

POLAR ONLINE

Making Cruise Bookings Easier



REGISTER NOW – It's as easy as 1 - 2 - 3

It takes just 3 easy steps to register with POLAR Online.

Registering gives instant access to make and manage P&O Australia, Princess and Cunard Line bookings with ease online 24 hours a day, 7 days a week!

Why not register today? To get started, please go to our website below:

Australia : www.polaronline.com.au
New Zealand : www.polar-online.co.nz

Then select one of the two 'Register Your Agency' links.

Example shown below :

The screenshot shows the POLAR ONLINE website interface. At the top, there are logos for CUNARD, P&O, PRINCESS CRUISES, and P&O CRUISES WORLD VOYAGES. Below the logos is the text 'Complete Cruise Solution' and a navigation menu with links: HOME | AGENT TOOLS | BOOKING TOOLS | TRAINING & HELP | MARKETING TOOLS | CONTACT US | CONSUMER SITE. The main content area features a large image of a cruise ship and a 'LOGIN' form with fields for 'username' and 'password (forgot?)' and a 'Login' button. Below the login form is a 'REGISTER YOUR AGENCY' button. A callout box with the text 'Please click here' and an arrow points to this button. The website also includes a table of 'AGENT TOOLS' and 'BOOKING TOOLS' with various links and a 'NOTE' section at the bottom.

Complete Cruise Solution

HOME | AGENT TOOLS | BOOKING TOOLS | TRAINING & HELP | MARKETING TOOLS | CONTACT US | CONSUMER SITE

AGENT TOOLS BOOKING TOOLS TRAINING & HELP MARKETING TOOLS CONTACT US REGISTER YOUR AGENCY

Manage your growing and changing business or apply for a cruise

Your one stop shop for creating and updating bookings

Training Material to help you make the most of POLAR Online

Stay Up to date with the latest news, promotions and Select Sailings

All the details you need to contact us

Manage User Profile

Agent Concessions

Agency Sales Tools

Polar Online

P&O Australia

Cruise Personaliser

Princess Cruise Personaliser

Learn More

Latest Policy Updates

Academy

Special Offers

Select Sailing

Press Releases

Film Night Tools

Princess Image Library

Polar Online Support

Sales Support

NOTE : Due to daily scheduled updates, you are unable to log in between 1.00PM and 1.30PM AEST. We apologise for any inconvenience caused.

NOTICE : Important message regarding our Operating Hours for : [Queens Birthday / Foundation Day](#)

Complete Cruise Solution is the collective name for 6 leading cruise lines; P&O Cruises, P&O Cruises World Voyages, Princess Cruises, Cunard, Seabourn and Costa Cruises. Our name says it all: we are the Complete Cruise Solution - offering travel agents a one stop shop for all of their cruise requirements.

ONLINE HELPDESK PHONE 1300 653 819 (AU) OR 0800 880 016 (NZ) MON-FRI 8AM-6PM SYDNEY TIME.
FAX: +61 2 8424 9016 OR EMAIL POLARONLINE@COMPLETECRUISESOLUTION.COM.AU


Home | Privacy | Legals | Consumer Site | Register Your Agency

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STEP 1

The Owner or Manager of your agency should complete the registration form with all the required details.

Example shown below:



REGISTRATION

Sign your agency up to have access to the best online booking tools for Cunard and Princess.

STEP 1 of 3

Your agency's owner or designated manager must complete, print and sign this registration form.

AGENCY INFORMATION

* Indicates required information

*Agency Name: P&O CRUISES AUS INSIDE SALES

*Agency Address: LEVEL 8, 203 PACIFIC HIGHWAY

*Agency City: ST LEONARDS

*Agency State: New South Wales

*Zip/Postal Code: 2065

*Country: Australia

*Agency Phone: 1300361979

Agency Fax: 0284249155

OWNER INFORMATION

* Indicates required information

*First Name: JESSE

Middle Initial:

*Last Name: SAMMUT

*Registration Email: JESSE.SAMMUT@COMPLETECRUISE

BOOKING CONFIRMATION

Receive booking confirmations via email. This is an optional service.

Booking Confirmation Email: SALES.SUPPORT@CARNIVALAUST

ONESOURCE NOTICES

Receive Promotional Bulletins and Cruise News via email and activate Onesource Notices so all your agents may view these informative messages online. This is an optional service.

Promotional Bulletins Email: This field is NOT Mandatory

Cruise News Email: This field is NOT Mandatory

Please review the information above for accuracy before submitting.

SUBMIT

REGISTRATION BENEFITS

POLAR ONLINE

Gain access to the industry's best cruise booking tool. POLAR Online provides direct access to our in-house reservation System.

ONESOURCE ACADEMY

Take online courses to enrich your sales skills and enhance your knowledge of Princess and Cunard. The more classes you take, the higher your rank and the better the Academy rewards!

