



NORWEGIAN
CRUISE LINE®

Seaweb

AGENT BOOKING ENGINE
(FLY-CRUISE & CRUISE ONLY BOOKINGS)



AGENT BOOKING ENGINE

Frequently Asked Questions



VISIT: www.ncl.co.uk/agents

CALL: 0845 201 8900



NCL_UK



NCL Freestyle Cruising



NORWEGIAN
CRUISE LINE®

Seaweb

AGENT BOOKING ENGINE
(FLY-CRUISE & CRUISE ONLY BOOKINGS)

CONTACT DETAILS

RESERVATIONS:

0845 201 8900

.....

GUEST SERVICES:

0845 201 8907

.....

SPECIALIST SALES:

0845 201 8908

.....

SALES SUPPORT:

020 8831 9037

.....

SYSTEMS SUPPORT:

020 8834 9029

Welcome to the Agent Booking Engine FAQs

Contents

- User Administration3
- Pricing4
- Flights5
- Staterooms6
- Special Requests7
- Confirmation / Next Steps8
- Groups9
- Contact information10



Seaweb

AGENT BOOKING ENGINE
(FLY-CRUISE & CRUISE ONLY BOOKINGS)

WHO DO I CONTACT IF I HAVE A QUESTION?

Please refer to our Travel Agent Website www.ncl.co.uk/agents or NCLU to access all of the Training Tools including manuals / FAQs and tutorial.

For questions, please email Norwegian Cruise Lines Systems Support Team at lonsyssup@ncl.com or call us on 0208 834 9029

User administration

HOW DO I LOG IN?

Via the login screen, once you click on the link below or the one provided by your Head Office.

www.ncl.co.uk/agents/book

Alternatively go to ncl.co.uk/agents and click on the orange button marked 'existing users login here' in the Online Booking System box.

For more details and screenshots refer to page 3 of the User Guide

HOW DO I GET MY USERNAME/PASSWORD?

New users: This will have been provided by your Head Office or emailed to the branch when your Agency Administrator requested Online booking access. If you have forgotten your password, it can be requested via email via a link on the login screen. If you have forgotten your user name, please contact your Agency Administrator or Norwegian Cruise Line System Support on 0208 834 9029

Existing Users: Your username/password have not changed. If you have forgotten your password, it can be requested via email via a link on the login screen. If you have forgotten your user name, please contact your Agency Administrator or Norwegian Cruise Line System Support on 0208 834 9029

WHAT IF I FORGET MY PASSWORD?

If you have forgotten your password, it can be requested via email via a link on the login screen. If you have forgotten your user name, please contact your Agency Administrator or Norwegian Cruise Line System Support on 0208 834 9029

For more details and screenshots refer to page 4 of the User Guide

CAN I CHANGE MY PASSWORD?

Yes, once you have logged in, click on the 'User Profile' link at the top of the page and follow the instructions.

For more details and screenshots refer to page 5 of the User Guide

MY ACCOUNT IS LOCKED – WHAT DO I DO?

You can either wait an hour for it to automatically reset, or ask your Agency Administrator to reset it. You can also call Norwegian Cruise Line System Support on 0208 834 9029 to have the account reset. N.B. A new password will be automatically emailed to the Agency Administrator.



NORWEGIAN
CRUISE LINE®

Seaweb

AGENT BOOKING ENGINE
(FLY-CRUISE & CRUISE ONLY BOOKINGS)

WHO DO I CONTACT IF I HAVE A QUESTION?

Please refer to our Travel Agent Website www.ncl.co.uk/agents or NCLU to access all of the Training Tools including manuals / FAQs and tutorial.

For questions, please email Norwegian Cruise Lines Systems Support Team at lonsyssup@ncl.com or call us on 0208 834 9029

Pricing

HOW DO I CHANGE A FARE CODE OR ADD/REMOVE SERVICE CHARGE?

