March 15, 2012

Be sure to personalize the header and footer with your agent information

(Insert Client Name)

(Insert Client Address)

(Insert Client City, State & Zip Code)

Dear (Client),

Thank you for choosing CruisingCo.Com to help plan your cruise! We truly appreciate your business.

Your trip itinerary and payment details are outlined below. The agency disclaimer, insurance coverage, and cancellation fee information that will be applicable if you cancel your vacation plans are also included.

Please look for a confirmation of payment email with a link for you to follow. The email contains a web link and a confirmation number. You will click on the link to open a web page where you will enter the confirmation letter contained in the email, then scroll down to type in your name and then submit the form. This will allow your travel documents and final travel details to be released to you.

At this time, you have not added the optional travel insurance. You may be subject to certain cancellation fees and penalties from the cruise line, suppliers and/or agency. I have enclosed a travel protection brochure with the appropriate information competed for you if you should decide to add the coverage. If you have not already done so, please advise me of any special medical or dietary needs, including pregnancy. The cruise lines have policies regarding certain conditions and you may be denied boarding without proper clearance.

The balance due, payable via credit card, will be due by Agents~Enter date 10 days prior to supplier’s due date.

Your documents may arrive by email or electronically. I will review them for accuracy and I will send them to you by email or postal mail. This is usually 1 to 2 weeks before your scheduled departure. About 45 days prior to your cruise, Princess will send a pre-cruise email with instructions to complete the online registration process on their website. I encourage you to access your online record at this time, here are steps to follow:

Log onto [www.Princess.com](http://www.Princess.com) , click on Prepare for your Cruise and then Cruise Personalizer

 Enter your name and booking number: CV3X9U

 Verify your names are spelled exactly the same as on your PASSPORTS

If your names do not match, let me know **IMMEDIATELY.** Princess charges a $50 change fee to change names at the last minute.

Follow directions to fill out the Passenger Immigration Form (PIF) and emergency contact details

Be sure to enter a credit or debit card for EACH passenger, this is required

Prior to mid May, print your boarding passes and pack them to present at the Cruise Port

Please review the optional excursions on the Princess website. They are available after you log into your Cruise Personalizer record. We suggest you sign up for excursions you like as you may cancel them without penalty about 1 or 2 days prior to the date you visit each port.

Finally, I would like to say thank you for allowing me the opportunity to help plan and book this very special vacation! Do not hesitate to call or email if you have any questions.

Sincerely,

(Insert Agent Name)

Vacation Travel Consultant

**Vacation & Payment Details**

Passengers: Enter Client’s Legal Names

 Princess Reservation: CV3X9U

 Captain’s Circle Numbers: 310938304 A & B

 TravelEx Policy: C816674 (If purchased)

CRUISE INFORMATION

Sail Roundtrip Seattle – 5/28/13 ~ 6/11/13 Princess Cruise Lines, Pacific Princess

14 day Alaskan Cruise - see itinerary next page for details

CRUISE ACCOMMODATIONS

Room type: Mini Suite with Balcony, Category AA, Deck 8

Cabin #: 8046 – Handicapped Cabin

Dining: Second Seating, Confirmed

ADDITIONAL INFORMATION

$100 On Board Credit

PAYMENT INFORMATION

Cruise Total $8,471.74

Deposit $ 830.00 Paid by Credit Card on 8/27/08

Final Payment Due 3/1/09 $6,448.90

TravelEx Insurance $ 606.00 Paid in Full by Credit Card on 8/27/08

CruisingCo.com® Cancellation Policies:

**Once your deposit is applied, you will be subject to any cancellation penalty that may apply from the supplier, as well as a $50 agency cancellation processing fee for all trips under $2000 or $75 agency cancellation processing fee for trips $2000 or above.**

CruisingCo.Com® and its agents in providing consultation, making reservations, and issuing documents relating to travel or transportation are acting solely in their capacity as agents for the carrier(s). CruisingCo.Com®, and its agents neither guarantees nor insure the service to be provided by any carrier and shall assume no responsibility or liability for actions beyond its own control in connection with the service to be or being provided. CruisingCo.Com®, and its agents are not responsible or liable for any act, error, omission, injury or any consequences resulting therefrom, which may be occasioned through the neglect, default, or any other action of the company, carrier, or person engaged in carrying out the purpose for which documents and tickets have been issued. We highly recommend the purchase of trip waiver, cancellation and change coverage.

