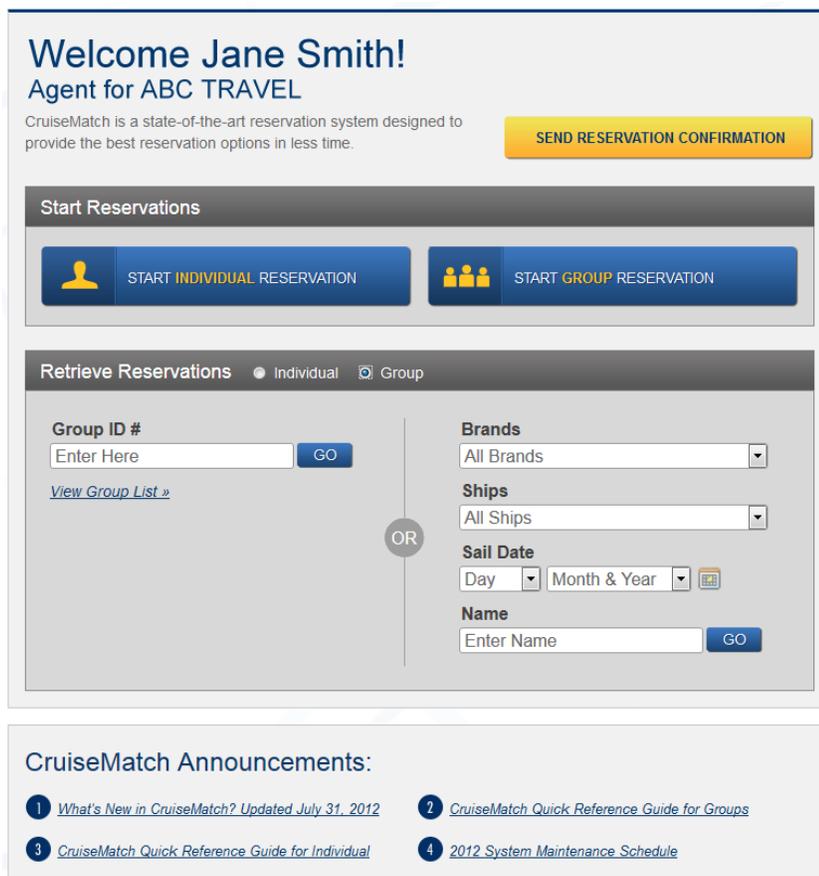# CruiseMatch Group Reservations Quick Reference Guide

Get to know CruiseMatch!

In a few short pages, learn to create and service a Group Reservation.
You will learn to do the following:

- Send a Confirmation
- Shop for a Group
- Allocate Group Space
- Shop ChoiceAir
- Add Group Details

- Confirm a Group
- Retrieve and Amend a Group
- Create a Booking in a Group
- Look up Loyalty Numbers
- Add Multiple Bookings

- Retrieve and Amend Bookings in a Group
- Identify and Book Guests with Accessibility Needs

Getting Started: CruiseMatch Home Page

The CruiseMatch home page lets you get started quickly – Send a confirmation, start a new group or retrieve an existing group.

- Send a Reservation Confirmation without retrieving the group first! Click on the button to get started. You may either request confirmation for the group or a booking within the group.

- Start a new Group Reservation by selecting the appropriate button

- Retrieve a Reservation - First, select the booking type for Group, then you may either provide the Group ID, view a list of groups or search for the group by brand, ship, sailing or group name

- CruiseMatch Announcements is your source for information about CruiseMatch.

CruiseMatch can be used to create non-contracted Promotional and Affinity group types. All other group types, as well as CruiseTour groups must be created and serviced by our Group Department.

Step 1: Shop for a Voyage

Select **Group Reservation** in the Reservation Type section to get started. You will need to identify the type of group (Affinity or Promotional) and a deposit Policy Type (applicable to Celebrity and Royal Caribbean brands)

You will need to specify a start date or a date range for your search, and may further narrow your search by identifying brand and ship, as well as by destination region or departure port.

By default, groups are created at double occupancy. Once the group is created, you can modify it to add inventory for triple or quad occupancy if you are ready to book a party with more than two guests.