From the Select a stateroom Category screen, click on the price and then click on **Select Promotions** on the Category pricing Detail screen. Then check the box next to the fare required and click on **Apply Promotions**. For prepaid service charge select 'UKPSC - Prepaid Service Charge'

For more details and screenshots refer to page 12 of the User Guide

HOW DO I QUOTE CHILD OR INFANT PRICING?

Simply enter the number of children travelling on the Cruise Vacation Search screen and the applicable price will be quoted on the Category pricing Detail screen. At the Guest Information stage, you will need to enter a valid child or infant date of birth to confirm the child pricing. For infants, the child price will be updated from child to infant after the date of birth has been entered.

For more details and screenshots refer to page 17 of the User Guide

CAN I ENTER A LATITUDES NUMBER?

On the Guest Information screen, please enter the Latitudes number and Guest surname. N.B. These details must match our records exactly in order to book against the Latitudes number. If details do not match our records, the Guest will be booked as a new Client. In this scenario, please call us after the booking has been confirmed, with the Reservation number and Latitudes number or Client details so that we can apply the valid Latitudes number.

For more details and screenshots refer to pages 6 & 16 of the User Guide

HOW DO I SEARCH FOR A GUEST VIA THEIR LATITUDES NUMBER?

You are unable to perform a search unless you have the valid Latitudes number at this time. Please follow the steps above.

HOW DO I SEE MY COMMISSION?

On the final Statement of Pricing screen, click on the **Review Commissions** button.

On a confirmed booking, click on the **Commission** link on the dashboard.

For more details and screenshots refer to page 22 of the User Guide

WHERE CAN I SEE ANY ON BOARD CREDITS?

On board credit is not currently visible on the pricing screen but we are working on this.

Any applicable On board credit will be displayed on the confirmation/invoice you receive.



NORWEGIAN
CRUISE LINE®

Seaweb

AGENT BOOKING ENGINE
(FLY-CRUISE & CRUISE ONLY BOOKINGS)

WHO DO I CONTACT IF I HAVE A QUESTION?

Please refer to our Travel Agent Website www.ncl.co.uk/agents or NCLU to access all of the Training Tools including manuals / FAQs and tutorial.

For questions, please email Norwegian Cruise Lines Systems Support Team at lonsyssup@ncl.com or call us on 0208 834 9029

Flights

WHEN WILL I GET FLIGHT DETAILS?

Provided the flights are within date range, full flight details will be provided on the full confirmation/invoice which will be automatically emailed within 1 working day.

WILL THE FLIGHTS BE DIRECT?

We will book the best available routing for the itinerary.

CAN MY CLIENT DEVIATE THEIR DATES TO FLY OUT EARLIER/ RETURN LATER?

Yes we are happy to help where possible. Please contact our Reservations Team on 0845 201 8900 prior to booking if flight deviations are required.

CAN WE REQUEST FLIGHT UPGRADES?

If you'd like to upgrade or change your flight dates we are happy to help. Premium Economy, Business and First Class supplements are available on request, depending on airline and destination. Upgrades are subject to availability and prices are subject to change. Please contact our dedicated flights helpdesk on 0208 834 9028 for more information.

HOW CAN I CHECK THE ITINERARY?

On a new booking, please click on the itinerary info icon on the Available Cruise Vacations screen.

For a confirmed booking, please click on the itinerary link on the dashboard.

For more details and screenshots refer to page 8 of the User Guide

WHERE CAN I SEE WHAT DAY THE FLIGHT WILL DEPART?

Once you enter the air transportation departure point and select the voyage, the vacation start date will update to reflect the ex UK departure date on the dashboard. For Fly Cruises from US Ports, the vacation will start the day before the cruise to allow for a one night hotel stay before the cruise.

For more details and screenshots refer to page 18 of the User Guide



NORWEGIAN
CRUISE LINE®

Seaweb

AGENT BOOKING ENGINE
(FLY-CRUISE & CRUISE ONLY BOOKINGS)

WHO DO I CONTACT IF I HAVE A QUESTION?

