

Welcome! The CruiseMatch® Quick Reference Guide will take you through the easy process of making a cruise reservation with the new CruiseMatch® booking tool.

You will learn how to access and navigate CruiseMatch® including creating, servicing and canceling a cruise and Cruisetours for individuals. For each step, we will show you what needs to be done to make or service your booking. Additionally, we will present *CruiseMatch Tips* to tell you about other features on the page and to provide helpful hints along the way.

You can access CruiseMatch® by logging in to CruisingPower.com, and selecting “CruiseMatch” from the Booking Tools drop down menu. Alternatively, you may also create or retrieve a reservation with CruiseMatch from the CruisingPower.com home page using the convenient widget.

If you get stuck or need assistance, please contact our Automation Support Desk at 1-800-443-5789. Hours are Monday - Friday 9:00 am - 7:30 pm Eastern.

**For booking, amending and canceling reservations the user must have full CruiseMatch® permission enabled by the agency administrator.*

System Requirements:

CruiseMatch has been certified to work with the following:

- Windows XP, Windows Vista
- Internet Explorer 6.0 and Higher
- Firefox 2 and 3
- AOL 9.0+
- Safari (MAC users)

Creating an Individual Reservation

Start A New Reservation

CruiseMatch Homepage

Accessible from CruisingPower.com under Booking Tools

Welcome to CruiseMatch - a state-of-the-art reservation system designed to provide the best reservation options in less time.

START A NEW RESERVATION

To begin the reservation process, please choose the search button below:

SEARCH

If you want information related to back-to-back sailings, within the U.S., please contact our Reservations department at 800/327-6700 (Royal) or 800/437-3111 (Celebrity), outside of the U.S., please contact your local representative.

RETRIEVE AN EXISTING RESERVATION

Use this page to retrieve a previously created individual or group reservation. You can search by Reservation Number, individual details of the reservation or guest name. To narrow your search, enter as much information as possible. (Note: Some fields may not be active based on your agency's permission settings).

Please select the reservation you'd like to view, or refine your search using the filters below:

I want to retrieve a reservation for: An Individual A Group

Reservation ID#: **GO** OR

Brand: **All Brands**

Ship: **All Ships**

Sail Date: **Day** **Month and Year**

Name: **GO**

Reservations for Accessible and Family staterooms must be made through our Reservations Department.

Search Widget

CruisingPower.com Homepage

START A NEW RESERVATION **RETRIEVE RESERVATION**

Start your search here.
* Required Information

* Travel Agent

Individual Group

All Brands

All Ships

All Regions

C/O Cruise Only

Double Occupancy

* Day Month/Year

Include Cruisetours

SEARCH

CruiseMatch

Automation Help Desk: 800 443 5789 **Command Line:** [Open](#)

Search | Sailing | Categories | Staterooms | Guest Details | Pricing | Confirmation

CREATE A RESERVATION | PROMOTIONAL FARE SEARCH | [Change ID](#)

*Required Information: Agent Contact Name:

Reservation Type: I want to create a new: Individual Reservation Group Reservation

Ship: Brand: Ship:

Sailing Date: *Choose a date: Choose a range of dates:
 Day: Month and Year: Duration: Nights

Include Cruisetours/Packages

Itinerary: Region: Departure:
 Gateway: [Split Gateways](#)

Occupancy: Number of guests:

Pricing: Show prices in:

SEARCH



What do I do on this screen?

- **Choose a Search Type:** Create a Reservation is a standard search for ship and sailing. Promotional Search lets you find offers over a range of dates. First, we will show you “Create a Reservation.” We’ll show you Promotional Search later.
- **Enter Search Criteria:**
 - **Reservation Type:** Select either Individual or Group Reservation.
 - **Ship:** It is possible to search multiple brands or limit the search to specific products.
 - **Sailing Date:** Select a specific Day, Month and Year or choose a range of dates.
 - **Itinerary:** By default, all regions, departure ports and cruise only are selected. To specify a Region or Departure Port select one or both options from the dropdown menus. If air is required, you may either select a Gateway from the dropdown menu, or enter the 3 digit airport code.
 - **To view Cruisetours/packages,** select to include Cruisetours/Packages in your search results.
 - **Occupancy:** Specify the size of the party for best search results.
- **Click Search button**

CruiseMatch Tips

Required Fields: The only *required* field to search for a sailing is the date

Transportation: If guests require different transportation arrangements, use the “Split Gateways” link

Help: At any time you may click on the button for additional details about a CruiseMatch feature

Booking Progress: Monitor your steps through CruiseMatch with the progress bar.



