

WE'RE HERE TO HELP

Calling is the fastest and most efficient way for us to assist you and we look forward to speaking with you.

1-800-CARNIVAL

or 800-438-6744 | 305-599-2600

FIT SALES & SERVICE

Ext. 70355

M-F 9am-10pm EST, Sat/Sun 9am-6pm ET

All inquiries for new or existing FIT (individual stateroom) bookings, including general booking questions, making new bookings or changes to existing bookings.

GROUP SALES & SERVICE

Sales: **Ext. 70001** | Service**: Ext. 70005**

M-F 9am-8pm ET

Supports new or existing bookings for groups of less than 250 staterooms, including general booking questions, making new group bookings and managing existing groups.

GOCCL.COM AND CARNIVAL.COM SUPPORT

Ext. 72599

M-F 9am-10pm ET, Sat/Sun: 9am-6PM ET

eSolutionssupport@carnival.com

Support for Carnival's website transactions including GoCCL ID/Password support, FunShops, Online Check-in, Shore Excursions and general online booking help.

GROUP DINING

Ext. 71150

M-F 9am-5:30pm ET

groupdining@carnival.com

Handles requests for advanced table assignments for groups of 8 or more cabins and individual bookings of 21 or more cabins.

GROUP EVENT PLANNING

Ext. 70006

M-F 9am-5:30pm ET

eventplanning@carnival.com

Services group and FIT requests for meetings/ events (minimum 20 guests) and pre-paid group shore excursions (minimum 12 guests).

CASINO SALES & SERVICE

Sales: **Ext. 70359** | Service: **Ext: 70358**

M-F 9am-10pm EST, Sat/Sun 9am-6pm ET

Supports Casino bookings including general inquiries, making new bookings and changes to existing bookings.

GUEST ADMIN

Ext. 70450

M-F 9am-5:30pm ET

Supports agency takeovers (from agency to agency or agency to direct guest) and special discount certificates on existing bookings (future cruise credits, guest care offers etc.).

GUEST ACCESS

Ext. 70025

M-F 9am-9pm ET

Handles and books all guests with disabilities including wheelchair users, deaf, blind, service dogs, medical, and physical requirements.

INTERLINE & MILITARY VERIFICATION DESK

interline@carnival.com

Verification of eligibility for military and interline (including travel advisor) reduced rates. NOTE: if your email does not receive a response, you can assume that verification has been accepted.

GUEST CARE

Addresses post-cruise concerns; manages sail & sign statements, Fun Shop receipts, lost & found claims, and photo products.

To submit an inquiry visit Carnival.com and **choose Post Cruise Inquires from footer.**

CHARTERS, MEETING & INCENTIVES (CMI)

Ext. 70007

Supports sales and service for groups of 250+ staterooms, corporate meetings, incentives, and full ship charters.

BUSINESS DEVELOPMENT TEAM

Ext. 70033

M-F 9am-6pm ET

BusinessDevelopment@Carnival.com

Consults with travel agency partners in developing ideas for sales growth. Adds and updates travel agency profile information. Supports inquiries on Learn & Earn, Travel Advisor Rewards Program and Travel Advisor events. NOTE: team previously known as Trade Support.

Updated as of October 2025