BOARDWALK TRAVEL

Cunard Cruise Line Groups

Requirements
- Minimum of 10 guests

Important Information
- You can have up to 4 groups per month across all ships and trades
- Reserve up to 16 beds as a group with no deposit. Over 16 beds will require a $25 deposit
- Even if your client is not part of a group you can book them as a "speculative group" to take advantage of group perks
- Tour conductor credit: earn 1 tour conductor credit for every 8 full fare lower berth guests
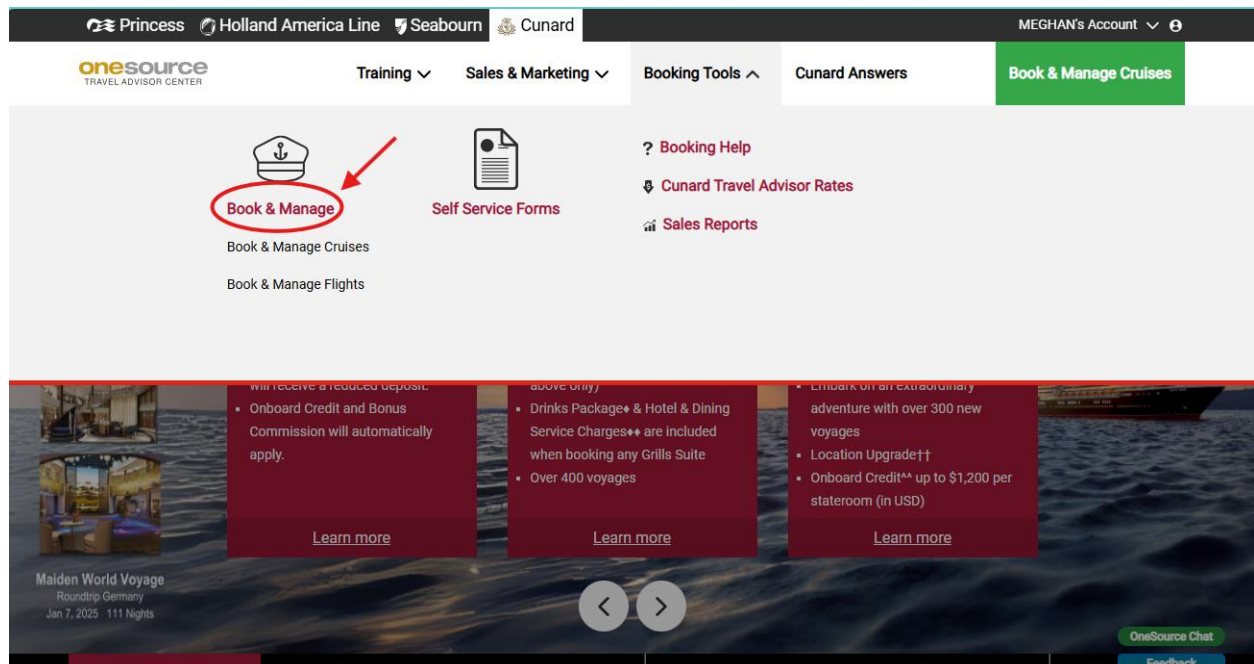
How to book a group on onesoure.com

