

Seabourn Line Groups

Requirements

Minimum: 5 suites/10 guestsMaximum suite allotment

For Seabourn Quest and Seabourn Sojourn: 40 suites
 For Seabourn Encore and Seabourn Ovation: 60 suites
 For Seabourn Venture and Seabourn Pursuit: 25 suites

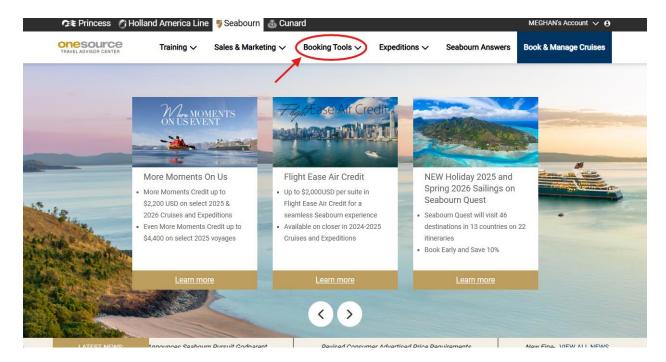
Important Information

- No deposit required to hold an allocation of suites for groups up to 10 suites
- For groups of 11+ suites, a \$50 deposit per suite will be required
- Upon request groups can receive a complimentary cocktail party, including a visit from a Seabourn officer to welcome the group
- Only one group departure per ship per month per agency
- Tour conductor credit: 1 credit for every 9 guests

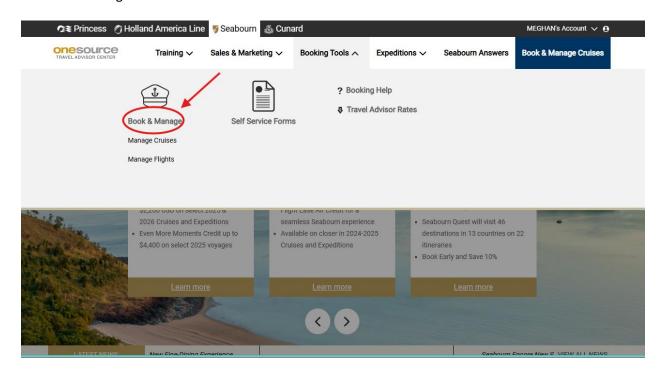


How to book a group on onesource.com

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.

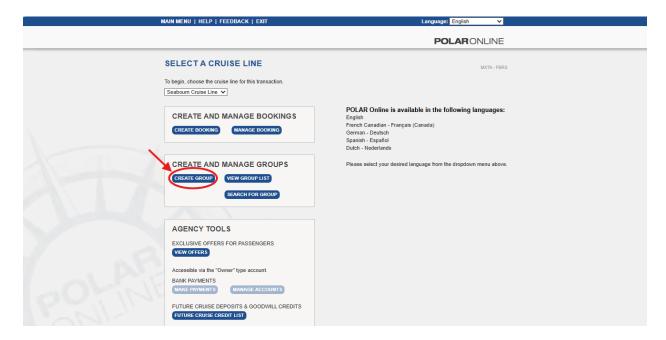


2. After clicking on booking tools, a drop-down menu will appear. From here you will select "book & manage"

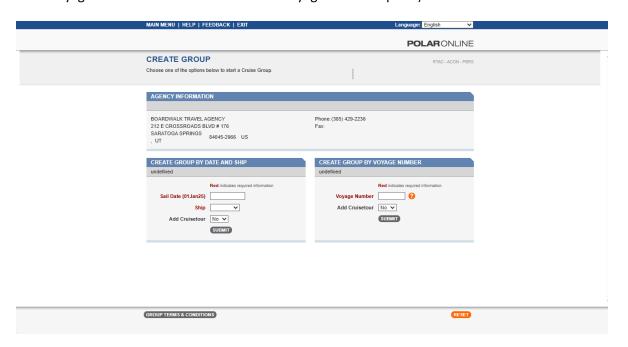




3. Next, it will bring you to the next page where it will prompt you to select the cruise line. You will want to make sure you have Princess Cruise Line selected. Once you ensure the appropriate cruise line is selected, you are going to select "create group" under the create and manage groups section.

