

How do I cancel my cruise booking?

When you receive an advisory from Travelbrands advising the cancellation of your passengers cruise by the cruise line, please reply to <u>cruisebookonline@travelbrands.com</u> and advise of the option your client has chosen, please ensure sailing date and Encore booking # are in subject line of the email. Please ensure to check all details and updates on Access under Covid-19 Alerts/Advisories, click on Temporary Cruise Line Policy changes.



Temporary CRUISE LINE Policy Changes - April 17, 2020

Click here for the details on Temporary CXL Final Payment CL Policy Changes. (xls - Excel spreadsheet)

2 My clients are departing in November and I want to cancel now, can I get an FCC?

At this time we have not yet received any advisory for November so regular cancellation policies apply. However, please refer to the Temporary CRUISE LINE Policy Changes chart under Covid 19 advisories and alerts on Access to get the latest information.

When will the FCC be issued?

Depending on each cruise line, can take up to 60 days to get issued. FCC will either be applied to guest past guest # or emailed. If we get a copy of the FCC we will forward to agent.

4 When will my client receive the refund?

If the option to refund was chosen, the refund process will take approximately 90 days from the date it was cancelled.

5 Can I change the choice previously made (Future Cruise Credit or Refund)?

Unfortunately once your file has been processed, you cannot change that option.

6 Is my commission protected?

Yes your commission is protected as long as the file is paid in full.

My client is ready to book, what do I do?

NEW! Apply your FCC as a payment in Access under My Bookings. Click on FTV form of payment and enter your FCC # and amount to apply. We will review and process accordingly within 24 hours with cruise line. Once completed, we will notify you by email. If you have any questions, please email cruisebookonline@ travelbrands.com. *Please note by using this, you are securing file under cheque payment terms. Actual deposit/balance may be required.





























Access Bookings: TravelBrandsAccess.com **OR CALL:** 1-844-5-TBRAND (827263)