Step 2A: Sailing (Optional Page)

If your search for a specific ship and sailing date has a match, you will skip Sailing and go to Category Availability

Sailing Automation Help Desk: 800 443 5789 Command Line: [Open](#)

Search **Sailing** Categories Staterooms Guest Details Pricing Confirmation

Hide Navigation SEE BELOW FOR DETAILS IGNORE RESERVATION

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 Price Codes Final Pricing Pre/Post Hotels Memo
 Categories Cruise Ticket Documentation Cruise-Only Transfers
 Staterooms Itinerary Bus Program
 Guest Details Flight Information Special Services

Individual Reservation: Choose a Product

Search Results For: All Brands on Mariner Of The Seas starting 11-AUG-2010 **Total Price (USD): (Pending)**
 Price includes all guests, taxes & fees. **Price Code:** LAF

Brand: All Brands Ship: Mariner Of The Seas Sailing Date: 14 Aug 2010 Occupancy: 2 Show prices in: USD
 Gateway: C/D Cruise Only [Split Gateways](#) [SEARCH](#)

Sailing: ?

Sailings

Choose up to 3	Date	Region	Status	Nights	Brand	Ship	Depart. Port	Group Booked	Dining Avail.	*Prices Starting From(USD)	Action
<input type="checkbox"/>	15 Aug 2010	Mexico	A	7	RCI	Mariner Of The Seas	LAX	No	view	755.00	SELECT
<input type="checkbox"/>	22 Aug 2010	Mexico	A	7	RCI	Mariner Of The Seas	LAX	No	view	679.00	SELECT
<input type="checkbox"/>	29 Aug 2010	Mexico	A	7	RCI	Mariner Of The Seas	LAX	No	view	562.00	SELECT

[ADD TO COMPARISON](#) Show: 40 per page Go to: 1-3 Of 3 <|>

A: Available W: Waitlist C: Closed



What do I do on this screen?

- **Select Button:** Click button to select specific sailing and proceed to Category Selection.

CruiseMatch Tips

Change Your Search Criteria: If you would like to change your sailing criteria, update the choices in the yellow Sailing Block and click on the search button. The screen will refresh with new results.

Compare Sailings: You can “Chose up to 3” sailings to compare side by side, and then click “Add to Comparison.” Once you have chosen your sailings, then click “Compare” to compare pricing, dining and itineraries.

Sort Your Results: Click on the column header title to re-sort the search results by any criteria. Sorting is available on pages where the results are presented as a list

View Additional Information: Click on items highlighted and underlined in blue for more information

Date	Region	Status	Nights	Brand	Ship
15 Aug 2010	Mexico	A	7	RCI	Mariner Of The Seas

Step 2B: Category Selection

Automation Help Desk: 800 443 5789 Command Line: [Open](#)

Categories Search Sailing **Categories** Staterooms Guest Details Pricing Confirmation

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[Guest Details](#) Flight Information Special Services

Sailing: [Mariner Of The Seas](#), 15 Aug 2010, Mexico, 7-Nights Prev. Sailing Next Sailing
Create eQuote Print this Page

Reservation #: (Pending) Royal Caribbean International 7 Night Mexico on Mariner Of The Seas starting 15-AUG-2010 Total Price (USD): **1981.70**
Price includes all guests, taxes & fees.
Price Code: YNOT16AK


Brand: [Royal Caribbean](#) Ship: [Mariner Of The Seas](#) Sailing Date: 15 Aug 2010 Occupancy: 2 Show prices in: USD
 Gateway: [C/O](#) [Cruise Only](#) Split Gateways SEARCH

Categories: [?](#) Shop or compare new price code(s)

[Outside](#) Include Closed Categories LAF

Category	Category Type	Status	Price Codes	*1st & 2nd
FD Family Ocean View Stateroom	Outside	W	FIT	<input type="radio"/> N/A
F Large Ocean View Stateroom	Outside	A	YNOT16AK	<input type="radio"/> 1948.00
G Ocean View Stateroom	Outside	A	YNOT16AK	<input checked="" type="radio"/> 1864.00
H Ocean View Stateroom	Outside	A	YNOT16AK	<input type="radio"/> 812.00
I Ocean View Stateroom	Outside	A	YNOT16AK	<input type="radio"/> 1762.00

Wait List a Category [RS](#) [?](#) The NCCF fees per person are included
A: Available G: Guarantee W: Waitlist Taxes/Fees are 117.70

SELECT AND PROCEED 



What do I do on this screen?

- **Select a Category:** To select a category select the desired price and then click on the **“Select & Proceed”** button to proceed to Stateroom Availability.

CruiseMatch Tips

View Hotels, Transfers and Bus Programs: See extras available in conjunction with the selected sailing.