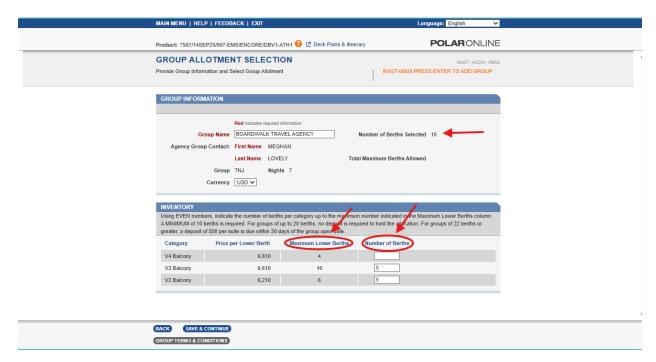


4. Next you will select the sailing date or you can search for the sailing by voyage number (there Is a voyage number PDF located below the voyage number option)



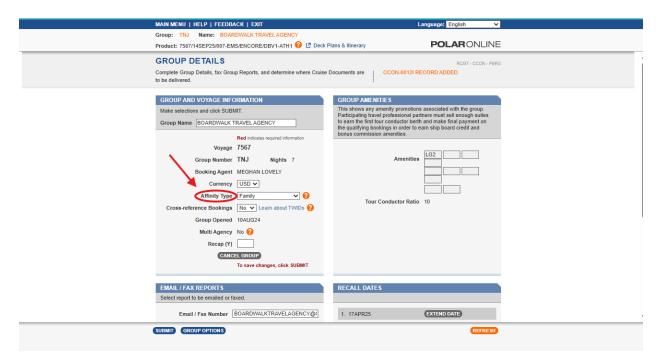


5. Once you select the sailing and the sail date you will then choose the number of rooms for your group. Pay particular attention to the maximum number of berths. This means that you can only select that number of staterooms. You will enter the number for each category under the "number of berths" column. 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.



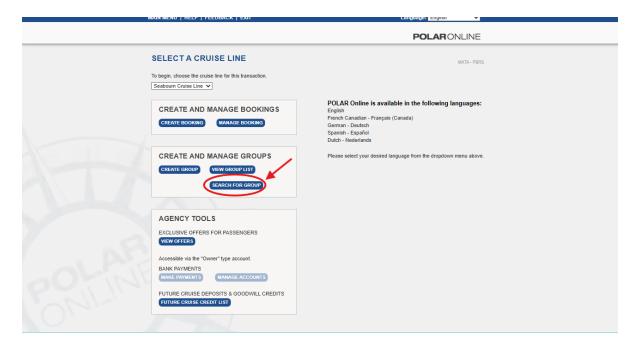


- 6. Next you will come to the group details page, you will want to select the affinity group type under the group and voyage information. If you want the group to dine together, you will need to cross reference booking to "yes". You will want to make sure you change your email under the email/fax reports 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.

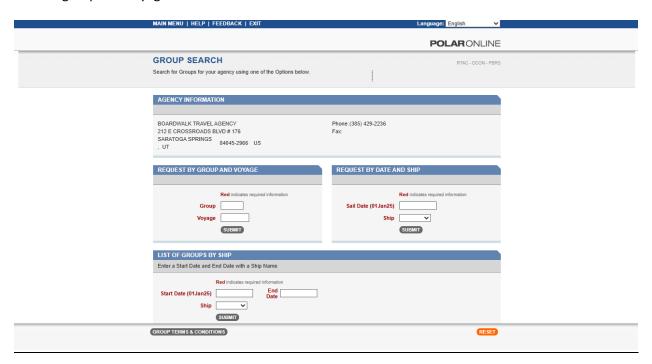




7. Once you select submit the group management options should pop up, if not you will need to go back to the main page for polar and click "book & manage cruises". From there you will want to click on search for group under the create and manage groups.

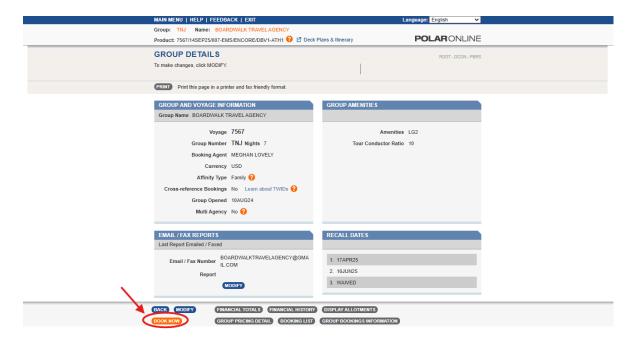


8. On the next page you will enter the group number and voyage number under the "requests by group and voyage" and then click submit





