# **▼ Fred.Olsen Cruise Lines**

# F.OCAL ONLINE BOOKING MANUAL



# Notes before you Start

Please note when using the **BACK STEP & NEXT STEP** buttons in the application these are not to be used in the same way as you do when using the Internet Explorer **BACK & NEXT** buttons.

Back Step

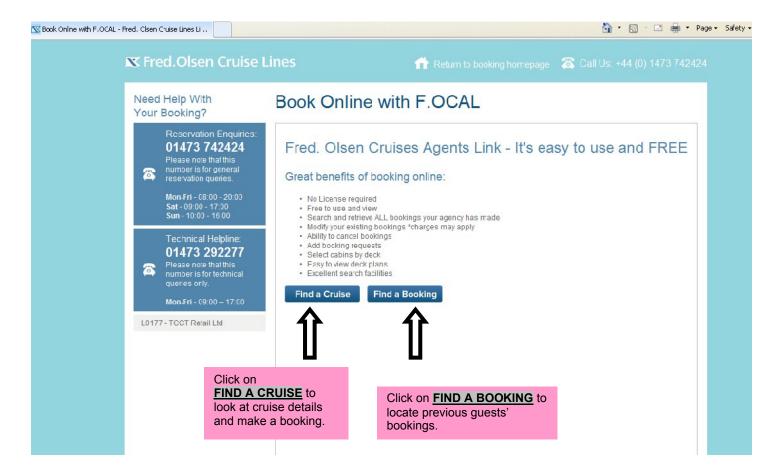
**Next Step** 

Where possible use the **START AGAIN** button when starting a new booking.



#### **Agent Booking Menu**

This menu offers 2 options; Find a Booking and Find a Cruise.

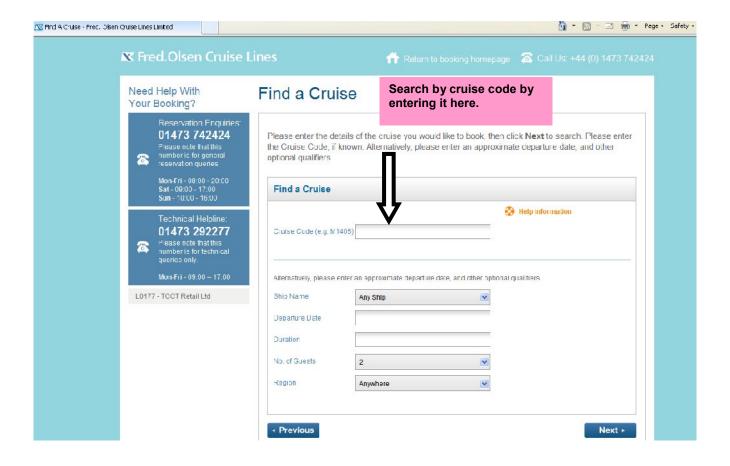


# **How to Find and Book a Cruise**

The **Find a Cruise** section allows you to search for a cruise by the cruise code, or alternatively by filling in details about the cruise e.g. ship name, departure date, region etc.

