

## **FREQUENTLY ASKED QUESTIONS**

### **What is Celebrity Rewards?**

Celebrity Rewards is a travel agent loyalty programme that has been specifically designed to reward you for your Celebrity Cruises bookings. The scheme enables you to earn points against every Celebrity Cruises booking you make, which can then be spent on a catalogue of gifts available on the Celebrity Rewards website.

### **Who do I contact if I have a question about my points or anything relating to Celebrity Rewards?**

Please use the [Contact Us](#) option on the Celebrity Rewards website ([www.celebrityrewards.com](http://www.celebrityrewards.com)), selecting the correct category to allow us to respond to your query effectively. Please allow 48 hours for our team to reply.

### **How do I enrol in Celebrity Rewards?**

As of 4<sup>th</sup> October 2018, when you register for Celebrity Central at [www.celebritycentral.co.uk/login/register](http://www.celebritycentral.co.uk/login/register) and visit the 'Celebrity Rewards' section on the website, we will create a Celebrity Rewards account for you. Please note, only RCL Cruiseline Ltd approved Travel Partners who have undergone the necessary exchange of Business Partner Agreement contracts with Celebrity Cruises can participate in this scheme.

### **What happens to my Celebrity Rewards account after I register for Celebrity Central?**

We use a variety of details from your Celebrity Central profile to match you to your existing Celebrity Rewards account. One of the most effective ways to do this is with your email address, so if you've not used the same one when you registered your Celebrity Central account, be sure to add it to your profile as a secondary email address so we can find you. Don't worry if we don't make a match, you can get in touch with our Helpdesk team using the [Contact Us](#) option on [www.celebrityrewards.com](http://www.celebrityrewards.com) stating your First Name, Last Name, Email Address, ABTA and Store Address for both your old Celebrity Rewards account and your new Celebrity Central account and we'll do our best to match you manually.

### **What if I sell a Celebrity Cruise under another branch, ABTA or Y number within my company?**

If you sell under multiple ABTA, Y or pseudo numbers, you can add each one to your primary account in 'Your Profile' on [www.celebrityrewards.com](http://www.celebrityrewards.com), under the 'Account' tab. Each booking is assigned to a specific agency reference, ABTA or Y number and can only be claimed if you are registered under this agency.

### **What happens if I book a Celebrity Cruise under the wrong ABTA or Y number?**

It is very important that you email [tradesupportuk@celebritycruises.com](mailto:tradesupportuk@celebritycruises.com) with the details as soon as you realise the error in order for Trade Support to correct it and for the booking to appear under the correct ABTA/Y number for claiming on the Celebrity Rewards website.

### **What if I temporarily move to another branch with my company and make Celebrity Cruises sales?**

If you temporarily move to another branch within your company, please ensure you add the branch ABTA number to your Celebrity Rewards account on 'Your Profile' page at [www.celebrityrewards.com](http://www.celebrityrewards.com). This will ensure that any bookings you make during the temporary move will be available to claim. You can then remove the temporary ABTA number once you have claimed your relevant bookings.

### **How do I earn points with Celebrity Rewards?**

Once you are registered for Celebrity Central and join the Celebrity Rewards programme, you are eligible to earn points by making Celebrity Cruises bookings. You cannot claim bookings and earn points for bookings made prior to the date of your Celebrity Rewards registration. Bookings are uploaded onto the Celebrity Rewards website at the start of each week for the previous weeks' bookings, running between the Saturday to Friday period. You can also potentially increase the amount of points you can earn by taking part in our regular bonus points promotions, details of which will be emailed to all registered participants throughout the year.

## How do I claim my bookings?

From the Celebrity Rewards Home page, select the 'My Bookings' tab where you will be able to enter your Booking Number(s). The system will search for that booking and allow you to claim your booking(s). Once a booking is claimed, your Celebrity Rewards Account will automatically update with the relevant points shown as 'Redeemable Points'. Bookings will be available to claim for up to 60 days after the booking date. After 60 days, any bookings not claimed will no longer be eligible to earn points.

## How often will my bookings be uploaded to the Celebrity Rewards website for claiming?

Bookings are uploaded onto the Celebrity Rewards website once a week only. They will be loaded at the start of each week for the previous weeks' bookings, running between the Saturday to Friday period.

## What happens if I claim someone else's booking in error?

If you accidentally claim a booking made by someone else and you need to reverse the claim, email the details of the booking to our Helpdesk team using the [Contact Us](#) option on [www.celebrityrewards.com](http://www.celebrityrewards.com), so we can reverse the claim enabling the correct owner of the booking to claim it and earn their applicable points.