Please refer to our Travel Agent Website www.ncl.co.uk/agents or NCLU to access all of the Training Tools including manuals / FAQs and tutorial.

For questions, please email Norwegian Cruise Lines Systems Support Team at lonsyssup@ncl.com or call us on 0208 834 9029

Staterooms

CAN I BOOK MULTIPLE CABINS?

For multiple cabins, you will currently need to book each reservation separately. Please contact our reservations Team after making the bookings so that we may link the bookings.

HOW ABOUT INTERCONNECTING CABINS?

Click on the stateroom number to view additional cabin information. Connecting room details will be shown on this screen. N.B. You will currently need to book each reservation separately.

CAN I LINK TWO BOOKINGS TOGETHER?

Please contact our reservations Team after making the bookings so that we may link the bookings.

HOW CAN I CHECK CABIN CONFIGURATION AND BED TYPES?

Click on the stateroom number to view additional cabin information.

For more details and screenshots refer to page 15 of the User Guide

CAN I SEARCH FOR A SPECIFIC STATEROOM?

This feature is not currently available but we are working on it. Please contact our reservations Team to secure a specific stateroom if it is not displayed.

HOW DO I BOOK A WHEELCHAIR ACCESSIBLE CABIN?

Wheelchair accessible staterooms will only be displayed if they remain amongst the last available rooms. These are not displayed as the first available in order to ensure that they are not booked by Guests who do not require an accessible room.

WHAT IS A GTY CABIN?

GTY - Indicates that staterooms are available but no specific stateroom number will be assigned at time of booking. Guarantees are limited to single and double occupancy only and **are not available for back to back sailing, suites or special staterooms such as family or spa staterooms.**



NORWEGIAN
CRUISE LINE®

Seaweb

AGENT BOOKING ENGINE
(FLY-CRUISE & CRUISE ONLY BOOKINGS)

WHO DO I CONTACT IF I HAVE A QUESTION?

Please refer to our Travel Agent Website www.ncl.co.uk/agents or NCLU to access all of the Training Tools including manuals / FAQs and tutorial.

For questions, please email Norwegian Cruise Lines Systems Support Team at lonsyssup@ncl.com or call us on 0208 834 9029

Special Requests

CAN I ADD ANY SPECIAL REQUESTS TO MY BOOKING?

Yes via the special requests screen. Please specify special requests for each guest by clicking on request type name, selecting the relevant requests and clicking **continue**.

For more details and screenshots refer to page 21 of the User Guide

MY GUESTS HAVE MEDICAL OR DIETARY REQUESTS, HOW ABOUT THOSE?

Please follow the instructions above. Please contact our reservations Team if the Guest has additional special requirements so that we can make the necessary arrangements.

HOW DO I PREBOOK SHORE EXCURSIONS?

The list of available shore excursions will be found under the shore excursions tab . Please click on the port name to expand the list of available excursions. Please note that All prices are approximate in GBP based on current exchange rate. All selected shore excursions will be prebooked and the USD equivalent will be charged to the onboard account.

For more details and screenshots refer to page 19 of the User Guide

CAN I BOOK PREBOOK DINING AND ENTERTAINMENT?

This feature is currently not available. Please visit www.ncl.com to prebook dining and entertainment.



NORWEGIAN
CRUISE LINE®

Seaweb

AGENT BOOKING ENGINE
(FLY-CRUISE & CRUISE ONLY BOOKINGS)

WHO DO I CONTACT IF I HAVE A QUESTION?

Please refer to our Travel Agent Website www.ncl.co.uk/agents or NCLU to access all of the Training Tools including manuals / FAQs and tutorial.

For questions, please email Norwegian Cruise Lines Systems Support Team at lonsysup@ncl.com or call us on 0208 834 9029

Confirmation/next steps

IS MY BOOKING CONFIRMED?