View Previous or Next Sailing: Use the links on the right side of the blue Sailing bar to view adjacent sailings.

Modify Your Results: Use the search fields to update the results. Change the gateway request or occupancy and submit to refresh the price quote for your changes.

Shop or compare new price code(s): By default LAF pricing will always be displayed. Click on “Shop or compare new price code(s)” to view a complete list of price codes or select up to 2 price codes and compare side by side.

Select Category Type: To display only specific category types, select *Deluxe/Suites*, *Balcony*, *Outside* or *Interior* from the dropdown menu. In this example, the results have been filtered to show only outside categories.

Include Closed Categories: You have the option to display or remove closed categories.

Category Status: (A) - Available, (G) - Guarantee, (W) - Waitlist, (C) - Closed

Wait List a Category: If a category is available for waitlist (W), click the “Wait List a Category” box and select the category from the dropdown menu.

View the Pricing Details: After you select a price, the “Total Price” will update and reflect your selection. For a detailed breakdown of the pricing, click the Total Price link.

Step 3: Staterooms



What do I do on this screen?

- **Select your stateroom:** Select up to 4 staterooms from the list of the available staterooms (each will be a separate reservation)
- **Enter a stateroom number:** If you do not see the stateroom you want, check availability by entering the number in the box provided and click 'Submit'. To request a Guarantee, enter "GTY" in the box. If a requested stateroom is not available, an option to waitlist the stateroom will be displayed.
- **Select & Proceed Button:** Click button to select and proceed to Guest Details.

CruiseMatch Tips

Filter the Stateroom List: Use the filters to limit results to a berthing category, deck or to show only connecting staterooms.

View Stateroom Details and Deck Plans: Click on the links provided to display more information.

Stateroom	Deck
7504	Deck Seven

Automation Help Desk: 800 443 5789 Command Line:

Staterooms

Search Sailing Categories **Staterooms** Guest Details Pricing Confirmation

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 Guest Details Flight Information [Special Services](#)

Individual Reservation: View and Select Stateroom(s)

Reservation #: (Pending) Royal Caribbean International 7 Night Mexico on Mariner Of The Seas starting 29-AUG-2010

Total Price (USD): 1697.70
Price includes all guests, taxes & fees.

Price Code: VNOT15AM

View: [7 Night Mexico Cruise](#) Price Cat: H Berth Cat: H Waitlist: Stateroom: Waitlist: Type: Ocean View Stateroom

Select Staterooms: 2
You can select up to 4 staterooms

Berth Category: All Deck: All Connecting staterooms: Show All

	Stateroom	Deck	Cat	Location	Connect	Bed	Obstruct	Berths	Rollaway	Crib	Capacity
<input type="checkbox"/>	2610	Deck Two	H	Midship	2612	CONV	None	2	N	Y	2
<input checked="" type="checkbox"/>	2310	Deck Two	H	Midship	2312	CONV	None	2	N	Y	2
<input checked="" type="checkbox"/>	2586	Deck Two	H	Midship	2584	CONV	None	2	N	Y	2
<input type="checkbox"/>	2286	Deck Two	H	Midship	2284	CONV	None	2	N	Y	2
<input type="checkbox"/>	2312	Deck Two	H	Midship	2310	CONV	None	2	N	Y	2
<input type="checkbox"/>	2612	Deck Two	H	Midship	2610	CONV	None	2	N	Y	2
<input type="checkbox"/>	2314	Deck Two	H	Midship	2316	CONV	None	2	N	Y	2
<input type="checkbox"/>	2580	Deck Two	H	Midship	2582	CONV	None	2	N	Y	2
<input type="checkbox"/>	2258	Deck Two	H	Forward	2256	CONV	None	2	N	Y	2
<input type="checkbox"/>	2558	Deck Two	H	Forward	2556	CONV	None	2	N	Y	2
<input type="checkbox"/>	2256	Deck Two	H	Forward	2258	CONV	None	2	N	Y	2
<input type="checkbox"/>	2556	Deck Two	H	Forward	2558	CONV	None	2	N	Y	2
<input type="checkbox"/>	2254	Deck Two	H	Forward	2252	CONV	None	2	N	Y	2
<input type="checkbox"/>	2554	Deck Two	H	Forward	2552	CONV	None	2	N	Y	2
<input type="checkbox"/>	2646	Deck Two	H	Aft	2644	CONV	None	2	N	Y	2

Or, enter a stateroom number or Guarantee here:

