

## 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

P&O Cruises Australia	▼
P&O Cruises Australia	
Princess Cruises	
Cunard Line	

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 – see step 3)**
  - SELECT** cruise required and then **CLICK ON** **SAVE & CONTINUE**  
(view more cruises by clicking on **PREVIOUS** **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 to compare 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 **# of passengers**, then **CLICK ON** **CHANGE FARES** to update.
  - 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**Note: Do not quote from this page as port taxes and charges are not included.**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 full payment due dates.
  - To add pre or post cruise accommodation **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)**  
**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** and 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.

## MANAGE AN EXISTING BOOKING

Choose your desired cruise line from the drop down menu

CLICK ON **MANAGE BOOKING**

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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**

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.

**Online Helpdesk:** Mon to Fri 07.00am – 06.00pm AEST  
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