



2018 TRADE PARTNER DIRECTORY

Our Call Centre can be contacted on the following number for all travel partner queries for our three cruise lines Royal Caribbean, Celebrity Cruises and Azamara Club Cruises.

Australia: 1800 754 500 | New Zealand: 0800 102 123

Call Centre Operating Hours:

Monday to Friday - 08:00 am to 20:00 pm AEDT

Sunday - 10:00 am to 14:00 pm AEDT

Please direct your enquiry to the relevant departments outlined below.

MAKING NEW RESERVATIONS & PAYMENTS

ENQUIRY	SERVICE	CONTACT INFORMATION
Reservations	New booking enquiries and assistance with itinerary, ship and onboard product information	reservations.au@rcclapac.com
Flights	Add flights to a cruise booking	airsea.au@rcclapac.com
Group Reservations	New group booking enquiries	groups.au@rcclapac.com

SERVICING YOUR BOOKING

ENQUIRY	SERVICE	CONTACT INFORMATION
Booking Administration	Service of fully-deposited bookings including name amendments and Pre Cruise Planner queries	cruiseadmin.au@rcclapac.com
Group Booking Administration	Service of fully-deposited group bookings	groups.au@rcclapac.com
Booking Transfers	Transfer of booking to a new agency	tradeau@rcclapac.com
Downline Requests	Request to embark or debark outside of scheduled sail dates	RCL: emergencyteam@rccl.com CEL: emergencyteam@celebritycruises.com
Future Cruise Certificate	Certificate redemption	fccau@rcclapac.com
Loyalty Programmes	Queries relating to client loyalty numbers and benefits for the below programmes: RCL - Crown & Anchor® Society CEL - Captain's Club AZA - Le Club Voyage	crownandanchor.au@rcclapac.com captainsclub.au@rcclapac.com leclubvoyage@rcclapac.com
Redeployments	Assistance with bookings affected by change of sail date or scheduled itinerary	redeploysau@rcclapac.com
Special Needs/Dietary Requirements	Add special requests to a booking	specialneeds.au@rcclapac.com

PAYMENTS & REFUNDS

ENQUIRY	SERVICE	CONTACT INFORMATION
Payments	Processing of deposits and final payments. Proof of payment to be sent to Payments team.	payments.au@rcclapac.com
Refunds	Assistance with Paymode account set-up and processing of refunds.	insidesalespaymode@rcclapac.com



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ISSUES & COMPLAINTS		
ENQUIRY	SERVICE	CONTACT INFORMATION
Pre-cruise queries and complaints	<p>Issues that arise prior to booking will be serviced by a Reservation Team Leader or Supervisor.</p> <p>Issues relating to a deposited booking will be serviced by the Cruise Admin team.</p>	<p>reservations.au@rcclapac.com cruiseadmin.au@rcclapac.com</p> <p>Any unresolved complaints will then be handled by the Trade Engagement Team: tradeengagementau@rcclapac.com</p>
Post-cruise queries and complaints	Incidents that occurred onboard or are submitted post-cruise will be serviced by the Customer Service teams	<p>RCI: royalcustomerserviceau@rcclapac.com CEL: celebritycustomerserviceau@rcclapac.com AZA: azamaracustomerserviceau@rcclapac.com</p>

TRADE SUPPORT		
ENQUIRY	SERVICE	CONTACT INFORMATION
Agency Maintenance:	New agency set-up or change to agency details	tradeau@rcclapac.com
Cruising for Excellence	Product training opportunities and account maintenance	tradeau@rcclapac.com
Cruising Power (Espresso Booking Tool)	Log-in, user assistance and system training	tradeau@rcclapac.com
Ship Inspections	Information and cancellations	shipinspectionsau@rcclapac.com
Travel Agent Bookings	Approval for Travel Agent Rate once booking has been made	tradeau@rcclapac.com

MARKETING & PROMOTIONS		
ENQUIRY	SERVICE	CONTACT INFORMATION
Brand assets including images, logos and video footage	Self-service through Digital Image Library	www.rcclibrary.com
Brochure	Self-service brochure ordering available through Tifs or Templar (SA/NT/WA only)	<p>Tifs: www.tifs.com.au Templar: www.templaronline.com.au Online Brochures: www.royalcaribbeaninternational.com.au/rc/brochures/</p>
Current Retail Promotions	Access current promotional flyers, campaign toolkits, terms and conditions & more.	Flyers: www.royalcaribbeaninternational.com.au/rc/tradeflyers tradeau@rcclapac.com
Email Subscription	Sign-up or opt-out of the trade e-newsletter	tradeau@rcclapac.com

OTHER		
ENQUIRY	SERVICE	CONTACT INFORMATION
Lost Property	All enquiries are handled by InterCruises	<p>lostandfound.au@intercruises.com PH: 02 9550 0047</p>