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

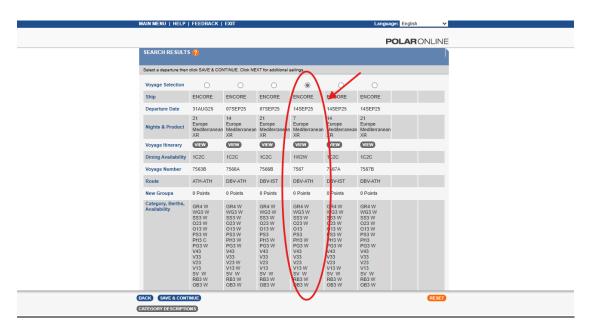


10. On the next screen after clicking "book now", you are going to scroll to the bottom of the screen and fill in the cruise search section. You are going to select the home location that your client is from as well as the room type. The voyage number should automatically fill in.



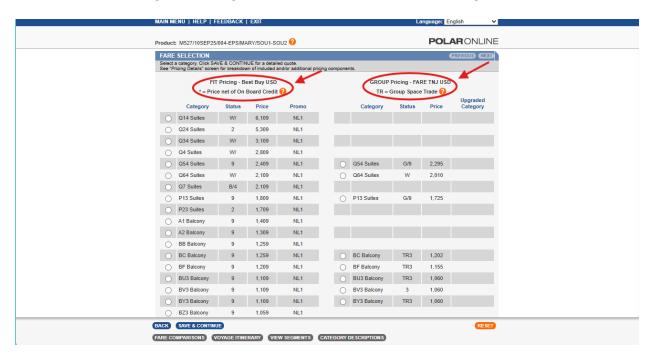


11. After filling out the cruise search, next you are going to click on "search by date". This will bring up the sailing availability by date. You will want to pay attention to the voyage number (that is the one you will want to select. There are other voyage options but the departure date, nights, itinerary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



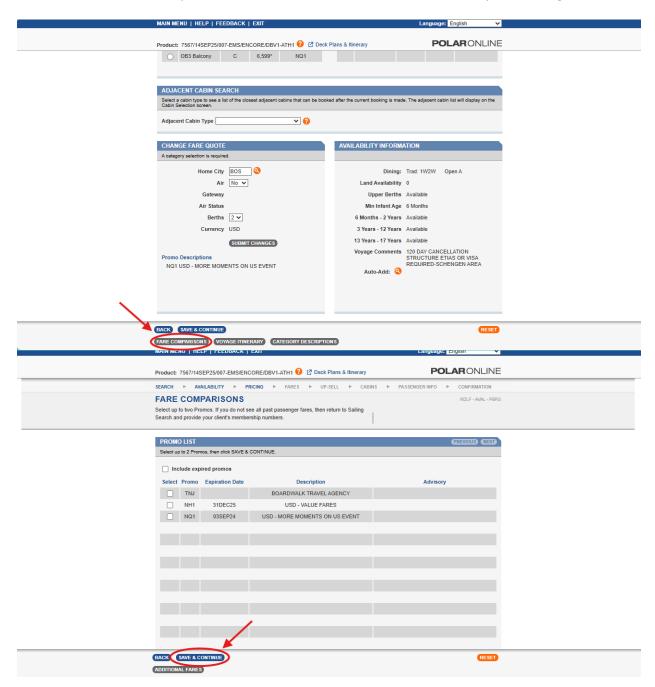


- 12. After filling out the cruise search, next you are going to click on "save and continue". This will bring up the fare comparison list. On the left it will show you the price of a FIT booking and on the right, it will show you the price of your group booking. You will want to select the prices under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



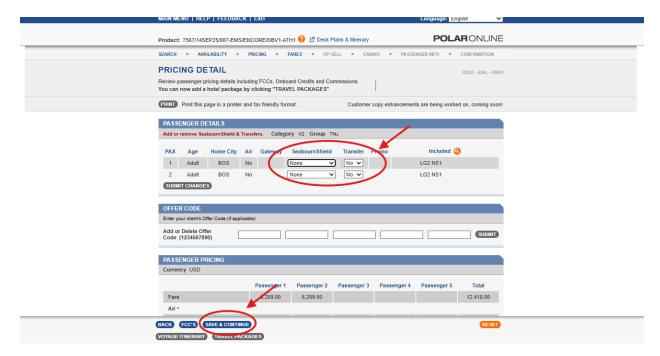


14. If you do not want to add additional promos and have selected your cabin category or have already completed step 12, you will click "save and continue at the bottom of the cabin category selection screen.