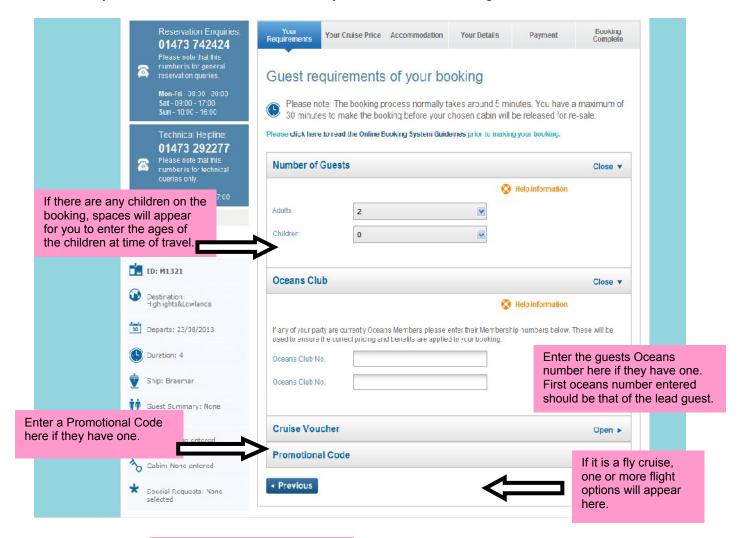
#### **Available Cruises**

Once you have entered search details for a cruise on the above screen and clicked the **NEXT STEP** button you will see the results of the search in the screen as follows:



# Your Requirements - Step 1 of the Booking Process

Once you have selected a cruise to book you will see the following:



You can view the itinerary or start again at any point. The itinerary will be displayed in a separate window. Starting again will take you back to the Agent Booking Menu.

# **Key Booking Points**

Once you have selected the booking requirements you will see a page similar to the one below, outlining key information about the booking. This information is to be relayed to the guest.

If you are booking a fly cruise you may also see an information box like the one below with information that needs to be relayed to the guest.

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# Online Booking System Guidelines

# Key booking points

- · Your standard payment and deposit terms apply.
- · The total party size in a booking is limited to 5 guests.
- Only single cruise packages can be booked online (for back to back cruises please contact reservations on 01473 742424)
- · Your standard cancellation and amendment fees apply.

If you have one of the following requirements, then your booking will need to be completed by one of our reservations staff, on 01473 742424:

- · If the total party size exceeds 5 guests
- · If you require to book multiple cabins on one booking
- If a member of the party has a dietary requirement
- If a member of the party has a medical condition which may necessitate special treatment or assistance during cruise
- · If you want to book a cruise that is within 5 days of the departure date

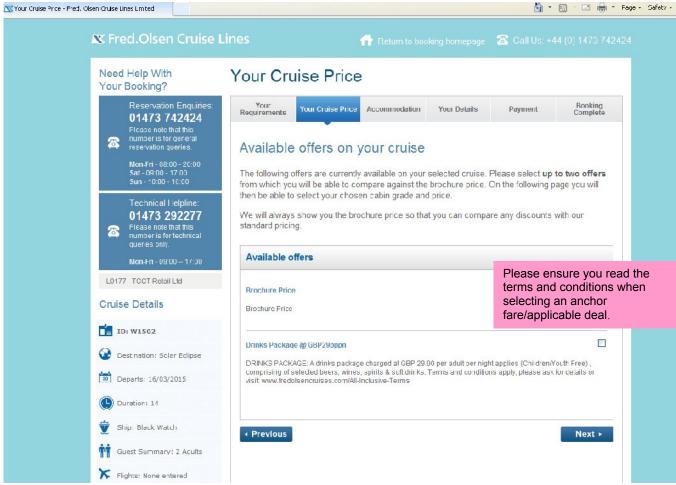
Print

Close

## Accommodation - Step 2 of the Booking Process

Once you have entered the requirements of the booking you will see a page similar to the one below.

