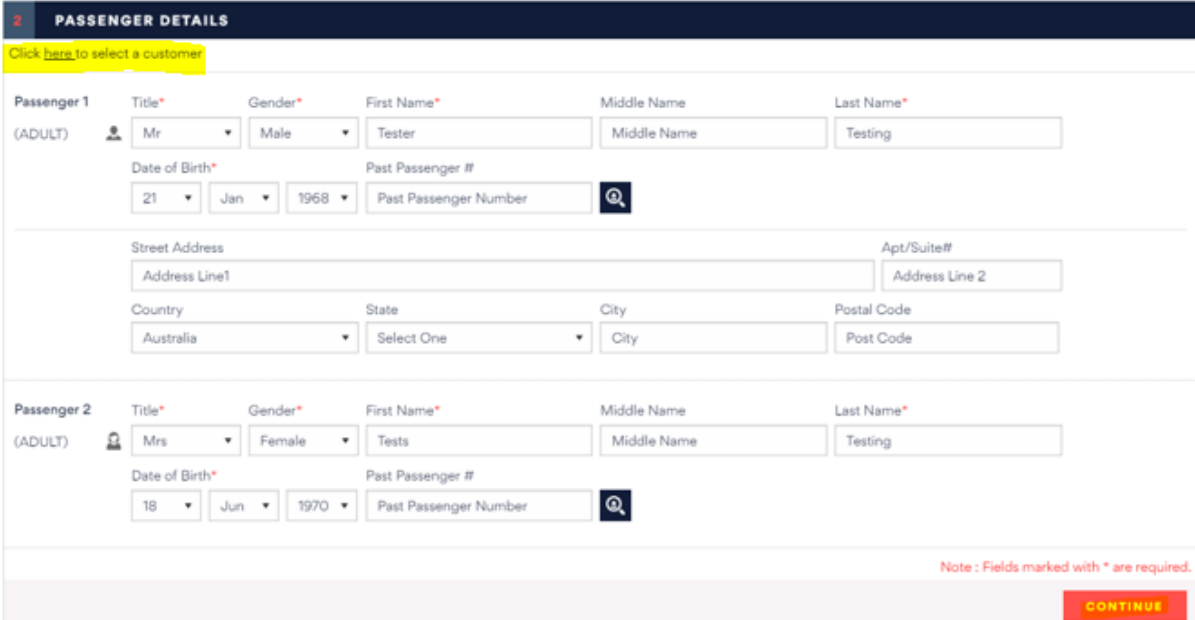
HOW TO MAKE A BOOKING

There are two ways to convert a cruise quote to a booking:

- Continue with booking flow;
- Converting a stored quote to a booking.


Continue with booking flow


1. Once you have completed your cruise search and are at the summary screen, enter in the passengers information in the ‘Passenger Details’ tab and select ‘Continue’:



2 PASSENGER DETAILS


[Click here to select a customer](#)


Passenger 1 (ADULT)  Title* Gender* First Name* Middle Name Last Name*

Date of Birth* Past Passenger # 

Street Address Apt/Suite#

Country State City Postal Code

Passenger 2 (ADULT)  Title* Gender* First Name* Middle Name Last Name*

Date of Birth* Past Passenger # 

Note : Fields marked with * are required.

CONTINUE

*Reminder: anything marked with a * is compulsory. You can also search for existing customer profiles on the top right of the ‘Passengers Details’ tab (highlighted above).*

2. You will then need to enter the Booking Representative. Please enter the following Creative Cruising information:
 - o Email: reservations@creativecruising.com.au
 - o Phone: 1300 362 599

3. Lastly, before selecting 'Hold Booking', you need to add the dining and bedding options under the 'Additional Services' tab:


Please note: In this tab you can also use this tab to add special occasion information.