As soon as you click on the **confirm booking** button on the make payment screen, the booking is confirmed and subject to Norwegian Cruise Line booking conditions. The reservation number will be returned on the confirmation screen. By clicking the '**confirm booking**' button you are required to make any payment due as per the schedule displayed. Failure to do so will result in cancellation of your booking and will incur cancellation charges in accordance with NCL's Terms and Conditions.

For more details and screenshots refer to page 24 of the User Guide

HOW CAN I CHECK THE DEPOSIT DUE/BALANCE DUE DATE?

Please review the payment schedule on the Make Payment screen which will tell you when to make your payment and how much is due.

For more details and screenshots refer to page 23 of the User Guide

MY HEAD OFFICE HANDLES OUR PAYMENTS

– HOW CAN I CHECK THE DEPOSIT DUE?

Please refer to Norwegian Cruise Line booking conditions – see www.ncl.co.uk/helpful-information/how-to-book/ for further details.

HOW CAN I MAKE PAYMENT ONLINE?

During the booking process we provide a link for credit card payment on the Confirmation screen. Alternatively a link for credit card payments is provided here: www.ncl.co.uk/already-booked/.

HOW CAN I RETRIEVE MY RESERVATION?

There are 3 ways to search from the My Reservations screen:

- By reservation number
- By record (enter your search criteria in any of the available fields)
- By All bookings (click the search button without entering specific parameters)

For more details and screenshots refer to page 27 of the User Guide

CAN I CANCEL A BOOKING ONLINE?

Yes, from the Cruise reservation confirmation screen please select the **cancel reservation** option on the left hand menu. This will open the cancel reservation summary page where any applicable cancellation charges are shown. Please review the charges prior to cancelling the reservation.

For more details and screenshots refer to page 26 of the User Guide

CAN I MAKE CHANGES TO A BOOKING ONLINE?

Modifications currently permitted online are change stateroom, add shore excursions, add special requests. For all other modifications, please call 0845 201 8907 to avoid incurring additional charges.

Once you have retrieved your booking, if you need to make any amendments simply click on the '**switch to edit mode**' button. You are then in edit mode and can go to the relevant screen and change your booking.

For more details and screenshots refer to page 29 of the User Guide



NORWEGIAN
CRUISE LINE®

Seaweb

AGENT BOOKING ENGINE
(FLY-CRUISE & CRUISE ONLY BOOKINGS)

WHO DO I CONTACT IF I HAVE A QUESTION?

Please refer to our Travel Agent
Website www.ncl.co.uk/agents
or NCLU to access all of the
Training Tools including manuals
/ FAQs and tutorial.

For questions, please email
Norwegian Cruise Lines
Systems Support Team at
lonsyssup@ncl.com
or call us on 0208 834 9029

Groups

HOW DO I SEE MY GROUPS?

From the My Reservations screen when you first login. Click on the link to '**Groups**' at the top of the screen to search for your existing Groups. A list of your 'Groups' will then be listed - click on the 'Group ID #' to view this in more detail.

Please refer to the Group Bookings Guide

HOW DO BOOK INTO MY GROUPS?

Once you display a group, you will be able to see a list of your existing group delegate bookings. You can view details of individual reservations by clicking on the Reservation numbers or if you wish to add new delegates to this 'Group' just click on the '**Add Delegate**' button.

Please refer to the Group Bookings Guide



NORWEGIAN
CRUISE LINE®

Seaweb

AGENT BOOKING ENGINE
(FLY-CRUISE & CRUISE ONLY BOOKINGS)

CONTACT INFORMATION

If you need additional assistance, please contact us.

For Maintenance Issues online ID / Passwords queries

Please contact Systems Support
Email londonsyssup@ncl.com
Telephone 020 8834 9029

For Booking queries and amendments

Please contact Reservations (FIT) or Specialist Sales (Groups)
Email londonspecialistsales@ncl.com
Telephone 0845 201 8900