#### **Your Cruise Price**



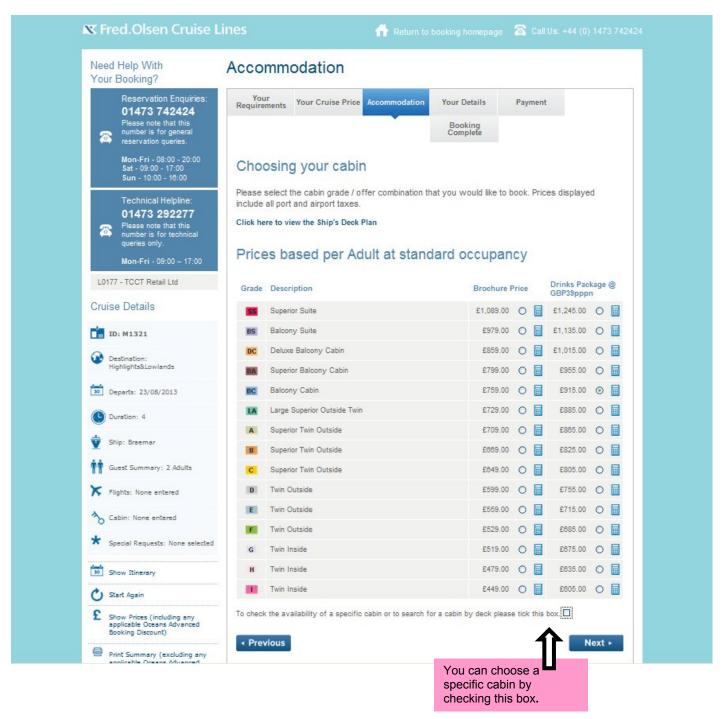
This stage shows the optional discounts of the cruise selected.

If you select an Anchor fare, please be mindful that the guest will be asked to pay a supplement for their chosen dining. This can be added at the end of the booking or via our reservations department 0800 0355 150. In addition to this, ensure that the full terms and conditions are relayed to your guest. **Paying particular attention to payment details**.

Once you have completed the above screen you will see the screen below. This may take a few moments to load whilst it is processing your request.

#### Your Cabin Grade

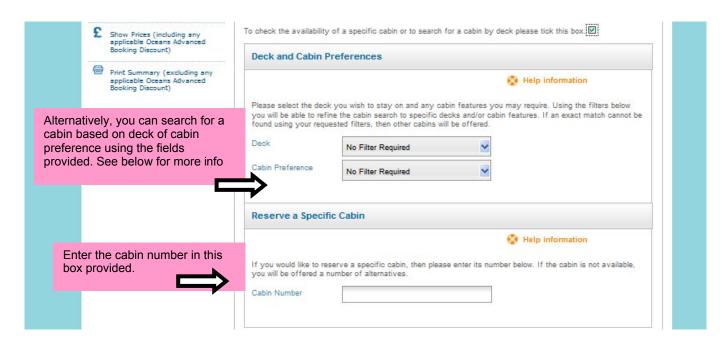
Once the request has been sent you will see a screen similar to the one below. This screen gives you a choice of available cabins.



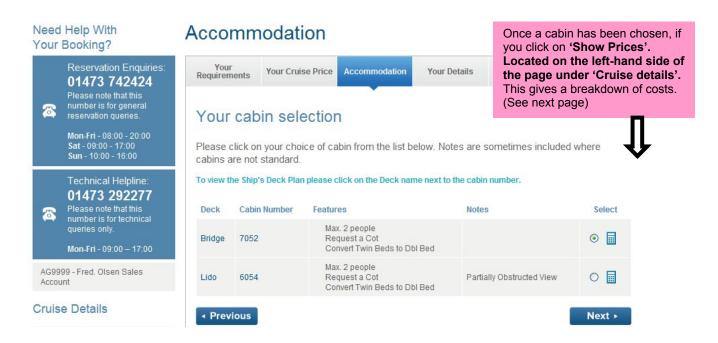
You will have two or more columns in front of you depending on the deals chosen. The first column on this example displays the brochure price. The second column will display the brochure price combined with the drinks package.

This feature allows you to compare the best deal for your client. Tick the box of the cabin grade you would like to book. If you have a specific cabin in mind or would like to refine your search, please see next page.

If you wish to choose a specific cabin number, you can tick the box located at the bottom of the page and type in this number in the box provided. See below example.