4. Once you have entered all the information, you can select 'Hold Booking' at the bottom of the screen:

5. Once booked, you will be taken to a summary screen where you will be able to view the pricing details and payment details. You can also see the booking number on the top left of the screen as well as the status of the booking on the top right. A cruise line reference will also be generated:

BOOKING CONFIRMATION #: CC-9KUMG3G

 Include Prices Exclude Confirmation Number



CRUISE CONFIRMATION

CONFIRMATION: 4183575

CRUISE DETAILS:
Royal Caribbean - Explorer of the Seas

EMBARK:
18 Oct, 2019

DISEMBARK:
25 Oct, 2019


Status: HELD

YOUR ITINERARY

[CLICK HERE TO BOOK HOTEL IN SOUTHAMPTON](#)


Day Fri, 18 Oct 2019 To Fri, 25 Oct 2019 | Held

1 To 8



04:30 PM
18 Oct 2019
Embark
Explorer of the Seas
Southampton

Cruise
for 7 Night(s)



05:30 AM
25 Oct 2019
Disembark
Southampton

Passengers
2

Category: Interior Stateroom (6V)
Cabin: 7219
Deck: Deck 7
Dining: My Time Dining (Available)

[CLICK HERE TO BOOK HOTEL IN SOUTHAMPTON](#)

PRICE DETAILS

CRUISE - 7 NIGHTS SOUTHERN EUROPE - ROYAL CARIBBEAN: EXPLORER OF THE SEAS

GUEST INFORMATION	CRUISE FARE	TAXES	TOTAL DUE
Mr Tester Testing	A\$ 2,215.00	A\$ 213.60	A\$ 2,428.60
Mrs Tests Testing	A\$ 2,215.00	A\$ 213.60	A\$ 2,428.60
GRAND TOTAL PRICES ARE QUOTED IN AUD (AUSTRALIAN DOLLARS)			A\$ 4,857.20

[+ Agent View](#)

GUEST INFORMATION

Passenger 1

Name: Mr Tester Testing Date of Birth: 21 Oct, 1970 Contact Phone No.: +6100000000


Passenger 2

Name: Mrs Tests Testing Date of Birth: 30 Sep, 1970

PACKAGE PAYMENT SCHEDULE - AGENT	DUE DATE	DUE AMOUNT	PAID DATE	PAID AMOUNT	BALANCE DUE
Deposit	24 Sep 2018	A\$ 400.00	-	A\$ 0.00	A\$ 400.00
Final	11 Jul 2019	A\$ 4,084.20	-	A\$ 0.00	A\$ 4,084.20
TOTAL		A\$ 4,484.20		A\$ 0.00	A\$ 4,484.20


CRUISE TOURS & TRANSFERS (BOOKED WITH THE CRUISE LINE)

EMAIL THIS BOOKING TO YOUR CONTACTS




Customer Receipt This option will print a customer receipt

PRINT



Add Flight This option will add new Air with booking

ADD FLIGHT



Full Payment Hold Expires: 24 Sep 2018 06:59 [Australian Eastern Standard Time]

CONFIRM BOOKING

V1.1_12/11/2018

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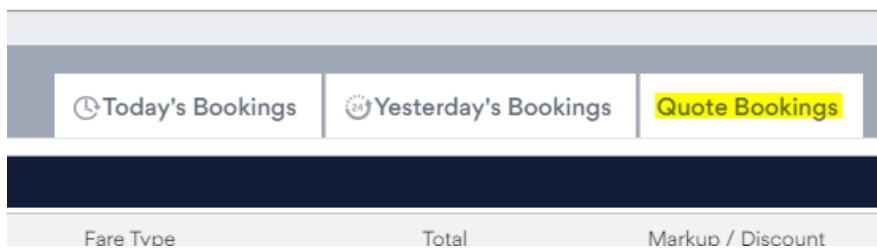
Page | 23