Step 4: Guest Details

Automation Help Desk: 800 443 5789

Search Sailing Categories Staterooms **Guest Details** Pricing Confirmation

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Update Guest Details

Reservation #: (Pending) Royal Caribbean International 7 Night Mexico on Mariner Of The Seas starting 29-AUG-2010 **Total Price (USD): 1697.70**
 Price includes all guests, taxes & fees.
Price Code: VNOT15AM

View: **7 Night Mexico Cruise** Price Cat: H Berth Cat: H Waitlist: Stateroom: 2558 Waitlist: Type: Ocean View Stateroom
 Release Staterooms

Guest Details

Personal:

*Title:	*LastName:	*FirstName:	*Gender:	*Citizenship:	*Age (years):	Onboard Language:	Past Guest#: Number:	Loyalty:
<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	English	N	<input type="button" value="Select"/>
<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	English	N	<input type="button" value="Select"/>

Dining and Reservation Level Options: ?

Guests	*Confirmed Seating	My Family Time	Waitlist Seating	Table Size (request only, not guarantee)
Guest 1	<input type="button" value="Select"/>	No <input type="button" value="Select"/>	<input type="button" value="Select"/>	10 <input type="button" value="Select"/>
Guest 2	<input type="button" value="Select"/>	No <input type="button" value="Select"/>	<input type="button" value="Select"/>	10 <input type="button" value="Select"/>

Bedding Configuration:

*Vacation Protection Plan: CruiseCare

Gateway ?

Guests:	Gateway	**Air Add-on
Guest 1	C/O Cruise Only <input type="button" value="Select"/> Waitlist Gateway: <input type="button" value="Select"/>	0.00
Guest 2	C/O Cruise Only <input type="button" value="Select"/> Waitlist Gateway: <input type="button" value="Select"/>	0.00

**Prices subject to change

Pre-vacation Information: ?



What do I do on this screen?

- **Enter Guest Information:**
 - **Personal Details:** Select a Title from the dropdown menu (the Gender field will default based on title selection). Enter the guest's last name, first name, citizenship, age
 - **Identify Loyalty Program Members:** If you are booking a repeat guest, please indicate the record and provide the loyalty program number
 - **Dining:** Select the dining preference or if not available, a waitlisted seating. Table sizes can be requested but not guaranteed. If a young guest (3-11 years) is eligible to participate in Royal Caribbean's My Family Time dining program, they will be able to select it here
 - **Bedding Configuration:** Provide instructions for bedding arrangement of lower berths
 - **Vacation Protection Plan:** Select or Decline CruiseCare coverage
 - **Gateway:** Reconfirm transportation requirements
- **Proceed To Pricing Button:** Click button to save your information and proceed to Final Pricing.

CruiseMatch Tips

Inventory Time: After selecting a stateroom, you have 15 minutes to confirm your reservation. If you do not complete the reservation, your selected stateroom will be released and a new one will need to be selected

Clone Information from the first Guest: To expedite the reservation process, you may clone the last name, citizenship and onboard language from the first guest for all other respective guests. There is also a link to clone dining preferences

Step 5: Final Pricing

Pricing Automation Help Desk: 800 443 5789

Search Sailing Categories Staterooms Guest Details **Pricing** Confirmation

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[Guest Details](#) [Flight Information](#) [Special Services](#)

Individual Reservation: Review Pricing Detail [Print this Page](#)

Reservation #: (Pending) Royal Caribbean International 7 Night Mexico on Mariner Of The Seas starting 29-AUG-2010

Total Price (USD): 1815.70
Price includes all guests, taxes & fees.
Price Code: YNOT15AM

View: [7 Night Mexico Cruise](#) Price Cat: H Berth Cat: H Waitlist: Stateroom: 2558 Waitlist: Type: Ocean View Stateroom [Release Staterooms](#)


Pricing Details [?](#)

DEPOSIT	FINAL PAYMENT
Amount: 500.00	Amount: 1815.70
Date: 14-Apr-2010	Date: 20-Jun-2010

Vacation Charges	Guest 1	Guest 2	Total
Cruise	631.00	631.00	1262.00
NCCF	159.00	159.00	318.00
Cruise Care	59.00	59.00	118.00
Vacation Subtotal	849.00	849.00	1698.00
Taxes & Fees			
Taxes & Fees	58.85	58.85	117.70
Taxes and Fees Total	58.85	58.85	117.70
VACATION TOTAL	907.85	907.85	1815.70

Amount Paid 0.00
Balance Due 1815.70

[View Agency Details](#)

PROCEED TO CONFIRMATION 



What do I do on this screen?

- **Review Pricing:** At this point it is important to review a breakdown of the pricing for the entire reservation for each guest.
- **Save Reservation:** Once you have reviewed the pricing details on the reservation, click "Proceed to Confirmation" to complete your reservation

CruiseMatch Tips

Navigation: From here you can add or modify additional items, such as: pre/post hotels, cruise-only transfers, bus program, guest document preferences, cross references, special services and more.

