Posting a Group Staterooms Payment with a Program Fee

An optional program fee is an additional charge over the gross cruise amount per person for certain services being provided by the travel agency. These services may include private transportation to and from the pier, door prizes or giveaways. The overcharge letter at the end of this document needs to be filled out in its entirety and signed by the agency owner or manager to be reviewed by Carnival Cruise Line management.

Steps for requesting an overcharge letter:

1. Print the Credit Card Overcharge form from at the end of this document or download it from the Documents & PDF's section of GoCCL.com.

2. Fill out the form in its entirety. *(Requests to charge over $100 per person or more will require a detailed breakdown)*

3. Have the form signed by the agency owner or manager.

4. Fax in the form to the number listed.

5. Please allow 5 business days for a decision on your request.

Once the overcharge is approved and applied to your group booking you will be able to post payments with the overcharge. Retrieve the Group Stateroom reservation and follow the steps provided to post a group stateroom payment with a Program Fee.

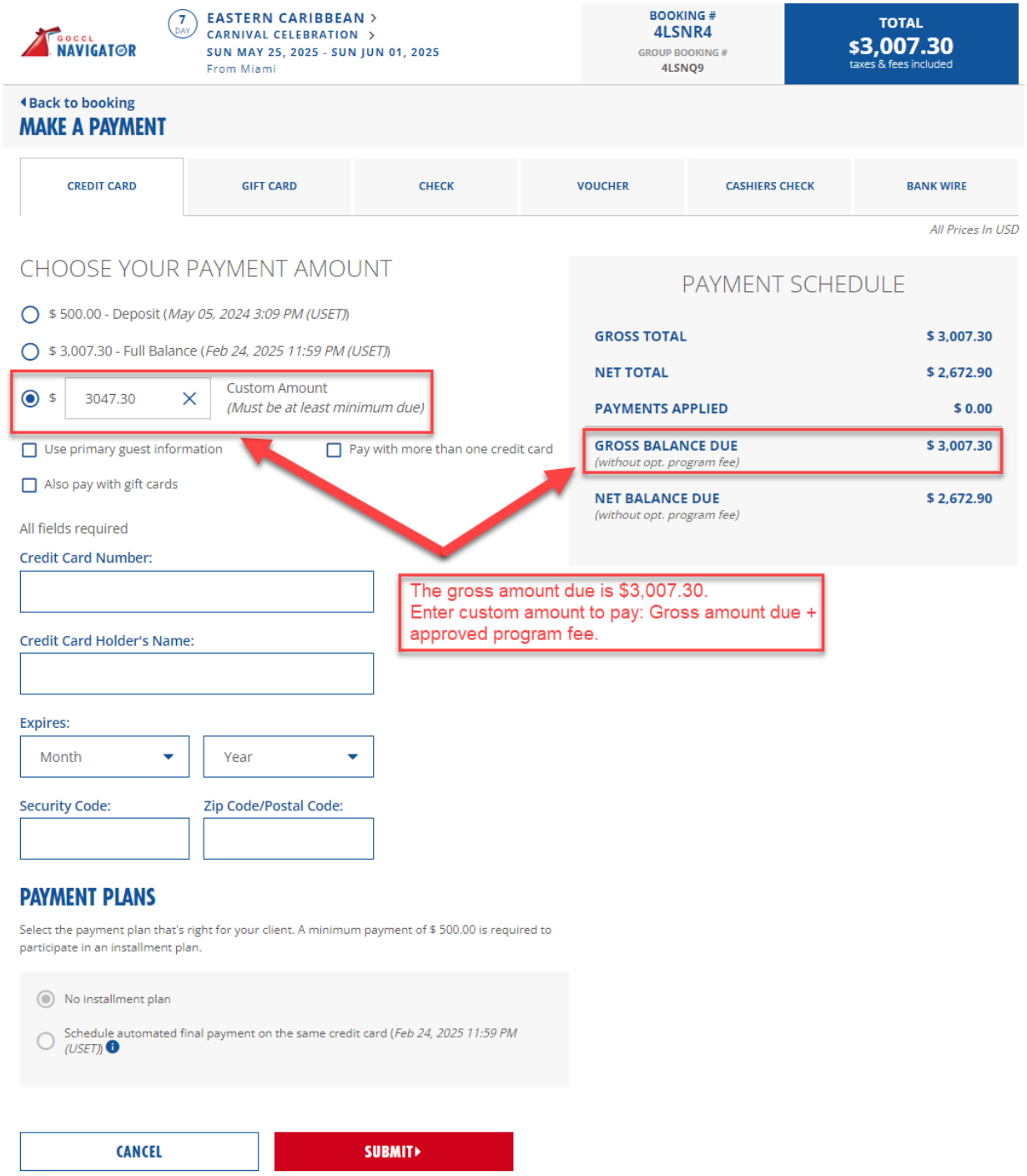
Please note that the fee will not appear on Cabin Confirmations. You will need to ensure that each guest is charged the additional amount.