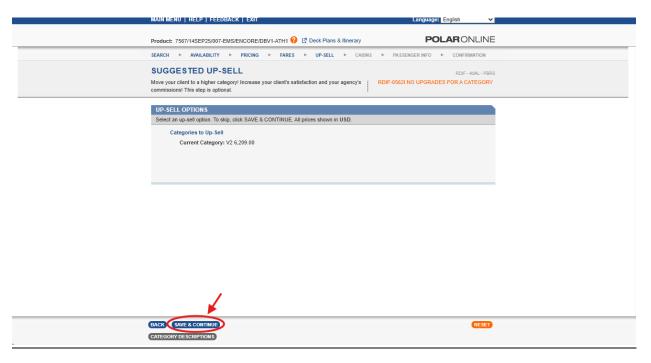




15. You will then select if you want to add vacation protection and transfers. Once you select these you will click save and continue

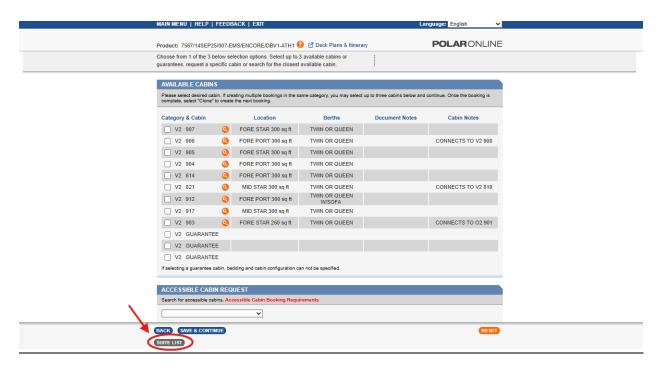


16. The next screen will be the "up-sell" screen. Here you can try and up-sell your client's stateroom to a higher category (i.e., moving your client from interior to ocean view, etc.). If your client does not want to upsell, you will just click save and continue.



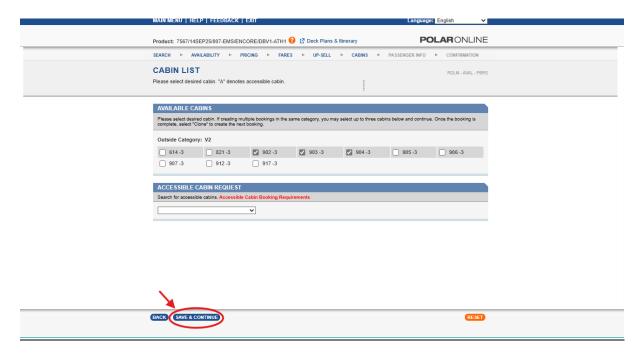


17. Next you will select your cabin. To see all the available cabins, you will select the "suite list" at the bottom of the screen.

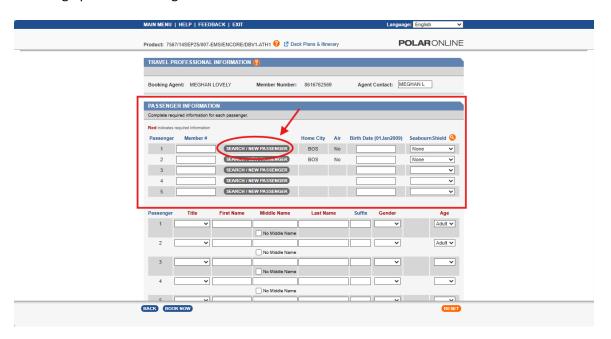




18. The cabin list page will list all the available cabins. You can select up to 3 cabins on the page. On this page you can also select accessible cabins for any clients that may need an accessible room. For purposes of this walkthrough, we will select the max of 3 cabins. Once you select the amount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