Fast Sell: If you know the specific ship and sail date, you will be taken straight to Category Availability.

Next: Compare Sailings, Itineraries, GAP Points and More

Our Sailing Availability page provides a snapshot of the voyages we offer. Use the features of this page to drill into the details.

- Use the Compare feature to view up to three itineraries side by side

- Need to see more results? Modify and submit a new search on this page

- Sort your results by clicking column headers

- Group Availability identifies the number of GAP points available to groups for each sailing.

- See at a glance whether you have a group or not – the action column will show a Go To Group button if you are already holding space.

- Select Create Group to proceed

Finish Shopping by Selecting Group Inventory

The Category Availability page shows the price of every available category for the sailing.

- By default, pricing is Lowest Available Fare

- Use Shop or Compare new price codes to see what offers are available for the sailing.

- View detailed pricing by clicking on the price for that category

- Use Previous Sailing and Next Sailing buttons to see availability on other voyages for the same ship

- Enter the number of rooms you want to hold in a category, then click the Add button

- Category Inventory recaps the selected category allocation for the group as well as the minimum and maximum counts you may hold.

- Please note that Suites require full deposit upfront!

*Need to know how much it may cost to fly? Use the **Shop ChoiceAir** link to see prevailing air rates.*

Step 2: Add Group Details

Completing a group required just a few additional details.

- Give the group a name

- Identify the dining seating, counts and configuration.

- Allocate transportation – By default, groups are assumed to be Cruise Only unless gateways are specified

- Balance the counts - We keep an active total of what has been allocated and what remains to be assigned

- Promotional groups can allocate dining at a later time, but affinity groups must make a dining selection

Step 3: Confirm the Group

Group #: (Pending) Royal Caribbean International 5 night Western Caribbean on Jewel Of The Seas starting 16-MAR-2013

Created: (Pending)	Total Guests: 16
Option Date: 16-Dec-2012	Staterooms: 8
Group Status:	GAP Points: 4
	Categories: E1-8
Group Name: Saint Patrick Day Group	
Agent Contact Name: CMOtest	
Email:	

Group Pricing Summary: ⓘ ✉ View Payment Schedules

Summary | Details | Agency Summary | Agency Detail

Prices reflected in USD

Charges & Credits by Item

Description	Charges
Named Guests	0.00
Unnamed Guests	10,304.00
Tour Conductor Credits**	-644.00
NCCF	2,000.00
Air Add-On	0.00
Taxes/Fees per person are	951.52
Other Charges	0.00

Charges & Credits by Totals

Description	Totals
Gross Charges (less tour conductor credits)	12,611.52
Commission	-0.00
Net Charges	12,611.52
Cancellation Charges	0.00
Total Payments On Record	0.00
Gross Balance Due	12,611.52
Outstanding Cancellation Charges	0.00

* To be eligible for the commission, the group must be paid in gross.

** Total complimentary value is subject to deduction of the applicable travel agent commission.

PROCEED TO CONFIRMATION

- Before confirming, review the group pricing summary

- Agency Commission may be viewed on the Agency Summary and Agency Details tabs

- A link to Payment Schedules is provided

Confirmation Automation Help Desk: 800 443 5789

Search | Sailing | Categories | Group Details | Pricing | Group Confirmation

Thank you. Your group has been saved. 🖶 Print this Page

Group ID: 40487	**Sailing:**
Group Name: Saint Patrick Day Group	Brand: Royal Caribbean
Group Status: OF Group Contact: CMOtest	International
Creation Date: 29-Aug-2012 Total Number of Guests: 16	Ship: Jewel Of The Seas
Option Date: 16-Dec-2012 Total Number of Staterooms: 8	Sailing Date: 16-Mar-2013
Policy Type: No Deposit	Destination: Western Caribbean
	Duration: 5 Nights

DEPOSIT DUE	PAYMENTS RECEIVED	FINAL PAYMENT
Next Deposit Due: 16-Dec-2012	Amount: 0.00	Amount: 12611.52
Amount Required (per Stateroom): 200.00		Date: 31-Dec-2012
View Payment Schedules		