Converting a stored quote to a booking

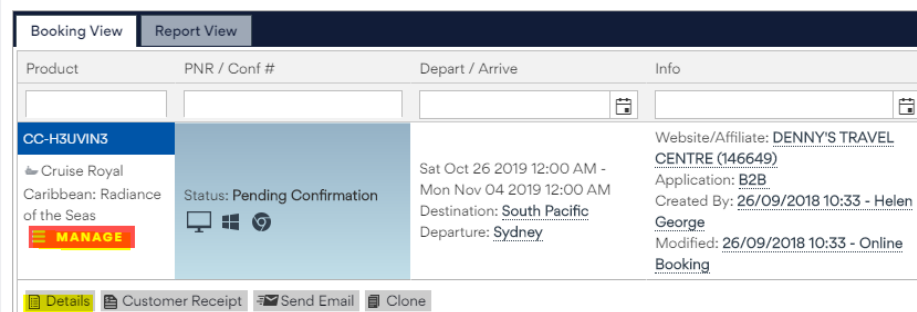
1. You will need to look up the quote number. This can be done 2 ways. The first is by searching the reference number in the search bar at the top left of the 'My Account' screen:




2. The second way is looking up your list of quotes by going to the 'Quote Bookings' tab in the 'My Account' screen:



3. Once you have the quote you would like to convert to a booking, select the 'Manage' tab and then 'Details':



4. This will take you to the details page of the quote. From here you will need to check if the prices and cabin are still available by selecting the 'check availability' icon . This is located on the top right of the blue banner:



5. If everything is still available, then the screen will refresh and you will be able to select 'Hold Booking'. If the rate or cabin is no longer available, then you will be taken back to the availability screen where you will have to select a new rate/cabin.

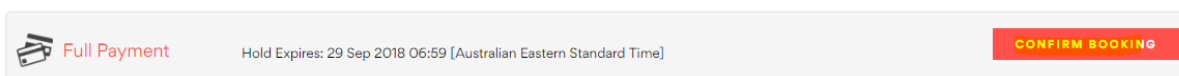
HOW TO MAKE A PAYMENT

Similar to making a booking, there are two ways you can make payment:

- Straight after making a booking, or;
- Retrieving a stored booking.

After Making a Booking

1. On the summary screen of the booking you have just made, there is a 'Confirm Booking' button at the bottom of the page. This is where you will make payment on the booking:



2. Once you have selected 'Confirm Booking' you will be taken to the 'Payment information' screen. Here you have the option to pay via credit card or ENETT only. You can select to pay either the deposit or full payment:

5 PAYMENT INFORMATION

SELECT PAYMENT OPTION

<input checked="" type="radio"/> Cruise Deposit: <small>(balance A\$ 4,466.22 due by 14 Jun 2019)</small>	A\$ 400.00	<input type="radio"/> Cruise Full Payment:	A\$ 4,866.22
<input type="radio"/> Additional Payment:			

SELECT PAYMENT METHOD:

CREDIT CARD

ENETT PAYMENT METHOD

Choose Credit Card Type ▼

CREDIT CARD NUMBER

CREDIT CARD HOLDER NAME

EXPIRATION DATE MM YY YYY

VERIFICATION CODE

Amount to be charged: A\$ 400.00


Street Address* Apt/Suite#

Address Line1 Address Line 2

Country* State* City* Postal Code


Australia Select One City Post Code

- Once you have entered in the payment information, you will need to agree to the Terms and Conditions before selecting ‘Complete Reservation’:

 **Important : Passport Requirements**

It is the booking agents responsibility to advise passengers on correct visa and passport validity requirements. We recommend that all travellers acquaint themselves with the health and visa requirements related to the destination(s) they are intending to visit.