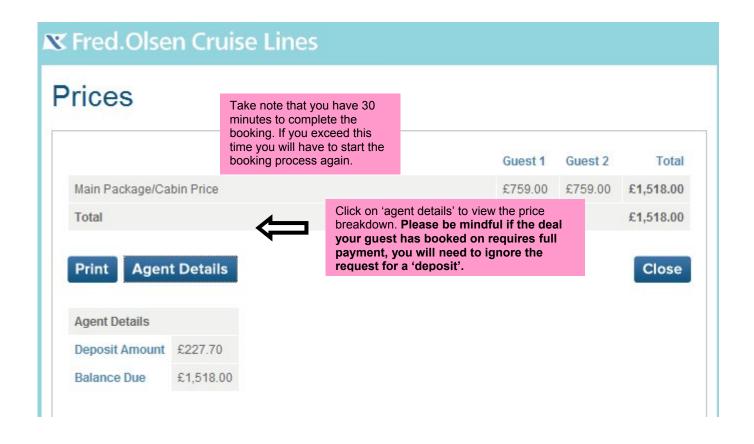


\*When choosing a deck or cabin preference, you will be shown the first 9 cabins in selling sequence of the best available. If you the cabin number you want does not show under best available, you can enter the cabin number in the 'specific cabin number' field.



#### **Show Prices**

The 'Prices' window appears when the '**Show Prices**' button is selected in the above accommodation page once a cabin grade and deal is selected, it gives a breakdown of the prices.



#### **Print Summary**

The 'Grade Availability' window appears when the '**Print Summary**' button is selected in the accommodation page above giving you a breakdown of grades, brochure prices and any deals you have selected. To view details of the cruise name, number of nights etc you will need to click on the icon. Please note, the below ship, holiday, departure, duration and guest information will not show until hardcopy is printed out.

Grade Availability - Fred. Olsen Cruise Lines Limited

http://www.fredolsencruises.com/FOCAL/GradeAvailability

#### ▼ Fred.Olsen Cruise Lines

#### Grade Availability

#### Prices based per Adult at standard occupancy

Printed on 18 June 2013 at 10:07

Ship: Boudicca

Holiday: D1329 Xmas Cruise

Currency: GBP

Departs: 23/12/2013

Duration: 10 nights

Guests: 2 Adults

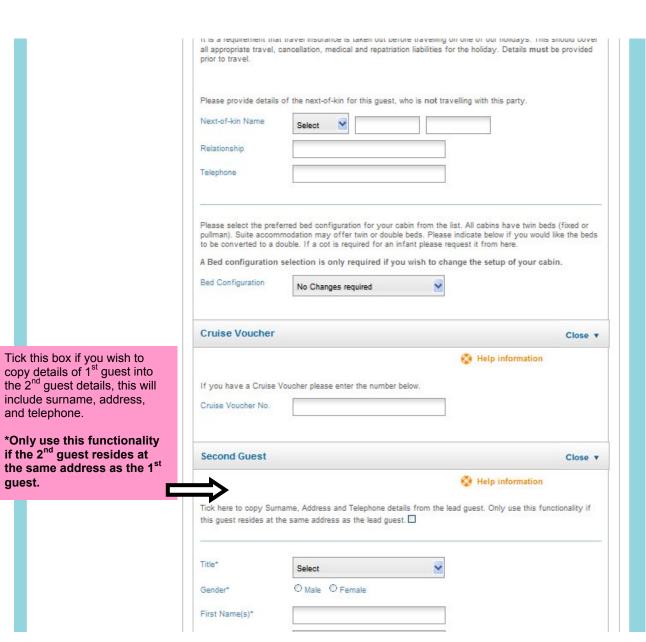
Grade	Description	Brochure Price	Drinks Package at GBP10.00pppn
OW	Owner's Suite	£4,469.00	£4,569.00
PS	Premier Suite	£3,729.00	£3,829.00
MS	Marquee Suite	£3,209.00	£3,309.00
SS	Superior Suite	£2,849.00	£2,949.00
BS	Balcony Suite	£2,509.00	£2,609.00
DS	Deluxe Suite	£2,239.00	£2,339.00
JS	Junior Suite	£2,049.00	£2,149.00
BC	Balcony cabin	£1,999.00	£2,099.00
A	Superior Outside	£1,809.00	£1,909.00
В	Superior Outside	£1,689.00	£1,789.00
С	Superior Outside	£1,639.00	£1,739.00
D	Outside	£1,479.00	£1,579.00
E	Outside	£1,389.00	£1,489.00
F	Outside	£1,329.00	£1,429.00
н	Inside	£1,199.00	£1,299.00
1	Inside	£1,139.00	£1,239.00