**Princess Cruise Line Cancellation Policies: Agents enter Supplier’s Cancellation Policy**

Cancellation Fee Schedule: Within 56 days for sailings less than 20 days and within 63 days for sailings more than 20 days (prior to the cruise or land package departure date – whichever comes first), all items (including air add-ons) will be assessed a fee as per the published policy. Air cancellation fees will apply even if the air tickets are returned to Princess. If tickets are not returned, the value of the ticket or the add-on (whichever is greater) will be charged 100% regardless of which cancellation fee period the passenger is in. Please note, air-related Government Fees and Taxes will not be subject to a cancellation fee provided the air tickets are returned. The 2007 Alaska cancellation fee schedule will be:

Days prior to Cruise or Land Package Departure date, whichever comes first

7-19 day sailings Cancellation Fee

75 days or more None

74-57 days Brochure Deposit Amounts

56-29 days 50% of Total Charges

28-15 days 75% of Total Charges

within 14 days 100% of Total Charges

**ITINERARY**

Passengers: Enter Client’s Legal Names

 Princess Reservation: CV3X9U

 Captain’s Circle Numbers: 310938304 A & B

 TravelEx Policy: C816674 (If purchased)

Sail Roundtrip Seattle – 5/28/13 ~ 6/11/13 Princess Cruise Lines, Pacific Princess

14 day Alaskan Cruise - see itinerary next page for details

CRUISE ACCOMMODATIONS

Room type: Mini Suite with Balcony, Category AA, Deck 8

Cabin #: 8046 – Handicapped Cabin

Dining: Second Seating, Confirmed

**Emergency Contact while on board:** Agents add supplier info & itinerary or attach supplier’s intinerary:

Reaching you at Sea: To call all ships use these numbers, but please note there is a fee per minute charge:

United States - 900-329-SHIP (7447) Credit Card calls: 877-656-7447 Canada - 900-565-2800

If you are interested in booking another cruise with Princess Cruises, feel free to visit the onboard cruise consultant. They usually offer incentives if you book your next cruise while on board or great future cruise credit offers if booked onboard. We can still help with all the details. Just be sure to tell them you want to use your same travel agent and let us know your booking number. We will take it from there!

**BOOKING ITINERARY**

Date Description Start End

**May 28 No Transfer To Ship**

**May 28 Seattle 4:00PM**

**May 29 At Sea**

**May 30 Ketchikan 7:00AM 2:00PM**

**May 31 Glacier Bay 11:00AM 8:30PM**

**Jun 01 Skagway 7:00AM 8:00PM**

**Jun 02 At Sea**

**Jun 03 Valdez 8:00AM 6:00PM**

**Jun 04 Seward 8:00AM 6:00PM**

**Jun 05 Kodiak 7:00AM 5:00PM**

**Jun 06 At Sea**

**Jun 07 Icy Strait Point 8:00AM 7:00PM**

**Jun 08 Juneau 6:00AM 3:00PM**

**Jun 09 At Sea**

**Jun 10 Victoria 5:00PM 11:59PM**

**Jun 11 Seattle 7:30AM**

**Jun 11 No Transfer From Ship**

Please note: This is the intended itinerary provided by the Cruise Line.

 Changes and modifications can be made by the cruise line at any time.

March 15, 2012

(save this page for when documents arrive)

(Insert Client’s name)

(Insert Client’s address)

(Insert Client’s City, State & Zip)

Dear (insert client’s name),

AGENTS: Most documents for cruises and land vacations are available to print online or are emailed after final payment and details are confirmed. Your clients may print their own cruise documentation, but you are responsible to ensure they are ready for their vacation. Speak to each client to ensure they have printed their own documents or go online for them, print all required documents and send them to your clients electronically or physically by sending them in postal mail. Be sure all boarding documents, luggage tags, transfers, airline tickets, and other travel documents are provided for all bookings.

Your E-documents for your cruise are now available to print online! You will find cruise embarkation forms, luggage tags, transfer arrangements, pre-booked excursions and your cruise contract online. Be sure to print them at least 10 days prior to your departure date.

OR

I have printed your E-Documents for your cruise vacation. Enclosed you will find your cruise embarkation forms, luggage tags, transfer arrangements, pre-booked excursions and your cruise contract. Be sure to pack them with your passports to hand carry with you as you board the ship. Also carry all valuables such as jewelry, medicines, cameras. Your luggage will arrive in your stateroom in a few hours so any other clothes, books or belongs you would like to use for the afternoon should be carried with you.

**PLEASE REMEMBER:** As stated in your information packet, all passengers **MUST have a Passport** with an expiration date of at least six (6) months later than your return date. Otherwise boarding may be denied.

If you are interested in booking another cruise, feel free to visit the onboard cruise consultant. They usually offer incentives if you book your next cruise while on board. They also offer excellent incentives to purchase future cruise credits for any future cruise. I can still help with all the details when you return. Just be sure to tell them you want to use your same travel agent and send me an email with your booking number when you return. I’ll take it from there!

If you have any questions about your documents, please feel free to email or call. Also, be sure to email when you return to let me know how your vacation was! I’ll be looking forward to hearing all about it!

Thank you so much for the opportunity to help plan your cruise! I really appreciate your business!

Bon Voyage!

(Insert Agent’s Name)

Vacation Travel Consultant