Please ensure travellers passports are valid at least six months from their return to Australia. Travellers are responsible for all visa and health documents required by laws of countries intended on visiting or transiting. We strongly suggest clients contact the nearest embassy, high commission or consulate of the country they plan to visit. For full terms and conditions please visit creativecruising.com.au/terms-conditions/

 **Terms and Conditions**

You must read and agree with the following in order to complete your reservation:

I Agree By checking this box you agree that you have read and accepted the Terms and Conditions of Creative Cruising and that of the respectable suppliers within this reservation. This includes Cancellation and Privacy Policies. In addition you also confirm that you have verified that all information entered during the reservation process is accurate.
Please check the box if you accept all terms as this will serve as your electronic signature. (please check the box to continue)

COMPLETE RESERVATION




Retrieving a booking

- To make payment on a booking you made previously, you will need to retrieve the booking first. You do this by either searching for the booking reference in the top banner or looking at your list of 10 most recent bookings (this depends on how long ago you made your booking and how many you had made since):

Top 10 Recent Bookings Today's Bookings Yesterday's Bookings

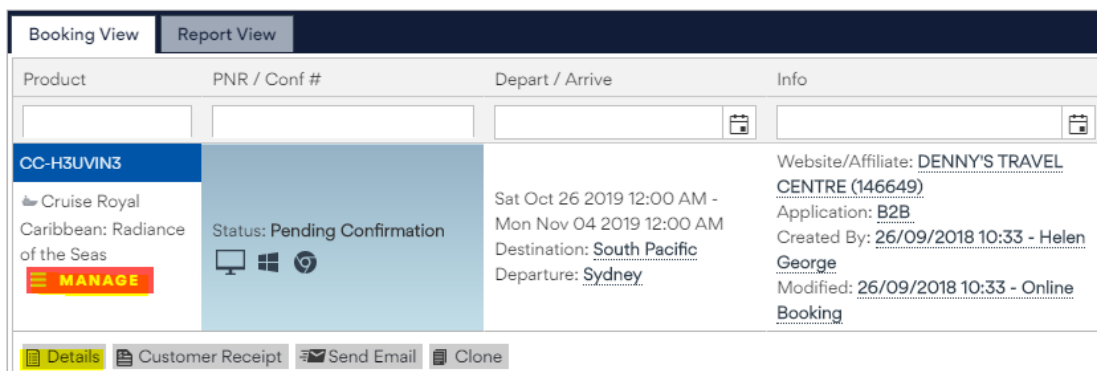
Product	PNR / Conf #	Depart / Arrive	Info	IP Address	Customer	Fare Type	Total
CC-VC8HJ5S	647114 / 647114	Fri Jul 26 2019 12:00 AM - Fri Aug 02 2019 12:00 AM	Website/Affiliate: DENNY'S TRAVEL CENTRE (146649) Application: 828 Created By: 27/09/2018 12:34 - Helen George Modified: 28/09/2018 20:22 - Online Booking	61.68.104.82	Testing Tester	EO097582 ROCL - 24240 Category: ZE - Balcony	AS 5,335.68

- Once you have retrieved your booking, click on ‘Manage’ and then ‘details’. This will take you to the summary page where you can follow the above steps to make payment:

Product	PNR / Conf #
CC-VC8HJ5S Cruise Royal Caribbean: Ovation of the Seas MANAGE	647114 / 647114 Status: Held   
Details Customer Receipt Send Email Cross	

