



FUTURE CRUISE CREDIT CHANGES – ISSUED 5TH DECEMBER, 2021

SOURCE CODES

Source Codes	Polar	Commission
SC, CP, BE	<p>Treated as form of payment, which means:</p> <p>It can pay for other guests on the booking, flexible air outside of Final Payment, Cancellation Fees, Taxes, Fees & Port Expenses (SSVs in later phase).</p> <p>In booking fare screen, it will be accounted for in the “Received” field instead of “FCC” / “Fare Discount”</p>	<p>If FCC fully covers balance due, commission will be paid out via cheque or EFT at final payment date.</p> <p>In the calculation of commission, FCCs will not be subtracted from commissionable revenue.</p>
VG, PR, MG	<p>No change.</p> <p>Continues to exist in its current form as fare discount</p> <p>In Booking fare screen, it will be accounted for in the “FCC” field.</p>	<p>No change</p> <p>In the calculation of commission, FCCs will continue to be subtracted from commissionable revenue as Polar considers this to be a fare discount.</p>

FREQUENTLY ASKED QUESTIONS

Question	Answer
How will the booking journey change?	<p>The booking journey via Polar Online will stay the same as today and the Future Cruise Credit (FCC) will auto-apply to a new booking when you use a guest’s past passenger number.</p> <p>Please refer to the training video on WLCL to learn how to do this online.</p>
How can I tell what type of FCC my guest has?	<p>You can identify the type of FCC (credit, discount, or deposit) in the FCC list screen in POLAR Online. You can also view the source codes in the WLCL FCC reporting tool.</p>
What will happen to my existing booking with an applied FCC?	<p>For SC, CP and BE source codes, your customers will see the applied amount in the “Total Amount Received” section on the Booking Confirmation, rather than seeing a credit within the pricing breakdown.</p>
Can FCCs be applied to multiple bookings?	<p>Yes, FCCs can be applied to several bookings using the new FCC functionality in Polar Online.</p> <p>Please refer to the training video on WLCL to learn how to do this online.</p>

<p>Can FCCs be applied to multiple people?</p>	<p>Yes, FCCs can be applied to multiple guests on the same booking.</p> <p>Please refer to the training video on WLCL to learn how to do this online.</p>
<p>Can an FCC be used against flights?</p>	<p>Yes, FCCs can be used against flexible air bookings via Cruise Air (P&O Cruises Australia) / EZAir (Princess Cruises) / FlightEase (Holland America Line and Seabourn/ Complete Air (Cunard), only once outside final payment.</p>
<p>What happens when I cancel a booking?</p>	<p>If a booking has an applied FCC, cancellation fees will be deducted from the FCC before cash.</p> <p>The guest makes a new booking for a twin cabin. Total gross fare is AU\$2,000 for the booking (AU\$1,000PP). The first guest has a total of AU\$2,000 FCC. He applies AU\$1,000 of his FCC to pay for his own fare but then decides to not travel. The second guest pays AU\$1,000 in cash and also decides to not travel. Both guests incur a cancellation fee of AU\$400 each.</p> <p><i><u>What will happen</u></i></p> <p>For the first guest, the AU\$400 fee will be deducted from the applied FCC. The remaining balance of AU\$600 (AU\$1,000 – AU\$400) will return to the guest's URN for future use.</p> <p>For the second guest, the AU\$400 will be deducted from the cash that was paid on the booking. The remaining AU\$600 will be refunded via the original method of payment.</p>
<p>Can an FCC be applied after a booking has been made?</p>	<p>Yes, an FCC can be applied after a booking has been made. You can apply the FCC via POLAR Online or by contacting the Customer Service team.</p>
<p>Does an FCC have to be manually removed from a booking before it is cancelled?</p>	<p>FCCs applied to a booking will cover cancellation fees before it is deducted from cash. If the cancellation fees are higher than the FCC, this will be covered by the deposit or balance taken. Any remaining value of FCC will be returned to the guest's URN.</p>
<p>Can FCCs be applied in Polar Online during the online booking process?</p>	<p>Yes, FCCs are automatically applied to a booking in Polar Online when the guest's URN has been entered at the start of the availability search. You have the option to remove or amend these during the booking process by clicking on the "Future Cruise Credit List" button at the bottom of the screen.</p> <p>Please refer to the training video on WLCL to learn how to do this online.</p>