☐ Request Quote Details: ⓘ Via: Email ▾ [_____] **SEND**

You May Now:

WITHIN CRUISEMATCH
Return to Group
Add Reservation to Group
Add to Guestlist
View Booking in Group
Make Payment

WITHIN CRUISINGPOWER
Group Travel
Dining Management
Choice Air
eDocs
Insight
Online Payments

- Once confirmed, make note of the group number

- Retrieve the group from here by clicking on the group number or using the links below to go directly to make payment or create group bookings on the group

- Send a group confirmation from this page by selecting the checkbox for the group details, entering the delivery information, and clicking the Send button

Amend a Group

Group #: 40487 Royal Caribbean International 5 night Western Caribbean on Jewel Of The Seas starting 16-MAR-2013

Created: 29-Aug-2012	Total Guests: 16
Option Date: 16-Dec-2012	Staterooms: 8
Group Status: OF	GAP Points: 4
Group Name: SAINT PATRICK DAY GROUP	Categories: E1-8
Agent Contact Name: CMOTEST	
Email: rmartinez@rccl.com	

Group Summary: ⓘ Prices reflected in: USD

Group Identity: ⊕ Edit

Group ID: 40487	Creation Date: 29-Aug-2012
Group Name: SAINT PATRICK DAY GROUP	Contact Name: CMOTEST
Group Type: Promotional Advertised	
Policy Type: No Deposit	

Payment Summary: ⓘ

Deposits Due	Payments Received	Final Payment Due
Next Deposit Due: 16-Dec-2012	Amount: 0.00	Amount: 12,611.52
Amount Required (per Stateroom): 200.00		Date: 31-Dec-2012
View Payment Schedules		

Cruise Inventory: ⊕ Edit

Category	Accessible Inventory	Occupancy	Pending	Guaranteed Named	Guaranteed Unnamed	Allocated Named	Allocated Unnamed	Price Code
E1	N	Double	0	0	8	0	0	BRKA07

Allocated Staterooms: ⊕ Edit

Category	Occupancy	Staterooms

Complimentary Berths: (Tour conductor credits) Earned Ratio: 1 for 16

Category	Price Code	No. of Comp. Berths
E1	BRKA07	1

The CruiseMatch homepage allows you to retrieve a group either by entering the group number or by using a search.

Upon retrieval, you will see the Group Summary. This recaps what is allocated to the group.

Use the Edit link in each section to go directly to the page where the allocation is maintained

From here, you may change the group details, adjust the group inventory, apply payments, review pricing or cancel the group, if needed.

If you are prepared to make full deposit, you may allocate staterooms or create bookings within the group.

With any changes to the group details or allocations, you will need to review the summary and pricing before confirming the changes.

If you decide not to make any changes, click on the Ignore Reservation button. The group will revert back to the state it was in when retrieved.

Add an Individual Reservation to a Group

Now that a group has been created, it is time to add bookings. To get started, select the link to **Add Individual Reservations** in the navigation section

- Identify the occupancy, rate and category. If you are holding a mix of standard and accessible space, you will need to make that selection as well.

- By default, a short list of the best available staterooms in the category are shown

- Filter the results by deck or connecting staterooms to focus your results

- If your group has pre-allocated staterooms, they will be identified with a green star at the top of the list

- You may request a specific stateroom below. If it is available, it will be applied to the reservation.

- Click on the stateroom number or deck number to see additional information

Add Details

Guest Details is where you enter information about the guests traveling on this reservation. You have 15 minutes from making your stateroom selection to complete these details and to confirm your reservation.

Save time by using the Clone feature to duplicate information from Guest 1 to the other guests on the booking.

Because a group can have multiple options for a single gateway (allocated with or without hotels) review the details to be certain to a selection that is correct for your guests.

*Have your guests misplaced their loyalty number? You may use our **Loyalty Look Up** on the search page – tell us the brand, their first and last names and their date of birth.*

Confirm the Booking

Before confirming the reservation, take a moment to review the final price detail.

If you want to add transfers, special services or other extras, you may do so by selecting the links to those pages.

View the commission for the booking by clicking the View Agency Details link.