Click **PAYMENT**

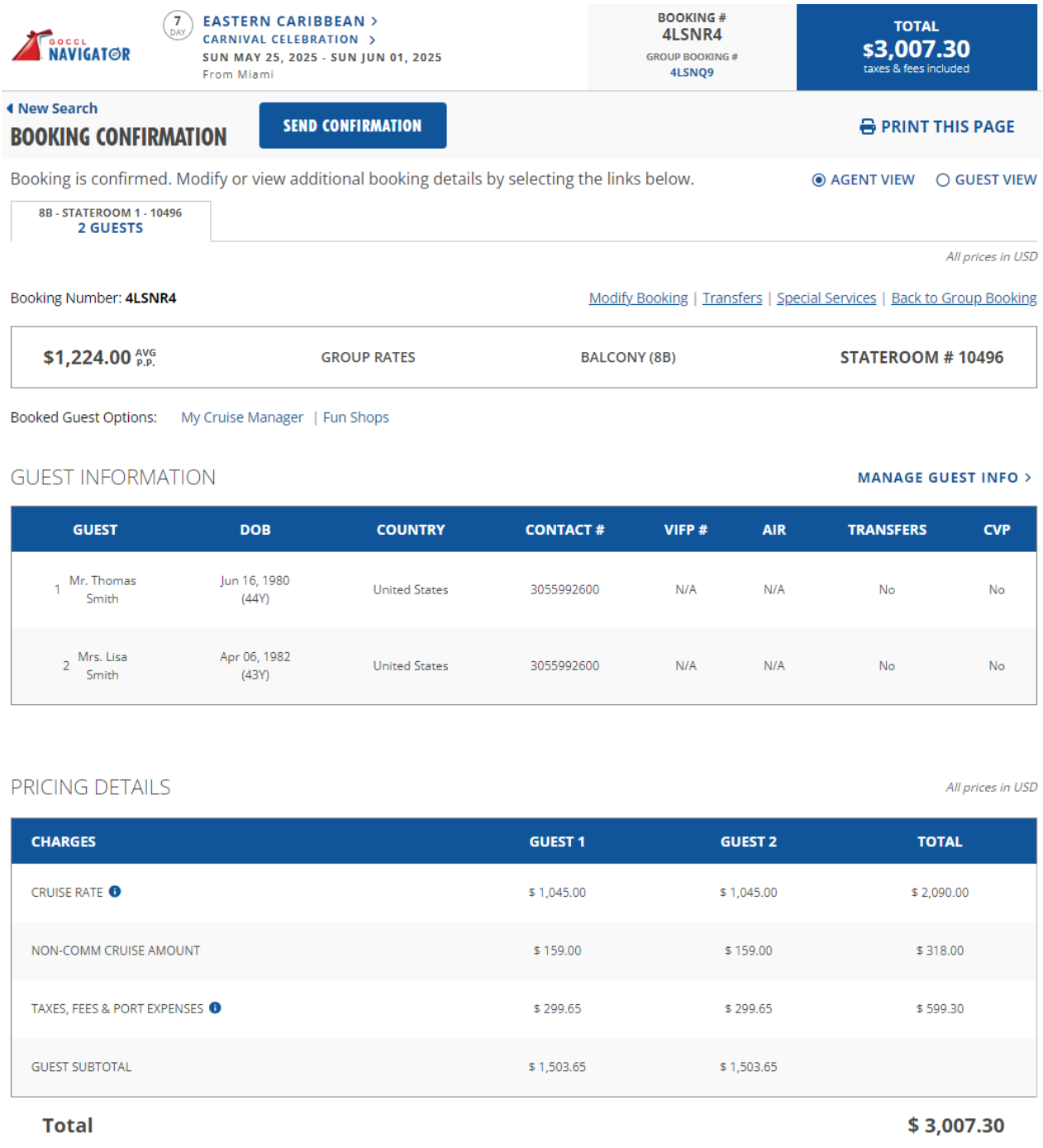
Select **MAKE PAYMENT**

Enter under **CUSTOM AMOUNT**: The Gross due plus the Program Fee

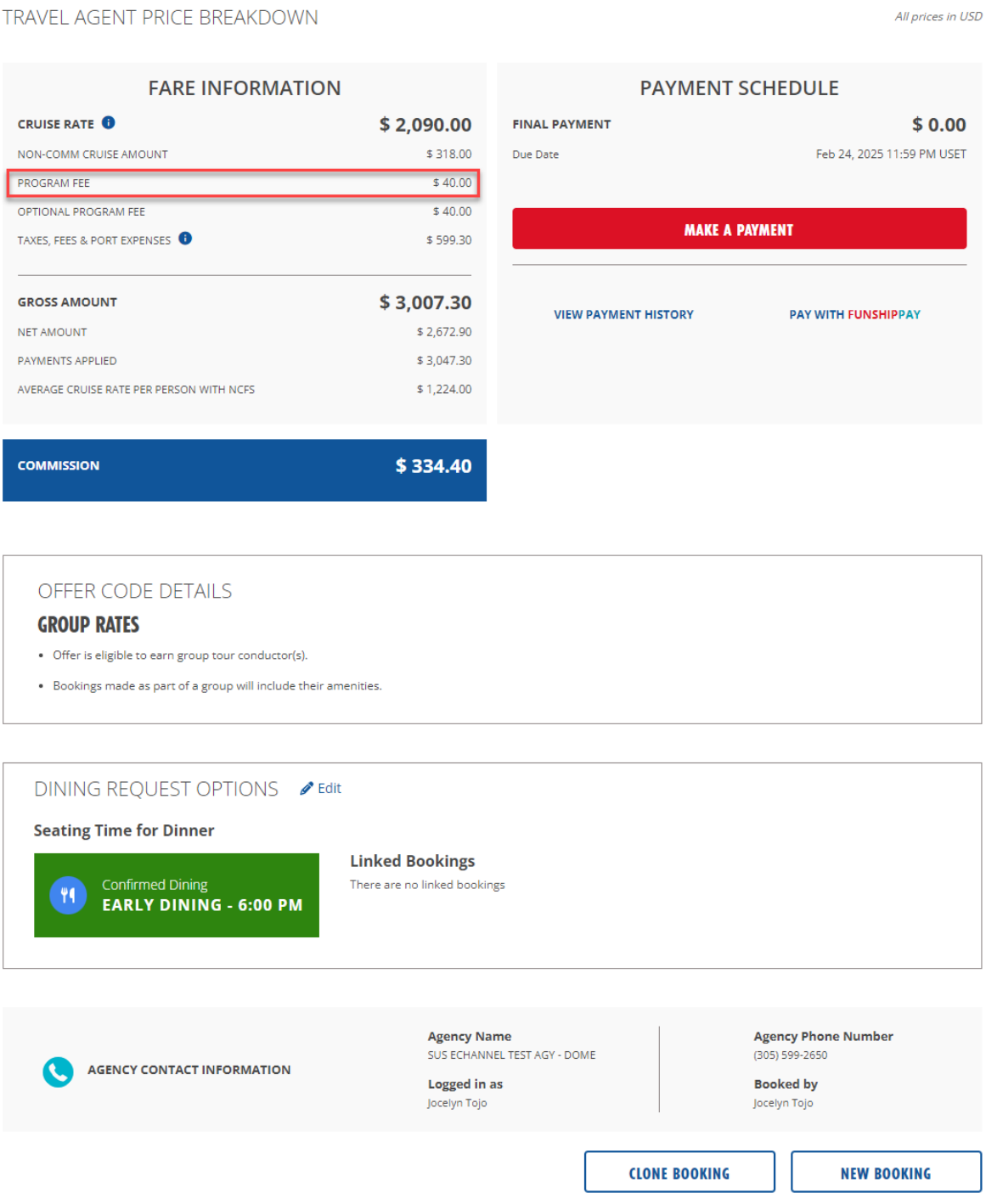
Click **SUBMIT**



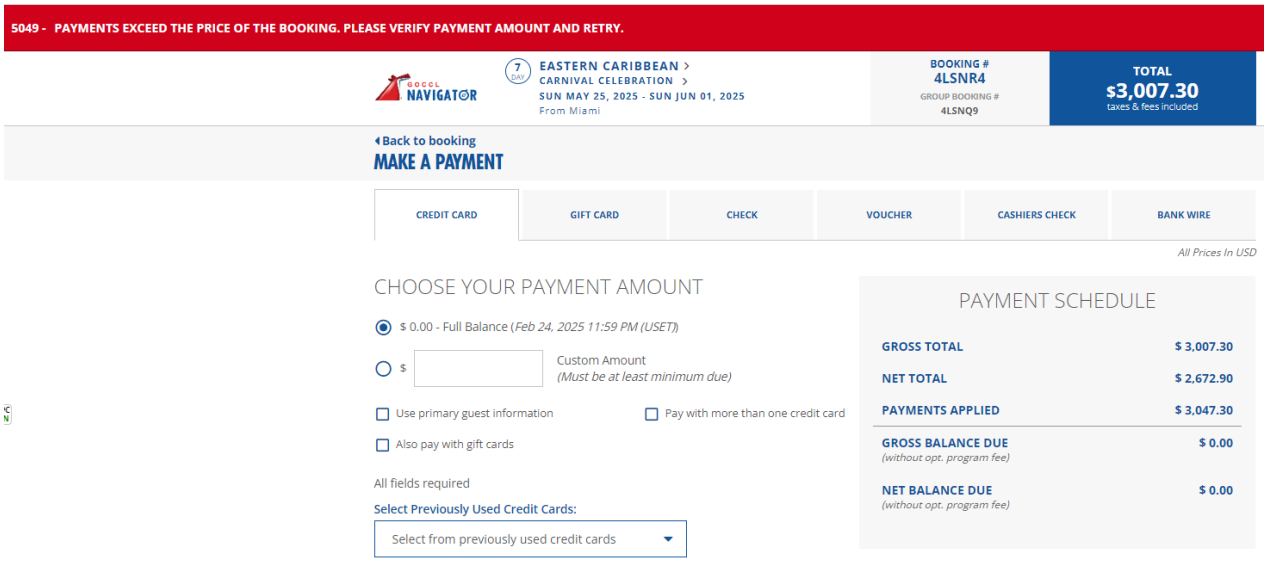
After payment is applied, display booking again.
Click on **PRICING SUMMARY**
Select **AGENT VIEW**



GoCCL will display amount paid, including the program fee.



If a payment greater than the amount approved is entered, an advisory will be returned: “5049: Payments exceed the price of the booking. Please verify payment amount and retry.”



GROUP PROGRAM FEE
CREDIT CARD OVERCHARGE REQUEST