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



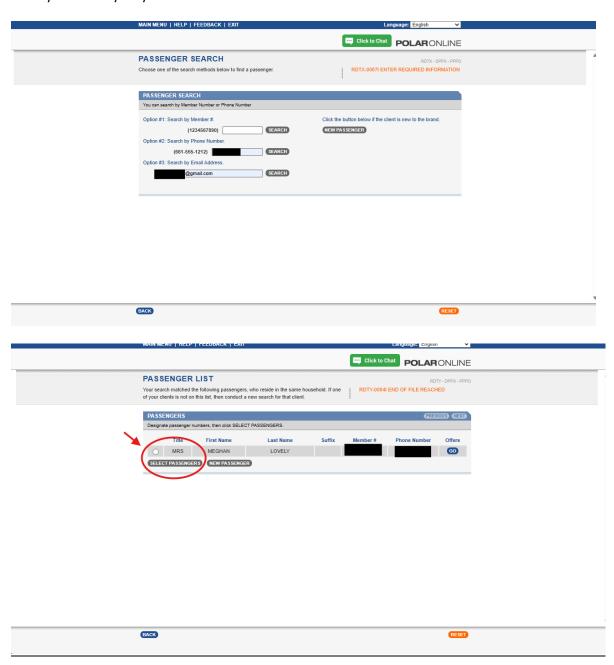


20. Once the search engine comes up you can do 1 of 3 options on the left-hand side of the page to search for a client that has previously sailed Seabourn Cruise Line before: search by member #, search by phone number, or you can search by email. If the client has not sailed before you will click the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

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	Option #2: Search by Phone Number.		
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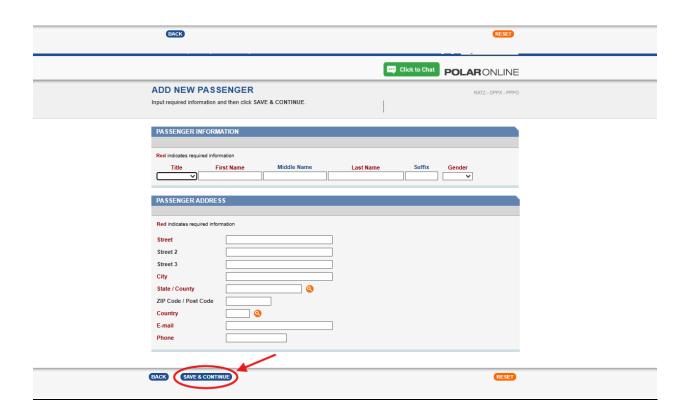
- 21. If you choose to search by a previously sailed client, you will fill out one of the options and click the search button directly to the right of the field. The client's information will then populate. Once it populates you are going to want to click the bubble next to the name and then click "select 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.





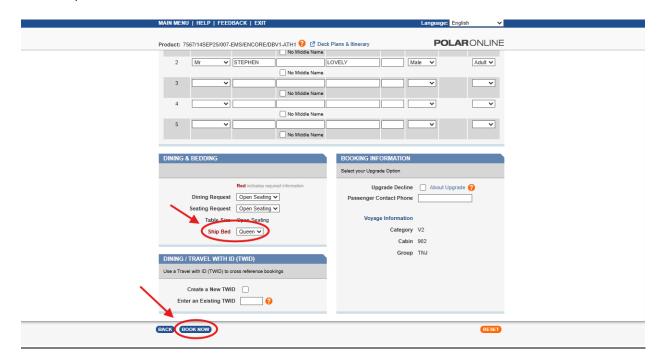
22. If your client has not sailed Princess Cruise Line before you are going to follow step 20, however you are going to click on "new passenger" on the right-hand side of the screen. One you click on new passenger it will take you to an additional screen to enter the client's information in. Once you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

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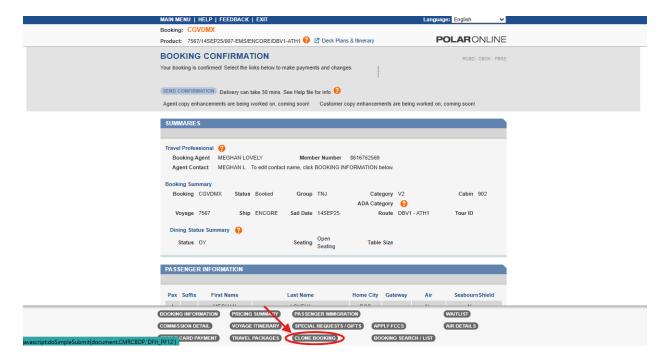


23. Once you enter each client in the room (reminder: they are only an occupancy of 2), you will scroll to the bottom of the page and select the bedding configuration. After you have selected this, you will select book now





- 24. 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.



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

Additional Resources:

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