If everything is correct, click on the Proceed to Confirmation button.

The Confirmation page is displayed with the reservation number when the booking is completed. From here you may:

- Retrieve the reservation by clicking the reservation number
- Retrieve the group by clicking the group number
- Shop ChoiceAir
- Request Confirmation
- Make payments
- Choose another action in CruiseMatch or CruisingPower

Add Multiple Bookings to the Guestlist

To create multiple bookings at once, select the **Guestlist** link from the navigation menu, and then choose the **Add to Guestlist** tab.

- You may add up to 10 bookings at once
- Identify the occupancy, rate and category. If you are holding a mix of standard and accessible space, you will need to make that selection as well.
- Only guarantees or pre-allocated staterooms are available for selection
- Enter the guest details for each booking. When finished, save the guestlist.

Retrieve and Amend a Reservation

The CruiseMatch homepage allows you to retrieve a reservation either by entering the reservation number or by using a search.

Upon retrieval, you will see the Reservation Summary. This recaps what the reservation is holding at the booking and guest levels.

From here, you may change the booking details, apply payments, or cancel the reservation, if needed.

With any changes to the booking details, you will need to review the summary and pricing before confirming the changes.

If you decide not to make any changes, click on the Ignore Booking button. The reservation will revert back to the state it was in when retrieved.

Group Payments

The first step in making a payment for a group is to enter the information and submit the payment for approval. Once approved, there is a second step – you will need to identify the guests/reservations within the group for whom the payment is intended.

When you get to the second step, select the appropriate guests and identify how much should be applied. When the amount to be applied equals the amounts you have entered, you will be able to complete the payment process.

 The final step is to review the recap of how the funds have been distributed.

Accessible Group Guests – Allocating Accessible Space

Click to view accessible inventory:

☐ View Accessible Inventory

Look for the accessibility icon next to the category name:

2A Deluxe Ocean View Strm Veranda ♿

It is now possible to allocate inventory and book staterooms for physically challenged group guests in CruiseMatch

The first step is to **allocate accessible inventory to the group** for your physically challenged guests. Your group can hold a mix of standard and accessible space.

At Category Availability, first allocate your standard space.   Then, click on the box at the top of the display to **View Accessible Inventory**. This toggles the screen so only accessible inventory is shown. Look for categories that have the accessibility icon. Now you can allocate accessible space for your guests.

The Category Inventory will list the accessible inventory as a separate line item. When allocating accessible space in a group, a stateroom will be automatically assigned at confirmation, and full deposit is required.

Accessible Group Guests – Booking Accessible Staterooms

Creating an accessible booking in your group for physically challenged guests can be done whether you add an individual reservation or you enter multiple bookings using the guestlist.

- Selection: Choose the option to book accessible inventory.
- Complete your booking as you would normally

Accessible staterooms are identified with an accessibility icon, and the stateroom details will describe the stateroom's attributes.

Please note that identifying an ineligible guest as accessible may result in the re-accommodation of the reservation in standard space at prevailing rates.

*Do your guests need an **Accessible Stateroom**? You will need to allocate accessible inventory before creating an accessible stateroom booking for your group.*

Contact Automation Support:

Phone 1.800.433.5789
Fax 305.539.6009
E-mail cmsupport@rccl.com

Appendix A: Common Features of CruiseMatch

Most pages in CruiseMatch will use the same layout illustrated above. The common page elements are:

- Section – The active section of CruiseMatch

- Progress Bar – Used to show booking progress. The active sections are orange. Any section can be modified that has an active link.

- Navigation Menu – A list of links to the pages and features of CruiseMatch

- Page Title – Used to identify the specific page within the section

- Sailing Block – A summary of the ship and sailing information

- Help Icon – a link to contextual help for the page or feature

Appendix B: Other CruiseMatch Features

The following additional functions can be accessed using the navigation section:

Cruise Ticket Documentation	Pre/Post Hotels	Extend Option
Request E-Mail/Fax Forms	Cruise Only Transfers	Payment Details
Itinerary	Special Services	Payment Schedule
Flight Information	Cross-Reference	Shop Choice Air
	Service History	