Please fill out and have agency owner or manager sign the form below. One must be completed for each group on which there will be an overcharge. Overcharges will be refunded to the agency after sailing. Please note that we cannot hold overcharges for cancelled guests. Completed and signed form to be returned to **sailingsupport@carnival.com.**

Date: _____

Contact: _____

Agency name: _____ Address:

_____

_____

_____

Group Booking#_____SHIP_____ Group

Name _____

We request approval for our agency listed above to collect an additional charge on credit cards over and above the cruise rate on the referenced cruise. This additional charge is based on additional services or programming provided but is not to be processed at the cabin level for any Carnival provided Gift Orders Special Services or event charges.

Amount to be over-charged per person on credit cards is_____.

In consideration of this allowance, BUSINESS NAME:_____agrees to indemnify and hold Carnival harmless from and against all liabilities, losses, charges, costs, and expenses incurred by Carnival as a result of any credit card charge backs received in connection with the GROUP NAME:_____cruise that are not as a result of an act of Omission by Carnival Cruise Line. Charge backs are defined as the reversal of any charge made to a guest credit card account where such and any reversal thereof was made in connection with the (GROUP NAME) cruise. This indemnification is only for charge backs received by Carnival within one year from the termination of the referenced cruise.

ACKNOWLEDGED AND AGREED TO:

By: _____

PRINT NAME: _____

TITLE: _____