## When will I receive my points?

You will automatically receive the points attributed to the booking into your 'Redeemable Points' balance once you claim the booking. Your points balance is available to view on your 'Account Summary' page at all times.

## How many points will I earn for the bookings I make?

You will earn a fixed amount of core points for every Celebrity cruise you sell, which can vary by stateroom category. You can see the point earning information at any time on the 'Point Earning Cruises' page on [www.celebrityrewards.com](http://www.celebrityrewards.com). You can also potentially earn bonus points in Celebrity Rewards incentives when applicable. See the 'Promotions' page on [www.celebrityrewards.com](http://www.celebrityrewards.com) for details of current promotions.

## How do I earn my Celebrity Rewards Stamp so I can spend my Celebrity Rewards points?

Celebrity Passport, our new training programme, is based on the collection of stamps. Simply complete the Celebrity Rewards Stamp on Celebrity Central to ensure you can spend your redeemable points. Visit [www.celebritycentral.co.uk](http://www.celebritycentral.co.uk) and go to the Passport section to get started. Once you have completed the Celebrity Rewards Stamp, your stamp status will update and you can start redeeming points for rewards.

## What happens to my points if my booking is cancelled?

If a booking which you have earned Redeemable Points for subsequently cancels, the amount of points you were originally awarded for the booking will be deducted from your account, even if you have already spent the points on rewards, which may take your account into a negative balance. You can view bookings with a 'Cancelled' status at any time on your 'Account Summary' page.

## What happens to my points if my customer's booking was cancelled due to Celebrity Cruises' sailing suspension between 14 March and 11 May 2020?

We are protecting points for any bookings on suspended sailings.

## What happens to my points if my customer chooses to cancel their sailing under the Cruise with Confidence policy, applicable to sailings departing before 1 September 2020?

We are protecting points for any bookings that are amended under our Cruise with Confidence policy, introduced on 7 March 2020 for sailings through to 1 September 2020. Please note, when your customer rebooks using their Future Cruise Certificate, the new booking will not be eligible to claim. Points claimed for any cancelled bookings that fall outside of the above policy will be removed from your account, as per our standard terms and conditions.

## What are 'Redeemable Points'?

Redeemable Points are points that are available for you to spend immediately on rewards, providing you have enough Redeemable Points to exchange for the rewards you want from the Celebrity Rewards Catalogue and you have earned your Celebrity Rewards Stamp through Celebrity Passport on Celebrity Central.

## What are 'Pending Points'?

Pending Points are points that are held as pending (therefore not able to be immediately spent) until the sailing date has passed. This only applies to bookings made up until 14<sup>th</sup> December 2015. Once the sailing date has passed, Pending Points will transfer to your Redeemable Points balance.

## Will I earn points on Nett Tour Operator rate bookings?

Yes, new tour operator nett rate bookings will receive core points only. However, nett tour operator rates are not applicable to earn points through any additional point incentives.

## Can I earn points on Group bookings?

Yes, as of 1<sup>st</sup> January 2017, Group bookings will be applicable to earn points in the Celebrity Rewards programme. Points for Group bookings are awarded when the sailing date on the Group booking is met. At the start of each week, Group bookings that have sailed the previous week will be uploaded to the Celebrity Rewards website and participants will have 60 days from the sailing date to claim the Group booking.

## My guests booked onboard, the booking was later transferred to my ABTA. Why is this not showing?

Any bookings made onboard that are made under a direct booking or onboard booking and subsequently moved to an ABTA/Y number at a later date will not be applicable to claim points on, as our reporting does not capture these bookings. If you have guests that you know are considering booking onboard, please ensure you provide them with your ABTA/Y number, asking that they give this to the Onboard Sales Consultant at the time of booking. We apologise, but no exceptions will be made on this.

## Do I have to make my booking(s) via automated booking tools to earn points?

For core Celebrity Rewards points, bookings do not need to be created via automated tools. However, to earn additional points in any bonus incentives or promotions, bookings may need to be created via automated tools to qualify. Please review the terms and conditions for each incentive online for full terms and conditions.

## What counts as 'creating' a booking via automated tools?

Creating a booking via automated tools means the option status must first be created via automated booking tools such as Airwaves. It does not matter if the option is later confirmed (changed to BK status) via the call centre or via automated tools, provided the option (OF status) was created online.

