

# Faith Chapel 2017 Cruise Pricing FAQs

During one of our informational sessions, there were questions that we would like to provide the answers. See the questions below.

## GENERAL

### Is Faith Chapel making any money off of this cruise?

This cruise is strictly a pleasure cruise organized by FCCC for its members & friends. It is not a church fundraiser.

### What if I pay my deposit for the FCCC cruise and then can't go and need to cancel? Can I get my deposit back?

Once you pay your deposit, it is **non-refundable and non-transferable**.

## TRAVEL AGENCY/AGENT

### What is the advantage of using a Travel Agent to book a cruise vs. booking online yourself?

Travel Agents have the background, expertise and knowledge that generally consumers don't have. In particular, some Agents are specialists concentrating specifically in cruises and have toured various ships and do continued education to enhance their knowledge of cruising and the cruise industry.

## DIFFERENCES IN RATES

### Why is the online price lower than the group price?

Depending on what price code is displayed or the promotion being offered, the price may vary from a group rate. That's why it's good to compare "apples to apples" (i.e. do "exact comparisons" when doing pricing.)

**What are price (or rate) codes?** A price code (or rate code) is a series of letters and/or numbers assigned to a particular special promotion to identify and advertise a cruise sailing. Some examples include: resident rate (a certain state may have a special promotion if you are live there), senior rate (if you are a certain age), past guest rate (if you have cruised before with a particular cruise line), and more.

Carnival and many cruise lines may run special promotions at any given time. The promotions will usually have a deadline or a timeframe as to when the promotion is valid. Some promotions are not valid on all sailings and ships. The cruise lines run promotions to help fill up the ships.

An example of a special promotion with Carnival Cruise Lines which may not be available as part of group pricing is **Early Saver or Early Saver Last Call**. This promotion usually provides the best prices at a certain point prior to the departure date of the cruise. However, **Early Saver** has more restrictions than the standard cancellation policy provided for a group booking.

**Terms and Conditions** of an “**Early Saver Last Call Promotion**” with Carnival Cruise Line. The **bold highlighted** portions reflect the stricter terms when booking a cruise with this promotion.

- **Early Saver** is backed by a unique price protection policy. Price protection doesn't apply to group rates, membership programs, charters, select promotional fares, travel agent rebates, or other travel agent promotions not offered by Carnival to the general public. When re-pricing to a new promotion, guest assumes all terms & conditions of the new promotion & may forfeit any or all features associated with the original fare, such as cabin assignment, onboard credit, an upgrade, special deposit & payment terms, etc. Verified rate difference is issued as an onboard credit. **Deposit is non-refundable. No name changes are allowed. A \$50 fee per guest will be assessed for ship/sail date changes made prior to final payment date.**

### **Why are some Travel Agent prices different from other Travel Agent prices?**

Prices may vary between agents depending on many different factors including but not limited to: the type cabin you stay in, (Suite, Balcony, Ocean-view, Inside), the rate code, promotion (past guest, senior, etc.), when you book, where your cabin is located on the ship, and more.

**This goes back to comparing “apples to apples”** (the same category, promotion and deck level, etc.). **Example:** The categories or price codes available for booking online may be different than the standard group price codes. However, the same individual price codes may be brought into the group but will require the cruiser to pay the full deposit (higher amount) vs. the group deposit (lower amount) in order to reserve the cabin.

### **What do the terms “starting at” or “starting from” mean?**

These terms usually mean that they are base (lowest) prices for the lowest category or deck on the ship. Taxes, fees and port charges may not be included. **Example:** The best price on a ship is usually bunk beds on the lowest deck.

## **FREE CABINS**

### **Is the group getting any free cabins?**

A group can earn free “**berths**” (a bed) depending on the number of cabins that actually cruise. The person who gets the free berth (bed) must also pay their taxes, fees, port charges and gratuities.

### **If so, how are the free cabins distributed?**

Distribution of the free berth(s) (beds) is at the sole discretion of the travel agency/agent. The agency/agent may allow the group to earn free berths (beds) and will distribute the free berth(s) (beds) to the Group Leader to distribute at their discretion.

## **WAITING TO BOOK**

### **If I wait to book my cruise later, can I get a lower price?**

Generally speaking, the prices increase the closer you get to the cruise departure date. In particular, on extremely popular itineraries and date and newer ships, the price may not decrease plus the ship can fill up quickly and cabins may not be available or the type cabin or deck you want may not be available.

## WHY BOOK WITH A GROUP

### **Advantages of booking within a group:**

1. More time to pay your deposit. When booking online, the deposit is usually due the same day or within 24-48 hours prior of booking your cabin (depending on how far in advance you book).

2. The group deposit amount is lower than the amount for an individual booking. The term "**individual**" booking refers to a booking that is not within a group.

**Example:** For an 8-day cruise, the individual deposit amount due to reserve a cruise cabin is \$250.00 per person and the cabin can only be reserved once the deposit is put on it, along with names and birth dates.

3. Depending on the popularity of the sail date, itinerary, ship, etc., the group can get their cabins in the category and the type they want. When a ship is really popular, space books really quickly. This especially applies to new ships, like Carnival Vista and also really popular itineraries.

**This information is available at [www.faithchapel.net/cruise2017](http://www.faithchapel.net/cruise2017) website. If**

**there are any further question, concern or needs, you can email**

**[customerrelations@mackstraveldesign.com](mailto:customerrelations@mackstraveldesign.com) and representative will contact you**

**within 48 hours.**