View Agency Details: Click to view agency commission breakdown.

Step 6: Confirmation

Automation Help Desk: 800 443 5789

Confirmation

Search Sailing Categories Staterooms Guest Details Pricing Confirmation

Thank you. Your booking has been saved [Print this Page](#)


Reservation #: **2199018**

Agent Name: CMOtest MIAUSA
Brand: Royal Caribbean International
Ship: Mariner Of The Seas
Sailing Date: 29-Aug-2010
Duration: 7-Nights
Reservation Status: Offered

Region: Mexico
Occupancy: Double
Option Date: 14-Apr-2010

Total Price(USD): **1815.70**
Price includes: all guests, taxes & fees.
Price Code: YNOT15AM

DEPOSIT Amount: 500.00 Date: 14-Apr-2010	PAYMENTS RECEIVED Amount: 0.00	FINAL PAYMENT Amount: 1815.70 Date: 20-Jun-2010
---	--	--

 Request Confirmation: ? Via: Send Guest Version Send TA Version Send Both Versions

You may now:

WITHIN CRUISEMATCH Make a Payment Start NEW Reservation	Retrieve Existing Reservation	Retrieve This Reservation	WITHIN CRUISINGPOWER Choice Air Shore Excursion Coupon Redemption	eDocs Online Payments	Online Check-in Insight
--	---	---	---	--	--



What do I do on this screen?

- **Request Confirmation:** You can choose to send either a fax or email confirmation of the reservation. Note that you can choose either to send the Guest Version, TA Version or both.
- **Retrieve Reservation:** Display the booking you have just created by clicking on the reservation number
- **Within CruiseMatch:** Select an Action to return to CruiseMatch to retrieve reservations, start a new reservation or to make payment on the booking that was just created
- **Within CruisingPower:** Choose from the most popular reservation support functions on CruisingPower.com, including Choice Air, Shore Excursions, eDocs, Payments and more

CruiseMatch Tips

Reservation #: Take note of the reservation #. You'll need it in order to access the reservation in the future.

Multiple Bookings: If more than one stateroom was selected, a button will be displayed to continue to the next stateroom

Booking Complete!

Next, we will take a quick look at the new Promotional Fare Search process

New Feature: Promotional Fare Search

Search Automation Help Desk: 800 443 5789 Command Line: [Open](#)

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[CREATE A RESERVATION](#) **PROMOTIONAL FARE SEARCH** [Change ID](#)

* Required Information Agent Contact Name:

Ship: Brand: *Ship:

Sailing Date: *Choose a date: Choose a range of dates:
Day Month and Year
 Include Closed Promotions

Gateway:

Occupancy: Number of guests:

Pricing: Show prices in:

Restricted: Age 55+ U.S. Military or Canadian Forces U.S. or Canadian Law Enforcement, Fire Department or EMT
 Resident



What do I do on this screen?

- **Choose the Promotional Fare Search Tab:** Promotional Search lets you find offers over a range of dates.
- **Enter Search Criteria:**
 - **Ship:** Promotional Fare Search requires that a specific ship be selected. Use the Brand to filter the list of ships
 - **Sailing Date:** Select a specific Day, Month and Year or choose a range of dates.
 - **Gateway:** If air is required, you may either select a Gateway from the dropdown menu, or enter the 3 digit airport code
 - **Occupancy:** Specify the size of the party for best search results
 - **Restricted:** To limit results to specific promotion types, make selections here
- **Click Search button**

CruiseMatch Tips

Sailing Results: Results will begin with the date selected and will include up to 90 days worth of promotions or less if a shorter range is selected

New Feature: Promotional Fare Selection



What do I do on this screen?

- **Select Button:** Click button to select specific sailing and proceed to Category Selection and complete the rest of the booking process

CruiseMatch Tips

Change Your Search Criteria: If you would like to change your sailing criteria, update the choices in the yellow Sailing Block and click on the search button. The screen will refresh with new results.

Include Closed Price Codes: Use this to view promotions that have expired

Compare Promotions: You can “Chose up to 2” sailings to compare side by side, then click “Compare.” This will take you to Category Availability in a side by side comparison mode. Please note that comparing promotions can only be done for offers on the same sail date

Sort Your Results: Click on the column header title to re-sort the search results by any criteria. Sorting is available on pages where the results are presented as a list

View Additional Information: Click on items highlighted and underlined in blue for more information on the sailing or the rules of the promotion

Date	Nights	Price Code
13 Jun 2010	7	BRKB06

After Promo Selection: The booking process is identical to the “Create A Reservation” once the promo selection is made. Please refer back to “Create A Reservation” for information about next steps to complete a reservation.

