



## **CO-OP REIMBURSEMENT**

Handles the distribution of approved co-op advertising expenses  
[cclco-opreimbursement@carnival.com](mailto:cclco-opreimbursement@carnival.com)

## **eSOLUTIONS GROUP**

For inquiries on carnival.com, GoCCL.com, or other booking engine such as Amadeus, Revelex, etc., Fun Ship Pay or booking shore excursions and Spa on line  
[eSolutionssupport@carnival.com](mailto:eSolutionssupport@carnival.com)

## **LARGE GROUPS AND CORPORATE INCENTIVES**

Handles groups of 250+ staterooms, corporate meetings, incentives and full ship charters  
[groupspecialaccount@carnival.com](mailto:groupspecialaccount@carnival.com)

## **GROUP SAILING SUPPORT**

Accommodate groups affected by repositioning, deployments, charters, and dry dock  
[groupsailingsupport@carnival.com](mailto:groupsailingsupport@carnival.com)

## **GROUP EVENT PLANNING**

Services group requests for meetings/parties (20 guests minimum), pre-paid group shore excursions (16 guests minimum), and handles pre-paid Steakhouse Reservations for parties of 11+ group guests.  
[eventplanning@carnival.com](mailto:eventplanning@carnival.com)

## **GROUP DINING**

Handle requests for advanced table assignments or to cross-reference other groups or individual reservations  
[groupdining@carnival.com](mailto:groupdining@carnival.com)

## **GUEST ACCESS SERVICES SUPPORT**

Handles and book all guests with special needs; wheelchair users, deaf, blind, service dogs, medical, and physical requirements  
[specialneeds@carnival.com](mailto:specialneeds@carnival.com)

## **GUEST ADMIN**

Process requests for transfers of bookings from one agency to another; apply discount certificates on existing bookings (i.e., bonus commissions, past guest offers, Guest Care goodwill gestures, etc.)  
[guestadmin@carnival.com](mailto:guestadmin@carnival.com) (FIT)  
[guestadmingroups@carnival.com](mailto:guestadmingroups@carnival.com) (groups)

## **GUEST CARE**

Responsible for post cruise concerns pertaining to guest experience, sail & sign statements, and lost & found  
[guestcaretravelagents@carnival.com](mailto:guestcaretravelagents@carnival.com)  
[guestcare@carnival.com](mailto:guestcare@carnival.com)

## **GUEST SOLUTIONS**

Assist with servicing complex booking issues on existing individual or group bookings for both DOMESTIC and INTERNATIONAL partners  
[guestsolutionssupport@carnival.com](mailto:guestsolutionssupport@carnival.com)

## **INTERLINE & REDUCED RATE VERIFICATION DESK**

Responsible for validating employment verifications for interline, military and travel agent reduced rate booking  
[interline@carnival.com](mailto:interline@carnival.com)

## **REWARDS PROGRAM**

Handles all inquiries regarding the Travel Agent Rewards Program  
[carnivalrewards@qtxsupport.com](mailto:carnivalrewards@qtxsupport.com)

## **SAILING SUPPORT**

Accommodate individual bookings affected by repositioning, deployments, charters and dry-docks  
[individualsailingsupport@carnival.com](mailto:individualsailingsupport@carnival.com)

## **SPECIAL EVENTS**

Questions regarding Travel Agent special events, such as VIP Shipboard Events, From Your Home to Our Homeport, Seminars at Sea and CLIA partnership events  
[specialevents@carnival.com](mailto:specialevents@carnival.com)

## **SALES SUPPORT**

Point of contact for support and guidance for Travel Partners as well as assisting with support functions for overall Trade Sales and Marketing team including special projects as needed; handles inputting new agencies as well as making changes to existing agency profiles, inquiries from trade on agency profiles, production and commission levels, and questions pertaining to accessing or using Carnival Passport.  
[salesupport@carnival.com](mailto:salesupport@carnival.com)

## **TRAVEL SERVICES**

Handles issues regarding flights, documents, and packages for all sailings  
[travelservicesissues@carnival.com](mailto:travelservicesissues@carnival.com)

## **WEDDINGS**

Handles planning and scheduling wedding ceremonies and vow renewal ceremonies  
[weddings@carnival.com](mailto:weddings@carnival.com)