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#### Your Details - Step 3 of the Booking Process

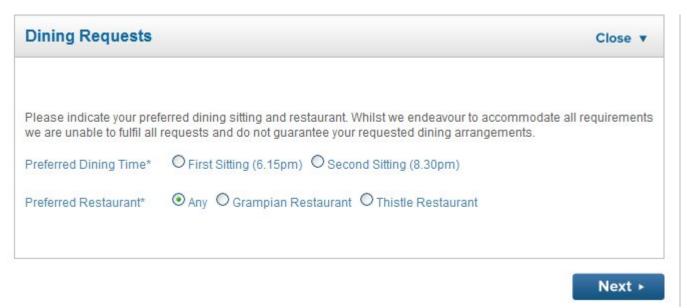




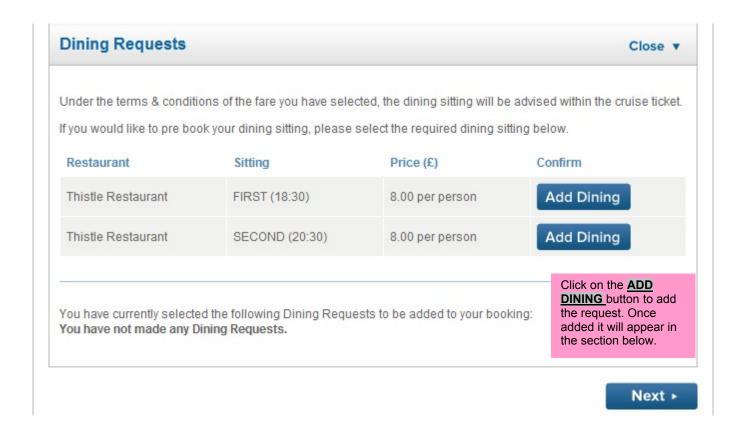
guest.

#### **Dining & Special Requests**

In this section you can add dining preferences. On the following page you can select special requests such as chocolates and champagne or request a table size. Any costs will be added to the total price of the cruise.

