

## Early Saver Program

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### What is the Early Saver Program?

- ✓ Early Saver is a new Special Rate that rewards consumers who book early with the lowest rate guaranteed. In addition, the fares are backed by price protection assurance. With this unique protection program, if you find a lower Carnival advertised fare, after booking, for the same sailing and accommodations Carnival will issue the difference in the form of a non-refundable, non-transferable onboard credit. The policy is effective up to two business days prior to sailing. Your clients now have a great reason to plan early and take advantage of our new Early Saver rates: best rates guaranteed, price protection, plus the added benefit that comes with booking early – wide availability of staterooms, dates and destinations.
- ✓ The required non-refundable/non-transferable deposit encourages bookings not to cancel, thus preserving commissions
- ✓ In the unlikely event the guest needs to make a change to their reservation and is unable to immediately decide on their future travel date, we will hold their deposit in house for up to a year, less the \$50 per person service fee. When the guest uses the credit to rebook with their travel agent, full commission will be paid on the new reservation.

### How can Travel Agents use this program to close the sale with confidence?

- ✓ Can assure guests they are locking in the absolute best rates by booking early, as the Early Saver booking is eligible for re-price if rates are lowered (Price Protection)
- ✓ Guests can secure their desired staterooms based on personal preferences
- ✓ Letting guests know they must book NOW to take advantage of the special rates can create a sense of urgency to close the sale

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### Early Saver – Terms and Conditions

- ✓ Limited booking window
  - Short Products (5 days or shorter)
    - ✓ Unavailable within 3 months of sailing; may be raised/closed earlier
  - Long Products (6 days or longer)
    - ✓ Unavailable within 5 months of sailing; may be raised/closed earlier
- ✓ Available in all stateroom categories, excluding guarantee categories IS, OV, BL and ST
- ✓ Booking must be made online through any of the automation channels supported by Carnival
- ✓ Booking may be brought into an existing group
  - Amenity points may be purchased in an amount equal to the rest of the group
  - Early Saver booking will count toward the standard 1-15 TC policy
- ✓ A non-refundable/non-transferable per person deposit is required at the time of booking
- ✓ Early Saver does not offer a 24-hour option like Carnival's other fares
- ✓ Offer is not combinable with any other promotional offer
- ✓ Price Protection Assurance – If you find a lower Carnival Advertised Rate, after booking, Carnival will honor it and issue the difference in the form of a non-refundable onboard credit (please see price protection guidelines for details)
  - Carnival Advertised Rate – A Carnival.com or Carnival advertised fare available to the general public. A Carnival advertised fare excludes group rates, membership programs, charters or other Travel Agent promotions not offered by Carnival to the general public, including but not limited to travel agent rebates.
- ✓ No name changes will be permitted
- ✓ There is a \$50 per person service fee applicable on ship and/or saildate changes outside standard penalty
- ✓ 3<sup>rd</sup>/4<sup>th</sup> guests pay the standard deposit amount that is non-refundable under the Early Saver guidelines
- ✓ Fare code: PPB

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### Price Protection – Guidelines

- ✓ In the event you or your client find a lower Carnival advertised rate, complete a price protection claim form online. If the request meets the price protection requirements, we will process your client's onboard credit for the fare difference and send you an email confirmation within two business days.
- ✓ The lower fare must be: i) a Carnival advertised rate; ii) for the same ship, sailing, stateroom category and number of guests; iii) available for booking at the time the request for the lower rate is submitted; and iv) a rate your client is eligible to receive, if special restrictions apply
- ✓ Early Saver price protection does not apply to Interline rates
- ✓ Can re-price up to two business days prior to sailing
- ✓ Price protection will be subject to prevailing fees and/or fuel supplement if applicable
- ✓ Travel agent commission is based on the final cruise fare less onboard credit; in the event that the cruise fare is lowered or an onboard credit issued as the result of Price Protection, the commission will be re-calculated based on the new cruise fare less onboard credit

### Price Protection Online Form

- ✓ Price protection can only be requested via the Online Request Form
- ✓ When submitting an online request form, you must provide the lower rate amount and indicate where the lower rate can be found
- ✓ Available for Guests (Carnival.com) and Travel Agents (BookCCL.com)
- ✓ Confirmation is sent within two business days
- ✓ Travel agents will be notified when online forms are received from guests booked through travel agents

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### Price Protection and Fare Code Changes

- ✓ Below are Carnival's procedures for price protection and fare code changes

#### Price Protection

Pricing Program	Outside of Penalty	Inside Penalty
Early Saver	The fare difference will be issued in the form of a non-refundable onboard credit	
Other	Cruise rate will be lowered	Upgrades will be offered if available

#### Fare Code Change

Pricing Program	Outside of Penalty	Inside Penalty
Early Saver	Fare code changes are researched and performed by the call center	
Other	Fare code can be changed via automation or through the call center	Must cancel and rebook under the desired fare code (cancellation penalties apply)

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### Cancellation Policy

- ✓ Below is Carnival's Cancellation Policy. Please note that the Early Saver deposit is non-refundable.

#### Cancellation Policy

	<b>Days Prior to Departure Date</b>	<b>Cancellation Charge (per guest)</b>
2, 3, 4 & 5 day Cruises	Up to 61 days	None (except for Cruise-To-Nowhere and Early Saver Fares*)
	60 to 30 days	Deposit
	29 to 8 days	50% of Total Fare
	7 days or less	100% of Total Fare
6, 7 & 8 day Cruises	Up to 76 days	None (except for Early Saver Fares*)
	75 to 30 days	Deposit
	29 to 8 days	50% of Total Fare
	7 days or less	100% of Total Fare
Alaska Cruises, CruiseTours and 10 day or longer Cruises	Up to 76 days	None (except for Early Saver Fares*)
	75 to 46 days	Deposit
	45 to 15 days	50% of Total Fare
	14 days or less	100% of Total Fare
12, 14 & 16 day Europe Cruises, 14, 17 & 18 day South America Cruises and 14 day Panama Canal Cruise	Up to 91 days	None (except for Early Saver Fares*)
	90 to 56 days	Deposit
	55 to 15 days	50% of Total Fare
	14 days or less	100% of Total Fare

Total Fare is defined as Cruise Fare, Air Fare Supplement, Transfer Services and Pre-/Post-Cruise Vacation Packages.

\* The deposit is nonrefundable

### Future Cruise Credit (FCC)

- ✓ Offered for cancellations outside of standard penalty in the unlikely event the guest is unable to immediately decide on their future sail date
- ✓ Guests will be informed of the FCC at the time of cancellation
- ✓ Full and partial cancellations will receive the FCC
- ✓ The FCC amount is minus the \$50 per person service fee assessed
- ✓ Letters will be sent to guests and travel agents with the FCC amount and terms
- ✓ Guests must sail within a year of cancellation
  - Guests are not required to book another Early Saver rate
  - Guests will have to re-deposit on their new reservation
- ✓ Full commission will be paid on the new reservation