Sailing
Automation Help Desk: 800 443 5789
Command Line: [Open](#)

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Reservation Summary

- Final Pricing
- Cruise Ticket Documentation
- Itinerary
- Flight Information

Gratuities

- Pre/Post Hotels
- Cruise-Only Transfers
- Bus Program
- Special Services

Cross Reference

- Memo

Individual Reservation: Select a Price Code

Promo Search Results For: All Brands on Mariner Of The Seas starting 01-JUN-2010

Total Price (USD): (Pending)

Price includes all guests, taxes & fees.

Brand: [All Brands](#) Ship: [Mariner Of The Seas](#) Sailing Date: [01 Jun 2010](#) Occupancy: [2](#) Show prices in: [USD](#)

Gateway: [C/O](#) [Cruise Only](#) [SEARCH](#)

Price Codes: [?](#)

Please select one of the available Price Codes or you may use the check boxes to compare two Price Codes on the same sailing. To view details as well as terms & conditions, click on the price code link.

Include Closed Price Codes

Choose up to 2	Date	Nights	Price Code	Description	Status	*Prices Starting From (USD)	Action
<input type="checkbox"/>	13 Jun 2010	7	BRKB06	Breakthru	A	1049.00	SELECT
<input type="checkbox"/>	13 Jun 2010	7	BRK3A06	Breakthru	A	N/A	SELECT
<input type="checkbox"/>	13 Jun 2010	7	FIT	FULL INDIVIDUAL TARIFF	A	N/A	SELECT
<input type="checkbox"/>	13 Jun 2010	7	MLA01	Military Rates	A	1469.00	SELECT
<input type="checkbox"/>	13 Jun 2010	7	PFDA02	Police and Fire Dept Rates	A	1469.00	SELECT
<input type="checkbox"/>	13 Jun 2010	7	RESWC23	Resident promo	A	1049.00	SELECT
<input type="checkbox"/>	13 Jun 2010	7	RESWC7	Resident promo	A	1399.00	SELECT
<input type="checkbox"/>	13 Jun 2010	7	SRSA7	Senior Spcl 1 guest must be 55 years old	A	1399.00	SELECT
<input type="checkbox"/>	13 Jun 2010	7	YNOT03AF	WHY NOT SPECIAL OFFER	A	833.00	SELECT
<input type="checkbox"/>	13 Jun 2010	7	YNOT10AF	YNOT SPECIAL COMBINEABLE WITH AIR	A	1619.00	SELECT

[COMPARE](#)

A: Available C: Closed

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CruiseMatch 2.0

Amend Reservation: Retrieve An Existing Reservation

Welcome to CruiseMatch - a state-of-the-art reservation system designed to provide the best reservation options in less time.

START A NEW RESERVATION

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RETRIEVE AN EXISTING RESERVATION

Use this page to retrieve a previously created individual or group reservation. You can search by Reservation Number, individual details of the reservation or guest name. To narrow your search, enter as much information as possible. (Note: Some fields may not be active based on your agency's permission settings).

Please select the reservation you'd like to view, or refine your search using the filters below:

I want to retrieve a reservation for: An Individual A Group

Reservation ID#: OR

Brand:

Ship:

Sail Date:

Name:

GO



What do I do on this screen?

- **Retrieve with Reservation ID#:** Enter the reservation number and click "GO"
- **Retrieve without Reservation ID#:** To retrieve your reservation using the drop-down menus, select Brand, Ship, Sail Date and/or Last Name. Click "GO"

CruiseMatch Tips

Booking List: If the search is used instead of the booking number, a list of possible matches will be returned. Select the booking from the list to display the reservation.

Reservation Summary

Automation Help Desk: 800 443 5789

[Sailing](#) [Price Codes](#) [Categories](#) [Staterooms](#) [Guest Details](#) **Reservation Summary** [Pricing](#) [Payment](#) [Confirmation](#)



Hide Navigation

SEE BELOW FOR DETAILS

IGNORE RESERVATION

Sailing	Request e-Mail/Fax Forms	Cruise-Only Transfers	Final Pricing	Cancel Reservation
Price Codes	Itinerary	Bus Program	Reservation Summary	
Categories	Flight Information	Special Services	Extend Option	
Staterooms	Request Custom Air	Cross Reference	Payment Details	
Guest Details	Gratuities	Service History	Payment Schedule	
Cruise Ticket Documentation	Pre/Post Hotels	Memo	Payment	

Individual Reservation: Review Reservation Summary

Print this Page

Reservation #: 2199018 Royal Caribbean International 7 Night Mexico on Mariner Of The Seas starting 29-AUG-2010

Reservation Status: Offered

CANCEL RESERVATION

Total Price (USD): **1815.70**
Price includes all guests, taxes & fees.