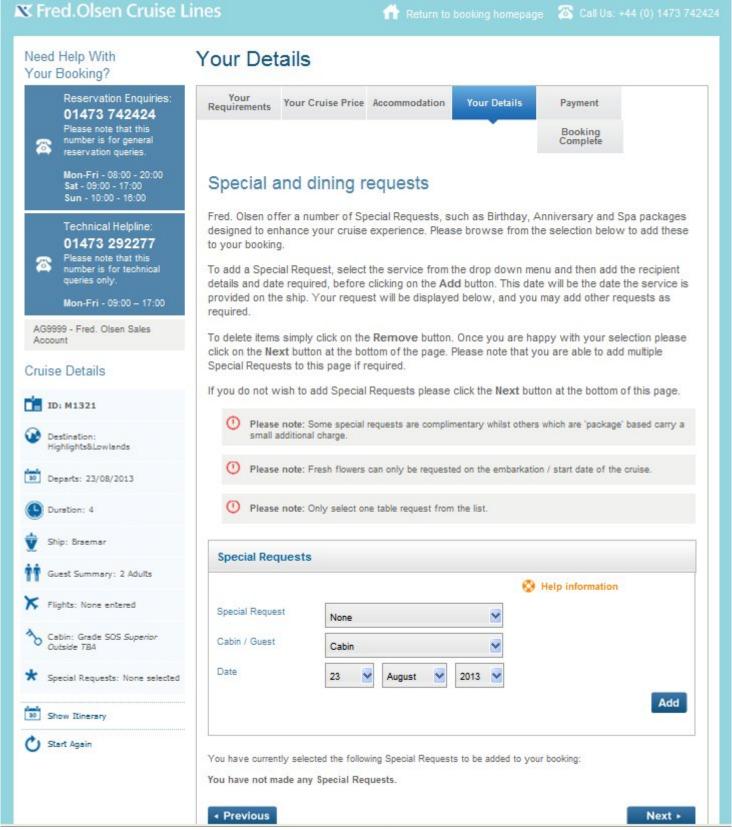


If booking on an **Anchor fare**, you will see the below screen. Please advise guests of dining supplement incurred should they wish to choose their preferred sitting.



#### Special requests

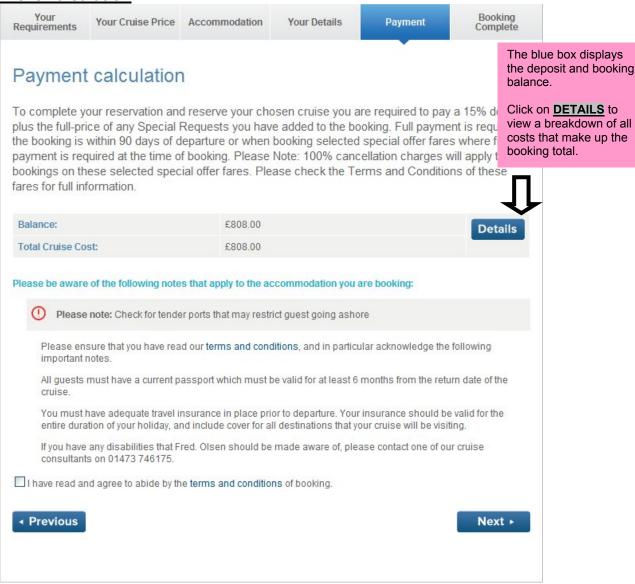
Scenario: If you have two couples on one booking and only one couple require a special request package, this section is where you would enter their cabin number and add on the package. You can select a date from the drop down menu for birthdays, anniversaries etc.

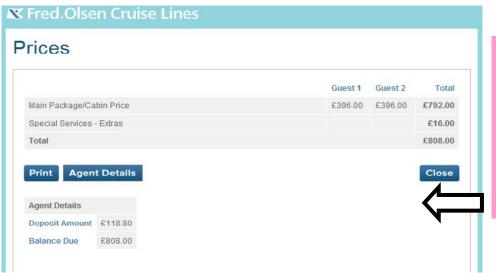


#### Payment - Step 4 of the Booking Process

This page will give you a breakdown of the payment details of the booking.

# Payment Calculation



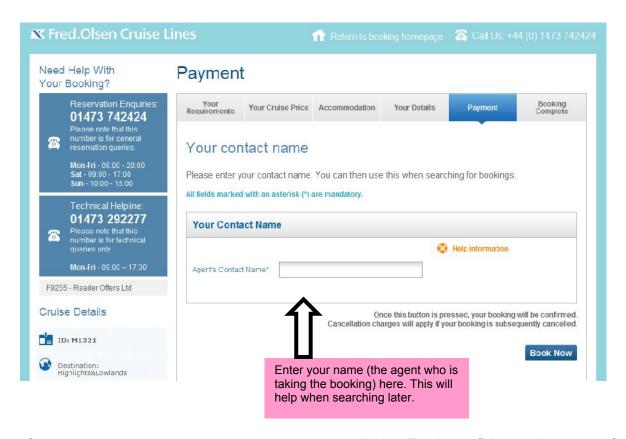


If your booking is made within 90 days of departure, an Anchor fare or special deal, FULL PAYMENTis required at time of booking. You must ignore the request for a deposit and ask the guest for full balance to be paid.

If the guest is happy with the payment, check the box to agree to the **T**erms and **C**onditions and click **NEXT**.

#### **Your Contact Name**

Please supply your name as the contact for this booking.



