



MAKING A BOOKING IN SEVEN EASY STEPS

Enter 'Username' and 'Password' and then select **Polar Online** from the Booking Tools section.

Choose your desired cruise line from the drop down menu –



CLICK ON – **CREATE BOOKING**

1 SAILING SEARCH: Find a cruise for your clients

- Search for a Passenger Member Number via **Member Number** or **Phone Number**.
- **GO TO 'Cruise Search' – ENTER: Home City** (e.g. SYD), **Air** (Y or N), **Voyage Number** (or Date) and **Cabin Occupancy**. Once completed **CLICK ON – SEARCH BY DATE**

2 SAILING AVAILABILITY BY DATE: (won't display if voyage # entered in Search – Go to step 3)

- **SELECT** cruise required and then **CLICK ON – SAVE & CONTINUE**
(view more cruises by clicking on - **PREVIOUS** OR **NEXT**)

3 CATEGORY FARES: POLAR Online will display the 'Best Buy' Promotion by default

- To view all promotions, **CLICK ON – FARE COMPARISONS**
(Select up to two promotions at a time to compare the cost)
- Once you have chosen your promotion **SELECT** your category and **CLICK ON – SAVE & CONTINUE**
- If wishing to book a sector, **CLICK ON – VIEW SEGMENTS**
- At this point you can also change: **Home City, Air** and **Number of passengers**
CLICK ON – CHANGE FARES
- View children/upper berth limits and important voyage comments in 'Availability Information'

Note: Do not quote from this page as port taxes and charges are not included

4 PRICING DETAIL: Offer the quote to your client

- **QUOTE** the **Gross Fare**. You can also view: Commission, Deposit and Payment due dates.
- To add: Pre or Post Cruise Accommodation or Transfers : **CLICK ON – TRAVEL PACKAGES**

5 CABIN SELECTION: Choose up to 3 cabins to make multiple bookings

- **SELECT** a cabin from those displayed, request a specific cabin or choose a guarantee.
- **CLICK ON – SAVE & CONTINUE**

6 CREATE BOOKING: Enter Basic details for all passengers

- **Title, First & Surname** as per passport
- **Gender**
- **Age – SELECT 'Adult'** from the drop down (POLAR Online will calculate the age as of sailing)
- **Date of birth** (Must be **DDMMYYYY** for example **08JUL1987**)
- **Dining & Bedding**
- **Contact Phone Number (of Lead Passenger)**

Note: Above fields are mandatory

- To cross-reference bookings **SELECT – 'Create a New TWID'** or enter an existing TWID code
- If cabin is preferred **SELECT – 'Decline Auto Upgrade'*** This will prevent automatic upgrades**.
- **CLICK ON – SAVE & CONTINUE**

7 PASSENGER IMMIGRATION: Complete booking by providing mandatory passenger information

- **CLICK ON – PASSENGER IMMIGRATION** & complete **Address & Phone details** for all passengers.

Congratulations, your booking is now complete!

* Do not select this option when a guarantee cabin has been chosen.

** Any bookings that receive a complementary upgrade cannot be changed back to their original cabin.

Online Helpdesk: Monday to Friday 8.00am to 6.00pm Sydney Time

Phone: (Option 8) 1300 363 706 (AU) or 0800 543 178 (NZ)

Email: onlinehelpdesk@completecruisesolution.com.au

POLAR ONLINE

Making Cruise Bookings Easier



MANAGE AN EXISTING BOOKING

Choose your desired cruise line from the drop down menu

CLICK ON **MANAGE BOOKING**

Search for the booking in one of the following 3 ways –

- Booking Number Search – **ENTER** Booking number
- Booking List By Voyage – **ENTER** voyage number of booking
- Booking List by Ship and Date – **ENTER** ship and departure date

CLICK ON **SEARCH**

P&O Cruises Australia
P&O Cruises Australia
Princess Cruises
P&O Cruises World Voyages
Cunard Line

Once you have retrieved your booking, use the following tabs on the menu at bottom of POLAR Online to update your booking:

BOOKING INFORMATION

- Update Consultant in charge of booking
- View and Extend deposit due date
- Change the category, fare, sailing, dining and bedding choices
- Cross Reference with passengers on another booking (TWID)
- Add or Cancel a passenger from the booking
- Cancel booking

PRICING SUMMARY

- Change air preference (Yes/No)
- Check passenger pricing (per person)
- Review payment due and cancel fees

PASSENGER IMMIGRATION

- Add passenger middle name, address, passport information, pre and post cruise address, emergency contact details and credit card information.

Note: Address details for all passengers are required at time of booking

WAITLIST

- Waitlist multiple categories within the one booking number

COMMISSION DETAIL

- View commission percentages and amounts.

VOYAGE ITINERARY

- Check voyage itinerary, evening attire and any important voyage information

TRAVEL PACKAGES

- View, cancel or add pre & post cruise transfers and hotel packages for passengers.

SPECIAL REQUEST

- Add and view special requests and services for passengers i.e. wine, flowers or cakes.

CLONE BOOKING

- Replicate booking i.e. same cruise, amount of passengers, promotion and category.
(Only available during the creation of original booking)

BOOKING SEARCH

- Commence work on a secondary booking.

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www.polaronline.com.au

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