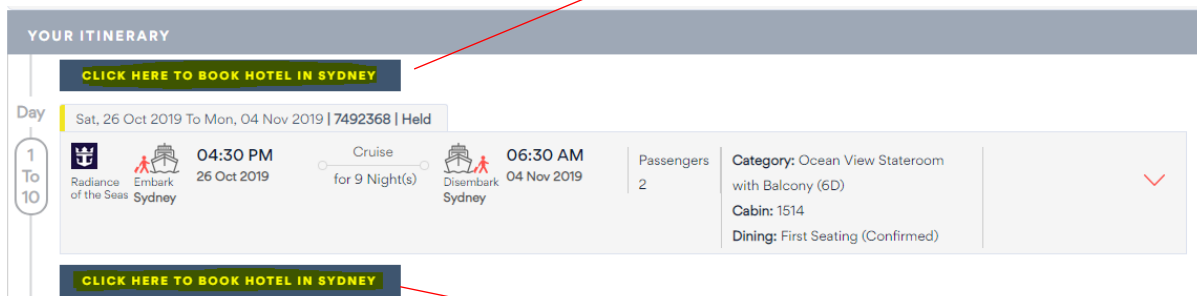
HOW TO ADD A HOTEL

1. Retrieve your booking by searching in the 'My Account' search tab, then click 'Manage' and 'Details':



2. This will take you to the summary page of your booking. To add pre-cruise accommodation, select on the top 'Click here to book hotel' button. To add post-cruise accommodation, click on the bottom 'Click here to book hotel' button:



Pre cruise accommodation



Post cruise accommodation

- You will be taken to the search screen. This screen pre populates the information based on which hotel button you selected. You can change the default destination. If you would like to amend the dates in this screen, be aware that you can only change the dates either before or after the cruise based on what button you selected in the previous screen. Once you have entered the relevant information, click ‘Search’:

Destination

Check In: 
 Check Out: 
 Hotel Rating: ▼
 Rooms: ▼


ROOM #1

Adults: ▼
 Children: ▼

SEARCH

Please note: The system will pre-populate the cruise port geo-location, so keep this in mind when searching for accommodation.

- This will bring up a list of results available based on what you requested. On the right hand side, you will also see the average nightly rate as well as the trip total. Once you have picked the hotel, click ‘Continue’:

	<p>Miramare Gardens Boutique Accommodation ★★★★★ 48 Myoora Road Sydney New South Wales 2084, Sydney, Australia 📍 (11.90 miles to Sydney)</p>	<p>A\$ 4,885.82 <small>Trip Total</small></p> <p>A\$ 257.27 <small>Average Nightly Rate</small></p> <p>CONTINUE</p>
---	--	--

- You will then be able to select the room type the passengers would like. Once you have picked the room type, select ‘Add Hotel’:

<p>Deluxe King Room Room Only Max Occupancy: 3 Guest</p>	<p>A\$ 4,885.82 ADD HOTEL <small>Trip Total</small></p> <p>A\$ 257.27 <small>Average Nightly Rate</small></p>
--	--

- You will then get a 'Booking Options' pop up where you can either 'Save for later' or 'Continue to payment'. The save for later option will put the hotel into the booking as a quoted item only and will not hold as a booking. If you choose to leave the hotel as quoted, someone from our Reservations Team will contact you after confirming the availability and the pricing of the quoted hotel. To book and confirm the hotel, you will need to make payment by selecting 'Continue to Payment':



- Once selecting 'Continue to Payment', you will be taken to the payment options screen. Please note on this screen, if you have not already paid deposit on the cruise, you will have to pay for both the hotel and the cruise deposit or final payment:

SELECT PAYMENT OPTION

Cruise Deposit + Hotel A\$ 914.54
(balance A\$ 3,971.28 due by 19 Jul 2019)

Cruise Full Payment + Hotel A\$ 4,885.82

SELECT PAYMENT METHOD:

CREDIT CARD | **NETT PAYMENT METHOD**

Choose Credit Card Type Amount to be charged: A\$ 914.54

CREDIT CARD NUMBER		VERIFICATION CODE
CREDIT CARD HOLDER NAME		
EXPIRATION DATE	MM	YYYY

Street Address* Apt/Suite#

Address Line1 Address Line 2

Country* State* City* Postal Code

Australia Select One City Post Code

- Once you have made payment, your hotel will drop into the summary screen of the booking:

YOUR ITINERARY

Day Mon, 02 Sep 2019 To Wed, 04 Sep 2019

1 To 3

Miramare Gardens Boutique Accommodation
48 Myocora Road Sydney New South Wales 2084,
Sydney, NS
Australia
Phone: / 02 95595222

03:00 PM **Check in** 02 Sep 2019 Staying in for 2 Night(s) 11:00 AM **Check out** 04 Sep 2019

Room(s) 1 Room Type **Deluxe King Room** room only [Cancellation Policy](#) [Add Notes](#) [Hotel Details](#)


Cancellation Policies

If you cancel your Hotel booking between 08-31-2019 to 09-02-2019 Your cancellation charges will be : 1 Night(s).
No-Show Policy : If you fail to arrive at the hotel on the CheckIn date : 09-02-2019, you will be charged for : 1 Night(s).