1. On the main page after logging in, you will click booking tools or you can select book and manage cruises at the top right-hand side of the screen.
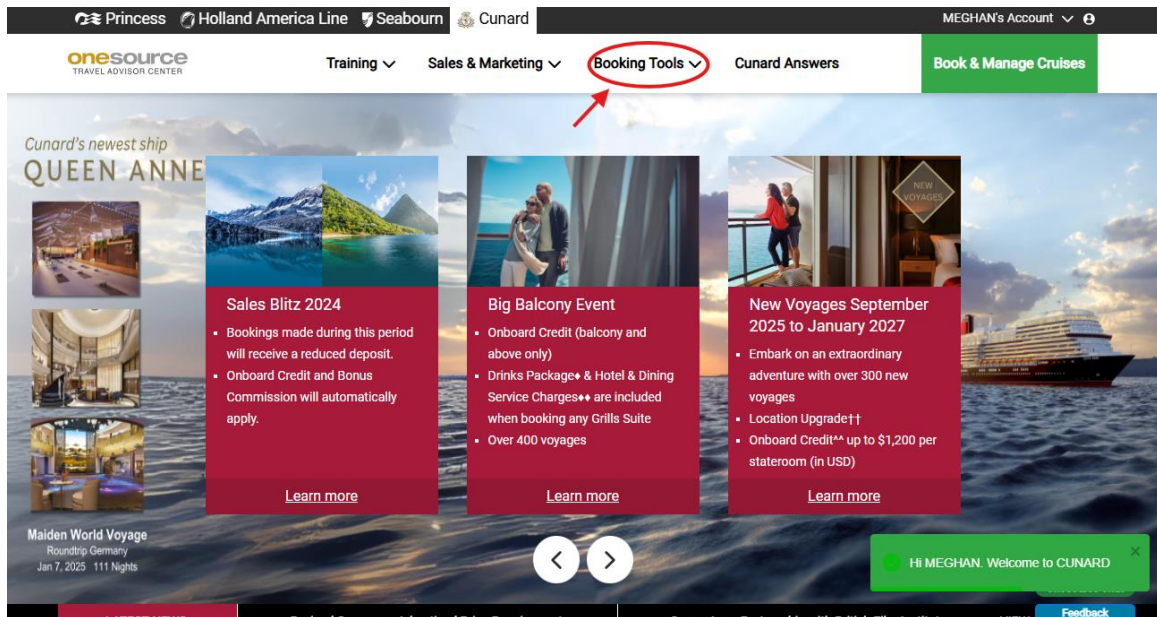
2. After clicking on booking tools, a drop-down menu will appear. From here you will select "book & manage"

3. Next, it will bring you to the next page where it will prompt you to select the cruise line. You will want to make sure you have Princess Cruise Line selected. Once you ensure the appropriate cruise line is selected, you are going to select "create group" under the create and manage groups section.

4. Next you will select the sailing date or you can search for the sailing by voyage number (there Is a voyage number PDF located below the voyage number option)

5. Once you select the sailing and the sail date you will then choose the number of rooms for your group. Pay particular attention to the maximum number of berths. This means that you can only select that number of staterooms. You will enter the number for each category under the "number of berths" column. When you choose the total number of staterooms in the far-right column, the number of berths selected will update in the top where your information is. One all the staterooms are selected you will want to hit save & continue at the bottom of the screen.

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Product: M527/10SEP25/004-EPS/QUEEN/SOU1-SOU2   POLARONLINE

GROUP INFORMATION

Red indicates required information

Group Name	BOARDWALK TRAVEL AGENCY
Agency Group Contact: First Name	MEGHAN
Last Name	LOVELY
Group	TNJ Nights 4
Currency	USD ∨

Number of Berths Selected 8
Available Amenity Points 3 New !
Total Maximum Berths Allowed

INVENTORY

Using EVEN numbers, indicate the number of berths per category up to the maximum number indicated in the Maximum Lower Berths column. 10 total berths is the minimum per group.

Category	Price per Lower Berth	Maximum Lower Berths	Number of Berths
Q5 Suites	2,296	2	
P1 Suites	1,726	4	
BC Balcony	1,203	4	
BF Balcony	1,156	4	
BU Balcony	1,061	10	
BV Balcony	1,061	10	4
BY Balcony	1,061	10	
DB Balcony	1,013	4	
DC Balcony	1,013	4	
EF Outside	918	4	4

BACK   SAVE & CONTINUE

6. Next you will come to the group details page, you will want to make sure you change your email under the email/fax reports to ensure you get updates on your group booking. Once everything is complete you will select submit on the bottom of the page.

   ***You will want to make note of the group number and the voyage number so you can reference it at a later time.

7. Once you select submit the group management options should pop up, if not you will need to go back to the main page for polar and click "book & manage cruises". From there you will want to click on search for group under the create and manage groups.

8. On the next page you will enter the group number and voyage number under the "requests by group and voyage" and then click submit

9. Once you pull up the group reservation, you are going to scroll to the bottom of the screen and select "book now."

10. On the next screen after clicking "book now", you are going to scroll to the bottom of the screen and fill in the cruise search section. You are going to select the home location that your client is from as well as the room type. The voyage number should automatically fill in.

11. After filling out the cruise search, next you are going to click on "search by date". This will bring up the sailing availability by date. You will want to pay attention to the voyage number (that is the one you will want to select. There are other voyage options but the departure date, nights, itinerary and route may change. Once you select the sailing by date you will then click save & continue.

