



Dear Valued Travel Agent,

We would like to take this opportunity to notify you of an important addition to the information required at the time of booking. As you are aware, we currently require all passengers name(s) as per passport, date(s) of birth and at least one contact telephone number to complete a booking for:

- P&O Cruises Australia;
- Princess Cruises;
- Cunard Line; and
- P&O Cruises World Voyages.

As we introduce more personal past passenger and regional promotions, eligible passengers will need to be identified at the beginning of the quote or booking process. This will ensure you are able to provide any exclusive past passenger promotions available to them. To ensure you offer your clients the best available deal, you will need to provide the following information for each passenger:

- Name as per passport;
  - Date of birth;
  - Full address; and
  - Phone number.
- OR**
- Member number\* ; and
  - Date of birth.

*\*Member number is also known as Captains Circle Number (CCN), Cunard World Club Number (CWC), Unique Reference Number (URN) or past passenger reference number.*

**From Monday 9 June, without all passengers' complete information, or their member number and date of birth, our Cruise Consultants will be unable to complete a booking. To assist you in this transition, our Cruise Consultants will request this information from Monday 12 May.**

Many Complete Cruise Solution brands will now release specific promotions targeted towards particular past passengers and prospective passengers, as well as regional campaigns. Going forward, many of these offers will be linked to a passenger's member number. Their member number will be the key to their personalised pricing. To ensure your clients receive the best available fare at the time of quote or booking, it is essential you provide their member number when booking online or through our call centre. If you do not provide this information, our system will not display any personalised promotions specific to your clients.

Furthermore, when you provide a member number and date of birth at the time of booking, your passengers details will automatically pre-populate into their cruise booking. This will save you time as you will no longer need to repeat the information on each occasion.

A new feature is now available on POLAR Online that enables you to search for and add your client's member numbers during the quote and booking process. A detailed training guide is available on our website at [www.polaronline.com.au](http://www.polaronline.com.au).

Our POLAR Online Helpdesk host regular web-based training presentations (webinars), which demonstrate all the features that make POLAR Online the cruise industry's most advanced online booking tool.

For further information or if you have any questions about POLAR Online, please do not hesitate to contact our POLAR Online Helpdesk on 1300 653 819 (Australia) or 0800 95 12 00 (New Zealand). For your convenience they are available Monday-Friday 7.00am-7.00pm (AEST).

Happy Selling!

**Don Clark,**  
**Director of Sales, Complete Cruise Solution**