HOW TO ADD FLIGHTS


1. Similar to making payment on a booking, you will find the option to add flights at the bottom of the booking summary page. You can search for flights by selecting the 'Add Flight' button:

[EMAIL THIS BOOKING TO YOUR CONTACTS](#)




Customer Receipt This option will print a customer receipt

PRINT



Add Flight This option will add new Air with booking

ADD FLIGHT





Full Payment Hold Expires: 29 Sep 2018 06:59 [Australian Eastern Standard Time]

CONFIRM BOOKING

2. The flight dates will default to the dates of the cruise, so you will need to amend these to the dates you need. You will also need to add the departure city and, if required, amend the arrival city. Once you have added the details, click 'Search':

ROUND-TRIP	PRE CRUISE	POST CRUISE	MULTI-CITY
Departure Airport Closest Airport (to your home city) <input type="text"/>	<input type="checkbox"/> NEARBY AIRPORT	Nearest Airport (Closest to departure port) [SEA] Seattle/Tacoma, WA, United States, US <input type="checkbox"/> NEARBY AIRPORT	
Departure Date Time of day 02 Aug, 2019 Anytime <input type="checkbox"/> ARRIVE BY DATE		Return Date Time of day 09 Aug, 2019 Anytime <input type="checkbox"/> ARRIVE BY DATE	
Class All Class/Cabin	<input type="checkbox"/> DIRECT FLIGHTS	Preferred Airlines	
<input type="checkbox"/> FLEXIBLE DATES <input type="checkbox"/> ONLY FARES WITH NO PENALTIES (MORE EXPENSIVE)			
<div style="background-color: #dc3545; color: white; padding: 5px; font-weight: bold; display: inline-block;">SEARCH</div>			

3. All the available flights will appear in a list. You can filter these on the right hand side of the screen by selecting number of stops you would like and the preferred airlines you wish to display:

Airline	From	Depart	To	Arrive	Duration	Stop(s)
 American Airlines	SYD	31 Jul 10:15 AM	→ SEA	31 Jul 12:42 PM	19h 27m	1
 American Airlines	SEA	11 Aug 05:31 PM	→ SYD	13 Aug 07:15 AM	20h 44m	1

[Hide Details](#) [Fare Rules](#) **BAGGAGE**

+ A\$ 1,444.20

Avg. Price / Person


+ A\$ 2,888.40

+ A\$ 12,400.08

Trip Total


AirTotal: A\$ 2,888.40

SELECT

 **Departure**

Sydney Wed, 31 Jul
 Seattle/Tacoma Wed, 31 Jul

Duration: 19h 27min
 Stops: 1


 American Airlines | AA 0072 | EconomyLow (Q)

Baggage Allowed: Adult-2 piece(s);

SYD - Sydney
 31 Jul, 2019
 Wed, 10:15 AM
 Terminal: 1

LAX - Los Angeles
 31 Jul, 2019
 Wed, 07:05 AM
 Terminal: B

Time between flights: 02 hour(s) and 55 minute(s).