Price Code: YNOT15AM

View: [7 Night Mexico Cruise](#) Price Cat: H Berth Cat: H Waitlist: Stateroom: 2558 Waitlist: Type: Ocean View Stateroom

[Entire Reservation](#)

[SMITH, JACK](#)

[SMITH, JAIE](#)



What do I do on this part of the screen?

- **Make Payment:** Review pricing and make payment for the booking by selecting the links in the progress bar or in the navigation section. Please be aware that submission of payment is processed when the submit button is selected.
- **Ignore Reservation:** Use this button to close the reservation without committing changes to the booking. This will restore the booking back to state it was when retrieved, with the exception of payments applied, which will not be undone.
- **Cancel Reservation:** Cancel the reservation by selecting either the link in the navigation section or the
- **Reinstate Reservation:** Cancelled bookings may be reinstated subject to availability. Select the link to Reinstate Reservation located by the tabs of the Reservation Summary section. This link will only appear on cancelled reservations.

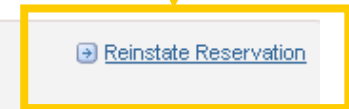
Reservation Summary

[Entire Reservation](#)

[JONES, MARY](#)

[JONES, TBA](#)

[Reinstate Reservation](#)



Entire Reservation | SMITH, JACK | SMITH, JANE

Current Reservation: 29 Aug 2010, Mexico, 7 Nights
Agent Name: CMOTEST MIAUSA

Ship: Mariner Of The Seas | Price Code: YNOT15AM | Category Code: H

Payment Summary: View Payment & Cancellation Schedules

Deposits Due	Payment Received	Final Payment Due
Amount Required: 500.00 Date: 14 Apr 2010	Amount: Date:	Amount: 1815.70 Date: 20 Jun 2010

Personal: Edit

Title	Last Name	First Name	Gender	Citizenship	Age	Onboard Language	Past Guest	Loyalty Number #
MR	SMITH	JACK	M	USA	33	English	No	-
MS	SMITH	JANE	F	USA	33	English	No	-

Cruise Care Added: Edit

Stateroom: Edit

Stateroom #: 2558 | Waitlist: | Bedding: 2 LOWER TWIN BEDS - CONVERTED TO QUEEN
Deck: Deck Two | Bedding Configuration: UNKNOWN
Price Category: H | Berths: 2
Berth Category: H | Rollaway: N
Type: Ocean View Stateroom | Crib: Y
Location: Forward | Capacity: 2

Dining: Edit

Guest	Confirmed Seating	My Family Time	Waitlist Seating	Table Size
SMITH, JACK	06:00 PM	No		10
SMITH, JANE	06:00 PM	No		10

Gateway: Edit

Guest	Confirmed Gateway	Waitlist Gateway
SMITH, JACK	Cruise Only	
SMITH, JANE	Cruise Only	

A: Available W: Waitlist C: Confirmed

PROCEED TO PRICING



What do I do on this part of the screen?

- **Review Reservation:** This is the Reservation Summary. The tab displays the Entire Reservation view by default. Each guest also has a tab to summarize the booking components specific to them. Each section lists what is confirmed on the booking.
- **Edit Booking:** If change is permitted for a specific section or item, an Edit link is located next to it for quick access. The link will bring you to the appropriate screen to make the change.



- **Proceed to Pricing:** Click on this button to price, then confirm the changes to the reservation.

CruiseMatch Tips

Confirm Changes: Please make sure you confirm any changes to your reservations. Once changes are made the Reservation Summary is displayed for review. Changes are not confirmed until you proceed to pricing and from there, select the button to confirm the booking.

Ignore Booking: If you've made no changes to your booking, do not close the browser window. Use the Ignore Booking button instead. When a reservation is retrieved, it is locked for 15 minutes so the person who retrieves it has exclusive access. It is only unlocked if an update is completed or the booking is ignored. If the browser is closed, then the lock will remain in effect for the full 15 minutes and the booking will be unavailable.

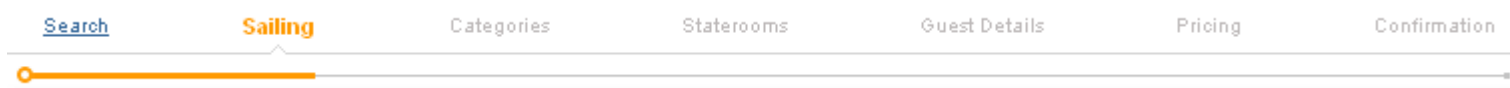
Changes Not Permitted: If the selection cannot be changed, the text will be grayed out and you will not be able to click on it.