ONESOURCE NOTICES

Keeping your employees informed of current fare promotions and innovative changes at Princess and Cunard has never been easier! The email address you provide will activate access to OneSource Notices where your employees can view these informative messages online.

EMAIL ADDRESS RULES

OWNER INFORMATION

The Registration email address MUST be different from the Booking Confirmation and OneSource Notices email addresses. Your Registration email address is where the initial User ID/Password for OneSource will be sent and would also be used if the FORGOT password feature is utilized. Manage your security! DO NOT share your User ID/Password with others in your office.

BOOKING CONFIRMATION

Booking Confirmation email address MUST be different from any of your OneSource Registration email addresses.

ONESOURCE NOTICES

OneSource Notices email addresses MUST be different from any of your OneSource Registration email addresses. To access OneSource Notices you must receive email Promotional Bulletins and Cruise News from Princess and Cunard.

NOTE: The email address used for Booking Confirmations may also be used for OneSource Notices or you may provide different email addresses for each of these optional services.

The '**Registration Email**' is where account information & passwords will be sent. The email used should be the personal email address of the Owner or Manager.


The '**Booking Confirmation Email**' is where all invoices will be sent and is commonly a central office email address. It must be different to the '**Registration Email**'.

Please note, if the '**Registration Email**' and '**Booking Confirmation Email**' addresses are the same, you **will not** be able to complete the registration.

STEP 2

Once all the details have been completed, please select **SUBMIT** and you will be redirected to the page below.

When prompted, please click **PROCEED TO THE VERIFICATION FORM** to continue.



REGISTRATION STEP 2 of 3


The registration process is almost complete. Next you must print, sign and fax the registration form. The form must be signed by your agency owner or designated office manager. The form is available when you click the button below... and the fax # is provided on the form.

Within 2 business days, you receive an email reply regarding the status of your request. In the meantime, if you have any questions please contact our OneSource Help Desk at 800-544-9032.

PROCEED TO THE VERIFICATION FORM

Example Verification Form :

**Polar Online
Agency Registration Form**



Agency Reference Number: 00118984

Thank you for your P&O Cruises Australia registration request. Please review, sign and submit this form.

STEP 1: Review your Registration Form, and mark any required changes in pen.

Agency Information

Agency Name: P&O CRUISES AUS INSIDE SALES
Address: LEVEL 8, 203 PACIFIC HIGHWAY
City: ST LEONARDS
State: NSW
Zip: 2065
Country: AU
Phone: 1300361919
Fax: 0284249155

Agency Owner / Manager Information

First Name: JESSE
Middle Initial:
Last Name: SAMMUT

Polar Online Registration E-mail Address: JESSE.SAMMUT@COMPLETECRUISESOLUTION.COM.AU
Booking Confirmation E-mail Address: SALES.SUPPORT@CARNIVALAUSTRALIA.COM
Bulletin E-mail Address:
Recom E-mail Address:

Please Note: Your 'Agents Online Registration E-mail Address' must be different to your 'Booking Confirmation E-mail Address'

STEP 2: Sign and date your registration form.

I, _____, have verified that the information above is true and accurate to the best of my knowledge. P&O Cruises Australia may activate my agency's account. P&O Cruises Australia may email the Owner / Manager user profile to the Registration email address, which I provided above.

SIGNATURE

DATE

STEP 3: Submit your Registration Form to P&O Cruises Australia.

Print this form, then fax or mail it to P&O Cruises Australia, using the contact information below. We will process your request within 24 hours, or the next business day. Next, we will send an email to your designated Registration E-mail Address. This email will include your Polar Online user name and password.

Submit by fax: Carnival Australia Attention: Polar On Line Help Desk Fax Number: +61 (2) 8424 9016	Submit by mail: Carnival Australia Attention: Polar On Line Help Desk Locked Bag 1014 St Leonards NSW 1590
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STEP 3

Please **print, sign and fax** the '**Verification Form**' to the Online Helpdesk on:

(+61) 02 8424 9016



The logon details for the Owner/Manager account will then be emailed to the '**Registration Email**' within 24 hours of receiving the fax.

One of our Online Helpdesk Co-ordinators will then make contact with your agency to ensure you have received your account details and answer any questions you may have. They will be happy to walk you through the logon process and explain how to set up individual accounts for each consultant in the agency.

We can also organise an online training presentation to show you all the basic features of POLAR Online that allow you to make bookings quickly, as well as all the advanced functionality that will allow you to make and manage all aspects of your bookings. For more information, please ask us about booking in for one of the Webinars.

If you have any questions about the registration process, or for any questions relating to POLAR Online, please contact the Online Helpdesk.

We are open Monday to Friday, 8.00am to 6.00pm (Sydney Time).

Phone: Australia 1300 363 706 Press option 8, then option 3
 New Zealand 0800 543 178 Press option 8, then option 3

Fax: (+61) 02 8424 9016

Email: onlinehelpdesk@completecruisesolution.com.au

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