

GROUP SALES & SERVICE

Supports sales and service for Groups business of less than 250 staterooms for Domestic and Canadian partners.

- Hours: M-F 9am-8pm EST, Sat/Sun Closed
- Phone: 800-327-5782

ONLINE SUPPORT

Inquiries on carnival.com, GoCCL.com, Fun Shops, Fun Ship Pay, Online Check-in, Shore Excursions and Spa.

eSolutionssupport@carnival.com (up to 7 days turnaround)

- Hours: M-F 9am-10pm EST, Sat/Sun: 9am-6PM EST
- Phone: 800-845-2599

EVENT PLANNING

Services Group and FIT requests for meetings/parties (20 guests minimum), pre-paid group shore excursions (12 guests minimum), and handles pre-paid Steakhouse Reservations for parties of 11+ group guests booked under one common group reservation.

eventplanning@carnival.com (up to 3 days turnaround)

- Hours: M-F 9am-5:30pm EST
- Phone: 800-438-6744 ext. 70006

SAILING SUPPORT

Accommodates FIT and Groups affected by repositioning, deployments, charters, and dry dock sailing.

- Hours: M-F 8am-5:30pm EST
- Phone: 800-438-6744

GUEST ACCESS SERVICES SUPPORT

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

- Hours: M-F 9am-9pm EST
- Phone: 800-438-6744

GUEST ADMIN

Processes requests for transfers of bookings from one agency to another and direct to agency. Processes penalty waiver requests. Redeem discount certificates on existing bookings (i.e., bonus commissions, past guest offers, Future Cruise Credits, Preferred Awards, FunShip and Cruise Dollar, Future Carnival Vacation Guest Care goodwill gestures, etc.)

- Hours: M-F 9am-5:30pm EST
- Phone: 800-438-6744

GUEST CARE

Manages Post cruise concerns pertaining to guest experience, sail & sign statements, and lost & found.

guestcaretravelagents@carnival.com (Please allow time for response as we are operating with reduced staffing)

WEDDINGS

Plans and schedules wedding and vow renewal ceremonies.

weddings@carnival.com (up to 3 Days turnaround)

- Hours: M-F 9am-5:30pm EST, Sat/Sun Closed
- Phone: 800-933-4968

FIT SALES & SERVICE

Services to existing FIT bookings such as processing payment, name correction, ship/sail date change, and extend options etc., for all Domestic, Canadian and Caribbean partners.

guestsolutionssupport@carnival.com (up to 7 Days turnaround)

- Hours: M-F 9am-10pm EST, Sat/Sun 9am-6pm EST
- Phone: 800-327-9501

INTERNATIONAL & DIAMOND DESK

Supports sales and service FIT and Groups business for our Australian, Europe and other International partners. Also provides support to our Diamond guests.

internationalsupport@carnival.com (up to 7 Days turnaround)

- Hours: 24/7
- Phone: 800-343-7823

GROUP DINING

Handles requests for advanced table assignments for groups of 8 or more cabins and individual bookings of 21 or more cabins. Also handles cross-referencing of multiple groups or individual reservations with group.

groupdining@carnival.com (up to 3 Days turnaround)

- Hours: M-F 9am-5:30pm EST
- Phone: 800-327-5782

CORPORATE, MEETING & INCENTIVES (CMI)

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

cmi@carnival.com (up to 2 Days turnaround)

- Hours: M-F 9am-5:30pm EST
- Phone: 877-278-0388

INTERLINE & REDUCED RATE VERIFICATION DESK

Validates employment verifications for interline, military and travel agent reduced rate booking.

interline@carnival.com (up 1 Day turnaround)

- Hours: 9am-5:30pm EST
- Phone: 800-438-6744

TRAVEL SERVICES

Handles flights, documents, and packages for all sailings.

travelservicesissues@carnival.com (up to 3 Days turnaround)

- Hours: 8:30am-5pm EST
- Phone: 800-321-6666

TRADE SUPPORT

Sets up new and existing agency profiles, production and commission levels, and responds to questions regarding GoCCL Navigator, including Marketing Collateral Library and Ordering Collateral Tool.

tradesupport@carnival.com (up to 3 Business Days turnaround)

- Hours: M-F 9am-6pm ET, Sat/Sun Closed
- Phone: 800-327-7276

Note: Trade Support will be closed on the following dates.

- 05/30/2023 - Memorial Day
- 07/04/2023 - Independence Day
- 09/05/2023 - Labor Day
- 11/24/2023 - Thanksgiving
- 11/25/2023 - Day After Thanksgiving
- 12/26/2023 - Christmas Day
- 01/02/2024 - New Years Day