Reinstate Reservation: You will have to reconfirm the different components of the booking when you reinstate. You will be brought to the required screens in sequence.

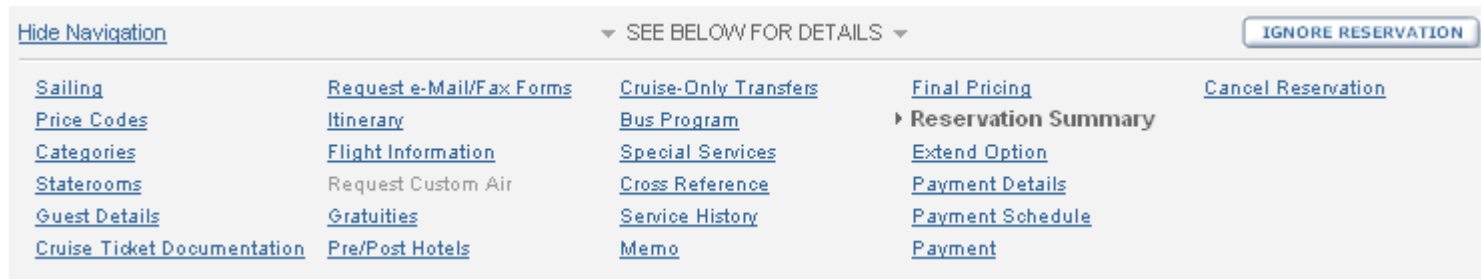
Section: The active section of CruiseMatch. This corresponds to the sections identified in the progress bar.

Sailing

Progress Bar: Used to show booking progress. The active section is in orange. Any section that can be modified has an active link.



Navigation Menu: A list of links to pages and features of CruiseMatch. The active page will be indicated with an arrow. Links will be active only for pages that apply to the booking. As the booking progresses, more links will become active. Click “Hide Navigation” to collapse this display.



Page Title: Used to identify the specific page within the section. For example, the Guest Details section has many pages where guest details can be added or modified. Examples include the Pre/Post Hotels and Gratuities.

Individual Reservation: Pre/Post Hotels

[Print this Page](#)

Sailing Block: A summary of the ship and sailing information, plus the total price and price code selection.

Reservation #: 2840 Royal Caribbean International 7 Night Eastern Caribbean on Freedom Of The Seas starting 06-JUN-2010 Reservation Status: Offered				Total Price (USD): 3218.20 Price includes all guests, taxes & fees.	
CANCEL RESERVATION				Price Code: YNOT07NT	
View: 7 Night Eastern Caribbean Cruise	Price Cat: D2	Berth Cat: D2 Waitlist:	Stateroom: 8650 Waitlist:	Type: Superior Ocean View Stateroom with Balcony	

Help Icon: Indicates where contextual help is available for a section or feature

The following additional functions can be accessed using the navigation section:

Cruise Ticket Documentation: Identify eDoc delivery instructions and a mailing address for bag tags. By default, all CruiseMatch bookings will be sent based on the preferences set for your agency. It is only necessary to provide information for exceptions to your agency's mailing preferences.

Request e-Mail/Fax Forms: Request copies of the following documents: APIS Letter, Air Itinerary, Amenity Confirmation, Booking Waitlist Confirmation, Booking Invoice, Guest Itinerary Summary, and Guest Special Needs Form.

Itinerary: View detailed itinerary and map for the selected sailing.

Flight Information: Display of flight information for the reservation. Choice Air flights will display when confirmed. Traditional air flights will display 30 days prior to sailing. Flight information for transfers will display once submitted.

Gratuities: Add pre-paid gratuities for guests.

Pre/Post Hotels: Add Pre/Post hotels for guests.

Cruise-Only Transfers: Add one-way or roundtrip transfers for guests. Transfers require flight information from the guest before they can be confirmed.

Bus Program: Depending on the departure port, a bus program may be available.

Special Services: Add special services such as anniversary, birthday, honeymoon, high chair, disabled and special meal requests.

Cross-Reference: If guests are traveling with another party under a separate reservation, cross-reference up to 8 reservations for Dining, Air or Hotel.

Service History: Review history of changes made to your reservation

Memo: Notate the reservation. This is for personal reference, not for communication to the cruise line.

Extend Option: Allows extension of the deposit date, where permitted.

Payment Details: A list of payments that have been received for the booking.

Payment Schedule: A list of payment dates and cancellation schedule information.