 American Airlines | AA 6049 | EconomyLow (Q)

Baggage Allowed: Adult-2 piece(s);

LAX - Los Angeles
 31 Jul, 2019
 Wed, 10:00 AM
 Terminal: 0

SEA - Seattle/Tacoma
 31 Jul, 2019
 Wed, 12:42 PM

EMBRAER 175 JET

Stop(s) [Select all](#) ▾

One Stop
 Multi Stops

Airline [Select all](#) ▲

Air Canada
 All Nippon Airways
 American Airlines
 Asiana Airlines
 Cathay Pacific Airways
 China Eastern Airlines
 Delta Air Lines
 Fiji Airways
 Hawaiian Airlines
 Japan Airlines
 Korean Air
 United Airlines
 Virgin Australia

Alliances
[Star](#) [One World](#) [Sky Team](#)

Times / Duration ▲

Outbound Inbound

Times

Depart: Sydney,AU
 Wed 07:45 am - Wed 09:55 pm

Arrive: Seattle/tacoma,US

- Once you know what flights you would like to book you can click ‘Select’ on the right hand side of the screen. You will then get a pop up to either ‘Hold’, ‘Save for later’ or ‘continue to payment’. Similar to adding a hotel, the save for later option will put the flights into the booking as a quote only and will not actually hold a PNR. If you select this option, someone from the reservations team will contact you after confirming the pricing and availability. If you select ‘Hold’ the flights will be reserved with a confirmed Passenger Record Locator (PNR), pending Ticketing Time Limit (TTL):

FLIGHT ADD OPTIONS: ✕

Select Payment Options


HOLD


SAVE FOR LATER


CONTINUE TO PAYMENT

Please note: Airline TTL’s will need to be confirmed by the Creative Cruising Reservations Team. It’s also worth noting that we are not open on weekends for ticketing.

- Once you have selected your option, your flights will appear on the summary page of your booking:

BOOKING CONFIRMATION #: **CC-UIC2M38** Include Prices Exclude Confirmation Number 


 CRUISE CONFIRMATION	CONFIRMATION: 7548160	CRUISE DETAILS: Royal Caribbean - Ovation of the Seas	EMBARK: 02 Aug, 2019	DISEMBARK: 09 Aug, 2019	Status: HELD
---	------------------------------	--	-----------------------------	--------------------------------	--

 FLIGHT CONFIRMATION	CONFIRMATION: U6MVPV	FLIGHT DETAILS: Sydney to Seattle/tacoma		Status: HELD
---	-----------------------------	---	--	--

AMERICAN AIRLINES
CONFIRMATION #:


YOUR ITINERARY

Day 1 | Wed, 31 Jul 2019 | 7548160 | **U6MVPV** | Held

 AA 72	10:15 AM Depart Sydney Terminal: 1	19h 27m 1 Stop	12:42 PM Arrival Seattle/tacoma Terminal: B	Passengers: 2	Ticket Type: E-Ticket. Your reservation will be electronically ticketed and no paper tickets will be issued.	▼
---	--	-------------------	---	---------------	--	---

[CLICK HERE TO BOOK HOTEL IN SEATTLE/TACOMA](#)

3 To 10 | Fri, 02 Aug 2019 To Fri, 09 Aug 2019 | 7548160 | Held

 Ovation of the Seas	04:00 PM Embark Seattle/tacoma	Cruise for 7 Night(s)	06:00 AM Disembark Seattle/tacoma	Passengers: 2	Category: Junior Suite with Balcony (J4) Cabin: Guarantee Dining: My Time Dining (Available)	▼
---	-----------------------------------	-----------------------	--------------------------------------	---------------	--	---

PACKAGE PAYMENT SCHEDULE - AGENT + View Breakdown

PACKAGE PAYMENT SCHEDULE - AGENT	DUE DATE	DUE AMOUNT	PAID DATE	PAID AMOUNT	BALANCE DUE	
Deposit	27 Sep 2018	A\$ 400.00	-	A\$ 0.00	A\$ 400.00	▼
Full Sydney (31/07/2019)-Seattle/Tacoma (13/08/2019)	01 Nov 2018	A\$ 2,805.74	-	A\$ 0.00	A\$ 2,805.74	▼
Final	25 Apr 2019	A\$ 8,253.08	-	A\$ 0.00	A\$ 8,253.08	▼
TOTAL		A\$ 11,458.82		A\$ 0.00	A\$ 11,458.82	

[+ View Breakdown](#)