



The Carnival Great Vacation Guarantee™ Frequently Asked Questions

Summary of The Carnival Great Vacation Guarantee™

We are so confident your clients will enjoy their Carnival cruise vacation, we guarantee it. Carnival is the only vacation company to offer the Great Vacation Guarantee.

We designed this very unique program with your clients in mind. There is no frustrating “fine print” to worry about...just complete peace of mind.

Your clients can simply sail away on any of our 3 to 8 day cruises to the Bahamas, Caribbean, Mexican Riviera, Canada/New England or Alaska from today through April 30, 2015. If they are not completely satisfied with their experience for any reason, all they need to do is notify us within 24 hours of departure. They can then leave the ship at the next port and Carnival’s Guest Services team will arrange complimentary transportation to either fly them back home, or in the event they drove, get them back to their port of embarkation. We will also provide them with a refund equal to 110% of their cruise fare.

While we know the Great Vacation Guarantee is the best guarantee your clients will never need to use, we will go one step further. In the very unlikely event they elect to exercise the Great Vacation Guarantee, we will even provide them with a \$100 per stateroom onboard credit when they rebook another Carnival Cruise within one year.



Frequently Asked Questions

Who does the Great Vacation Guarantee (CGVG) apply to?

It applies to U.S. and Canadian residents only. Due to a U.S. Government requirement, your client must be in possession of a valid passport to return to the U.S. by air from Canada, Mexico, Central and South America, Caribbean, The Bahamas and Bermuda.

How is the Great Vacation Guarantee different than the Vacation Protection Plan?

The Great Vacation Guarantee offers your clients the ability to give our product a try and if for any reason it's not for them, they may return home and get a 110% refund. It's that simple. Our Vacation Protection Plan (VPP) is a travel package they can purchase, designed to provide benefits both before and during your client's trip, ranging from cancellation, trip and baggage delays, medical expense reimbursement, emergency evacuation coverage and 24-hour worldwide emergency assistance services. [Click here](#) for additional Vacation Protection Plan information.

Who do my clients contact if they want to exercise the Great Vacation Guarantee?

Your clients simply need to go to the Guest Services desk on the ship and notify us within 24 hours of departure from the port of embarkation. Carnival will take care of all of the complimentary transportation arrangements for your clients.

What expenses will my clients incur if they exercise the Carnival Great Vacation Guarantee?

The expenses they would incur are for any items they purchased and enjoyed while onboard and charged to their account (i.e. spa services, merchandise, alcoholic beverages, casino, etc).

When they travel home, Carnival will provide complimentary transportation including flights home, or in the event that they drove, a flight to their port of embarkation. Ground transportation and hotel accommodations (if needed) will also be taken care of. Incidental expenses (meals and related costs) during their travel home will be at their own expense.

If one of my clients exercises the Carnival Great Vacation Guarantee does it apply just to my client or everyone traveling with him?

The Great Vacation Guarantee applies to all our guests, so it would be available to everyone traveling with him/her.

How will my client get the 110% cruise fare refund?

We will process your client's 110% cruise fare refund in less than three weeks. 100% of the refund will be applied to the form of payment used when the cruise was purchased. The additional 10% may be issued via check or if your client prefers, they may receive it as cash at the Guest Services desk.

In addition to the 110% cruise fare refund, we will also refund the actual amount paid for government fees and taxes, VPP, prepaid gratuities, unused pre-purchased services (Bon Voyage, Spa, etc) and unused shore excursions.



If one of my clients exercises the Great Vacation Guarantee, is my commission protected?
We will protect your travel agent commission based on the full cost of the fare booked.

Why is there an 'end date' of April 30, 2015?
We are currently not selling cruises beyond this date. We'll re-evaluate once more cruises are open for sale.

Will my client still receive VIFP points?
Unfortunately, no. Guests who invoke the Vacation Guarantee will not earn their VIFP points.

Why is Carnival doing this? Didn't you already have a 'Vacation Guarantee'?
We believe and have so much confidence in our product, that we felt it was appropriate to make our guarantee even stronger. We're proud of the experience we deliver to the millions of guests who cross our gangway each year.

Will my clients incur fees per the Jones Act if they disembark in a US port?
Carnival will absorb responsibility for any penalty incurred.

Will I be notified by Carnival if my client exercised the Carnival Great Vacation Guarantee?
Yes, a member of our Guest Care team will inform you if a client exercises the Guarantee.

Who do I contact if I have additional questions about this program?
Contact your BDM or our Trade Engagement Team, they are ready to respond to your questions. Our Trade Engagement Team can be reached by calling 1-800-327-7276 or emailing cclsales@carnival.com