Once you have entered the agent's contact name, click on "Book Now" (You will see a confirmation page with the booking details in the next step of the booking process).

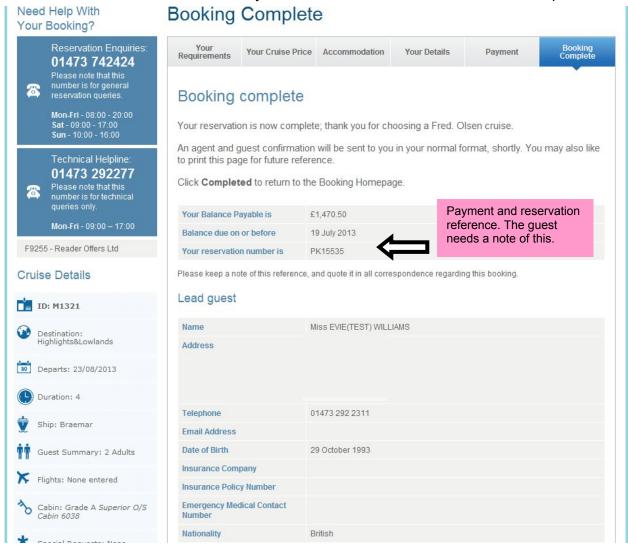
Please note that once you click on **BOOK NOW** the booking is confirmed. Should you wish to amend the booking, charges will apply as per our Terms and Conditions.

#### Complete - Step 5 of the Booking Process

You have now completed all necessary information for the booking.

#### Your Reservation

This page shows details of the reservation. If you have provided us with your agents email address you will receive an email confirmation shortly; if not then a confirmation will be sent in the post.

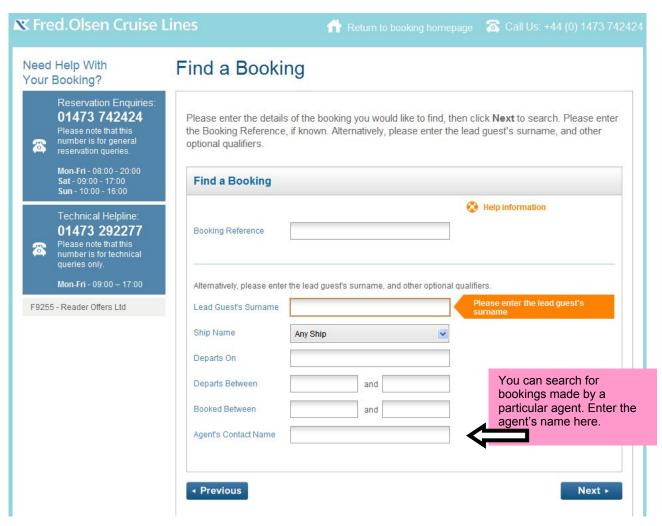


Once you click on **COMPLETED** you will be directed back to the Agent Booking Menu. This is the end of the booking process.

# How to Find and Amend a Booking

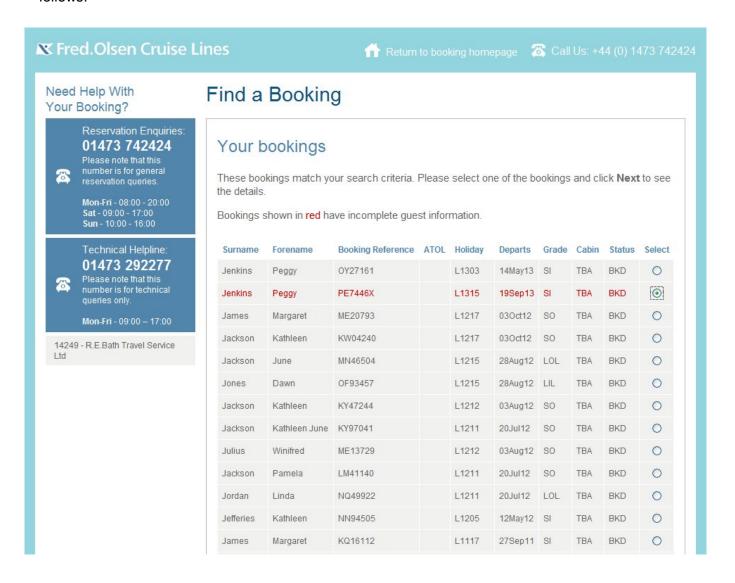
Click on the **FIND A BOOKING** button and you will see the following screen. This form allows you to search by 'Booking Reference' or by guest details and other cruise details.