12. After filling out the cruise search, next you are going to click on "save and continue". This will bring up the fare comparison list. On the left it will show you the price of a FIT booking and on the right, it will show you the price of your group booking. You will want to select the prices under your group pricing.

***Use caution when selecting the fares, the middle column will show the status. If it says "G/G", this is a "guaranteed room". You will not be able to select a stateroom if you select a cabin under this status.

***If clients do not want the same room category you will have to individually select the different room categories moving forward to create the individual bookings

13. Next if you want to add any additional promos you will select the cabin category then click "fare comparisons" at the bottom of the screen. After you select up to 2 options you will want to click save and continue. This will bring you back to the same page as the cabin category selection.

   note: these are promos at the time of this creation. Promos are subject to change

14. If you do not want to add additional promos and have selected your cabin category or have already completed step 12, you will click "save and continue at the bottom of the cabin category selection screen.

15. You will then select if you want to add vacation protection and transfers. Once you select these you will click save and continue

   note: this is where you can also send your clients e-quotes at the top of the page

16. On the next screen you will need to acknowledge any important notices if any pop up and then click continue

17. The next screen will be the "up-sell" screen. Here you can try and up-sell your client's stateroom to a higher category (i.e., moving your client from interior to ocean view, etc.). If your client does not want to upsell, you will just click save and continue.

18. Next you will select your cabin. To see all the available cabins, you will select the "cabin list" at the bottom of the screen.

19. The cabin list page will list all the available cabins. You can select up to 3 cabins on the page. On this page you can also select accessible cabins for any clients that may need an accessible room. For purposes of this walkthrough, we will select the max of 3 cabins. Once you select the amount of cabins, you will click save & continue.

20. The next step is to enter the passenger information. You will click "search/new passenger" to bring up the search engine.

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21. Once the search engine comes up you can do 1 of 3 options on the left-hand side of the page to search for a client that has previously sailed Cunard Cruise Line before: search by member #, search by phone number, or you can search by email. If the client has not sailed before you will click the "new passenger" icon on the right-hand side of the page.

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POLARONLINE

PASSENGER SEARCH
Choose one of the search methods below to find a passenger.

RDTX - DPPX - PURS
RDTX-0007I ENTER REQUIRED INFORMATION

PASSENGER SEARCH
You can search by Member Number or Phone Number

Option #1: Enter Club Number of 12 digits.
(123456789012) [   ] SEARCH

Click the button below if the client is new to the brand.
NEW PASSENGER

Option #2: Enter Club Number of 10 or less digits.
(1234567890) [   ] SEARCH

Option #3: Search by Phone Number.
(661-555-1212) [   ] SEARCH

Option #4: Search by Email Address.
[   ] SEARCH

BACK   RESET

22. If you choose to search by a previously sailed client, you will fill out one of the options and click the search button directly to the right of the field. The client's information will then populate. Once it populates you are going to want to click the bubble next to the name and then click "select passenger." This will then bring you back to the main screen where you are selecting passengers

***When you search the client's information, you can select "go" next to their name to search for any offers they may have.

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23. If your client has not sailed Princess Cruise Line before you are going to follow step 20, however you are going to click on "new passenger" on the right-hand side of the screen. One you click on new passenger it will take you to an additional screen to enter the client's information in. Once you fill in the information you will select save & continue.

24. Once you enter each client in the room (reminder: they are only an occupancy of 2), you will scroll to the bottom of the page and select the bedding configuration. After you have selected this, you will select book now

25. The next page will be the booking confirmation. This will include all your information about the booking from the cruise summary, to the passenger information, cruise fare information, your commission information, etc. You will want to print this out because you will need to reference it when you go to submit for your commission. If you want to make a payment you will click "credit card payment" at the bottom of the screen. To proceed to the next cabin you will click "clone booking" at the bottom of the page.

***Make sure that all information on this page is correct.

26. Once you click clone booking, you will want to repeat step 19-24 for each additional booking. Congratulations on creating your Cunard Cruise Line Group!

Additional Resources:
- Boardwalk Travel Agency Facebook Group
- Boardwalk Travel Agency Groups email: groups@boardwalktravelagency.com
- Polar online → booking tools → booking help