## What if I cannot create a booking via automated tools?

We will manually override back-to-back bookings and Group bookings which cannot be created via automated tools. If you have a booking for a family veranda stateroom (FV) with a minimum of 5 guests, please contact us within 4 weeks of making the booking so we can manually add on any points for bonus incentives where applicable. Please email [tradesupportuk@celebritycruises.com](mailto:tradesupportuk@celebritycruises.com) to validate your booking so that points can be added to your Celebrity Rewards account accordingly.

## How can I spend my Redeemable Points?

There are lots of exciting things for you to spend your Redeemable Points on. Click on the 'Rewards' tab at [www.celebrityrewards.com](http://www.celebrityrewards.com) to view the options, including a Reloadable Mastercard where you can swap points for cash amounts. Or browse the Celebrity Rewards Catalogue for a huge range of items such as Celebrity Cruises Holidays, cruise vouchers, gift cards, luxury brand merchandise and more. Once you have enough points to redeem for the item you wish, you can select it to put it in your Shopping Cart and the website will

take you through the Checkout process. Your 'Account Summary' will then be updated to show your new Redeemable Points balance.

### How does my Reloadable Mastercard work?

You can view the full details in the handy user guide on the 'MY MASTERCARD' page on the Celebrity Rewards website. Once you have received your card and have activated it, you will then be able to transfer Redeemable Points balances to your Mastercard, as well as view your card transactions, all on the Celebrity Rewards website. Point transfers can take up to 21 working days to appear as funds on your card. As of 1<sup>st</sup> August 2018, all transaction and other card usage fees associated with the Celebrity Rewards Mastercard no longer apply.

### When will I receive my reward?

Once you have ordered an item from the Celebrity Rewards Catalogue, you will receive it within 21 working days. Make sure you check your delivery contact details are correct when you order your reward, so that your gift is delivered to your preferred address and can be signed for as proof of delivery.

### What terms apply if I want to claim a cruise with Celebrity Cruises as my reward?

The standard terms and conditions from the brochure apply, including the minimum age, so please ensure you have read and understood these before redeeming your points for a cruise. Should you have any queries on the cruise reward options, please contact Trade Support on [tradesupportuk@celebritycruises.com](mailto:tradesupportuk@celebritycruises.com).

### Can I combine or share my points with another colleague?

No, points are awarded to each participant on an individual basis.

### Do my points expire?

Yes, once your points become 'Redeemable' they will have a 4-year validity period within which you can spend them, providing you continue to be active in the programme, i.e. you are doing point earning activity such as making and claiming bookings. If you have been inactive within a 6-month period and your Pending or Redeemable Points balances haven't changed, your Redeemable Points will automatically expire and your Celebrity Rewards account will be closed.

### How do I track my progress?

You can check your 'Account Summary' at any time once you are logged in to the Celebrity Rewards website to see how many points you have accumulated to spend on rewards, how many points you have that are pending and you can search your activity by things like date ranges and booking references. You can also keep a track of rewards that you have already redeemed in 'Redemption Summary'.

### What do I do if I change jobs and move to another travel agency?

If you move to another travel agency, please ensure you update your profile on Celebrity Central, which will update your Celebrity Rewards profile. If when you next log in and visit Celebrity Rewards you cannot see the bookings you've made at your new travel agency to claim, then let our Helpdesk Team know by using the [Contact Us](#) option on [www.celebrityrewards.com](http://www.celebrityrewards.com) and emailing us your old agency details and ABTA number and your new agency ABTA number and contact details. We will update your profile on the database with your new details enabling you to view and claim bookings you are making at your new travel agency in order to continue earning points.

### What happens to my points if I change jobs and move to another travel agency?

Points that have been earned by a participant are individually owned by them. Earned points are points that have a 'Redeemable' status, so if you move to another travel agency, you will be able to take your Redeemable Points with you. Once we have changed your participant details on your profile, we will transfer your Redeemable Points over to your new account. Any Pending Points will be forfeited. Any bookings that have not

been claimed by the participant by the last date of employment with their original employer, will be retained by the original travel agency with which the booking was made. Please contact us using the [Contact Us](#) option on [www.celebrityrewards.com](http://www.celebrityrewards.com) to allow us to merge your accounts to ensure you retain the correct points balances.

**How can I receive details of weekly Celebrity Cruises offers, outside of Celebrity Rewards?**

Please email Trade Support on [tradesupportuk@celebritycruises.com](mailto:tradesupportuk@celebritycruises.com) to be added to the database.