#### **Your Bookings**

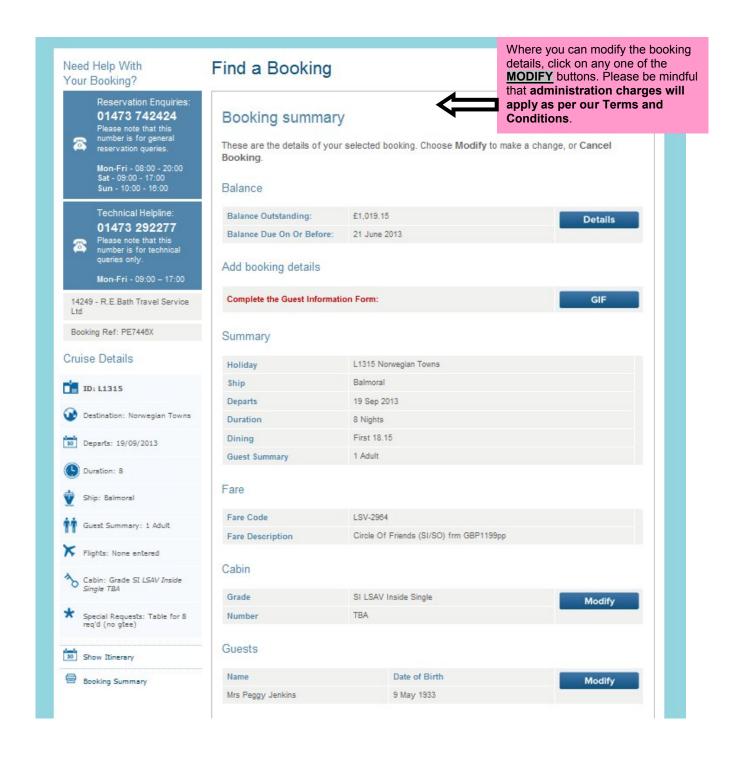
Once you have filled in the desired criteria click the **NEXT** button to return the booking results as follows.



The bookings with 'BKD' next to them are 'booked'. The bookings with 'CNX' next to them are cancelled. To select the booking to amend/modify, tick the 'select' field and press 'next step'.

## **Booking Summary**

The 'Booking Summary' section gives you all of the details of the booking that you can modify.



#### **Handy Hints and Tips**

#### DO'S

- ➤ If you make a mistake **Do** always use Start Again
- > Do remember that prices shown are based on Standard Occupancy. e.g. Two people in a cabin
- ➤ If you are booking a twin cabin for a single passenger **<u>Do</u>** always click on Show Prices to show the Sole Occupancy supplement.
- ➤ If you forget your password **Do** click on "Forgot Your Password?" where you log in and you will be prompted to enter your email address for your TAC login and to send the request. An email will then be sent to the submitted email address and instructions to reset the password.
- ▶ <u>Do</u> remember that you can download a user manual to help you through the booking process. Just click on the icon "Download Online booking manual" in the Travel Agent Centre.

#### **DON'TS**

- **Don't** use the forward or back buttons at the top of your screen always use the last step or next step button at the bottom.
- <u>Don't</u> navigate away from the Travel Agent Centre. When you log in, if you go to look at other areas, e.g. Shore Excursions, itineraries, Ship Information etc this will take you out of the Travel Agent Centre. Please remember to log back in again before you make a booking.