

FREQUENTLY ASKED QUESTIONS: TRAVEL AGENT REWARDS PROGRAM

Q. What is changing in Carnival's Agent Rewards Program and how does this impact me?

A. Carnival's Travel Agent Rewards Program launched 6 years ago and has now distributed more than \$1 million in gift cards! Based on feedback from our Travel Agent Rockstars, you've told us that it's time for a refresh, with some site enhancements and new benefits.

So, we are excited to announce that Carnival is launching an entirely NEW Travel Agent Rewards Program in Summer, 2018 to bring the next generation of rewards offers and an easy-to-use site to you. We're excited to share that the following exciting enhancements will be part of the all-NEW program:

- Your GoCCL.com ID and password now work for rewards and redemption
- Rewards points now received for all cabins in a group
- New easy- to-use design with less steps to enter activities
- Accessible 24/7 on your mobile device or smartphone
- Quicker validation of your rewards points
- More redemption choices and new points earning opportunities!

To move to this NEW Rewards Program, the current rewards site will be retired/closed. We have detailed important dates and next steps throughout this FAQ document to help ensure you take advantage of earning and redemption opportunities during this program transition.

Questions on Earnings Account

Q. Will the current Rewards Program be retired/ closed?

A. Yes, the existing Rewards Program will be retired to make way for our brand NEW program. We are working to make it easy for you to enter your final points and to redeem your validated points during this program transition.

Q. When is the last day to enter booking/promotion activity into my Rewards account?

A. The last day to enter booking/promotion activity into your Rewards account is 3/31/2018.

Q. What happens to the validated points in my current Rewards account during the transition?

A. We want to make it easy for you to use the points you've earned. We will automatically transfer all validated points to your redemption account on 4/6/2018 (we have lifted the 10,000 point requirement before going shopping). We will be adding gift cards starting at \$5 to increase your redemption options. All points must be redeemed by 5/31/2018 as the redemption site must close to make way for the all NEW rewards program. So, please be sure to review your redemption options and spend!

Q. What happens to pending points I have in my Rewards account when the current program is retired?

A. If you have pending points that have not validated by 4/6/2018 (For example, Carnival Passport Level completions), those pending points will expire and we are not able to transfer them to the new system.

Q. Will my information and points transfer to the new Travel Agent Rewards Program?

A. No, the Travel Agent Rewards Program is completely NEW. Your historical information on rewards activities entered/earned or any points available for redemption will not transfer to the new Rewards Program. Since the Rewards Program is entirely NEW, we will not be able to transfer when the new program is launched. If you had points and did not redeem them by 5/31/2018, those points will expire and will not be available for future use as they cannot be transferred to the new system.

Q. When will the New Rewards Program launch?

A. The new Rewards Program will launch Summer, 2018. As we near the launch date, we will keep you updated on GoCCL.com and by email.

Q. What if I make bookings during the time that the Rewards Program is closed/before the new program opens? Will I be able to enter those bookings later?

A. Yes, for any bookings that you make during the period when the Rewards Program is closed, you will be able to enter those bookings into the new Travel Agents Rewards Program when it launches in Summer, 2018. You will not miss out on reward points for bookings made during the time that the Reward Program is not available.

Q. What if I have a promotion code to enter during the time that the Rewards Program is closed/before the new program opens?

A. All promotion codes must be entered by 3/31/2018 before the current program closes. Current promotion codes will not work in the new rewards system, which will use different types of reward point earning tools.

Redemption Account Questions

Q. Will my redemption account also close?

A. Yes, your current redemption account will be closed to make way for the NEW Rewards Program which will include a single-logon from GoCCL to access both your rewards entry & redemption shopping mall in one simple-to-use tool.

Q. When is the last day to redeem my points for electronic gift cards in my current redemption account?

A. The last day to redeem all your points in your redemption account is 5/31/2018.

Q. What happens if I don't redeem/shop using the points that I had in my redemption account?

A. If you did not redeem your points by 5/31/2018, those points will permanently expire and will be available for future use. They cannot be transferred to the new redemption system.

Q. I redeemed my points but never received my electronic gift card?

A. Please contact Online Rewards by logging into your redemption account (<http://carnivalredemptionaccount.com>) and submitting a help request form from the help page.

Q. Can you recap the key dates for the Agent Rewards Program transition?

A. The key dates to remember are:

- March 31, 2018 – last day to enter all your booking and promotional activity into your existing Travel Agent Rewards account
- April 6, 2018 - final validation cycle, all of your validated points will be transferred to your existing redemption account. If you do not currently have a redemption account, you will need to register for a new account. The 10,000 point requirement for redemption will be removed and ALL your points will be available for spending.
- May 31, 2018 - last day to redeem all your points for electronic gift cards in your existing redemption account.
- June 1, 2018 - all remaining points in your redemption account will permanently expire and become unavailable for future use as we begin the transition to the new program.
- Summer, 2018 – the New Travel Agent Rewards Program will launch on GoCCL.com. Any bookings that you have made during the time that the Rewards Program was unavailable will be able to be entered retroactively into the new Rewards Program when it launches.

Contact Us: Additional Assistance

For questions regarding your Rewards Account until March 31, 2018, contact us at carnivalrewards@qtxsupport.com

For questions regarding your Rewards Account starting April 1, 2018, contact us at salesupport@carnival.com.

For issues regarding your Redemption orders, click <http://carnivalredemptionaccount.com> and submit a help request form from the help page.