

TRAVEL AGENT REWARDS PROGRAM

www.carnivalagentrewards.com

FREQUENTLY ASKED QUESTIONS

ENROLLMENT & PARTICIPATION

Q. How do I enroll?

A. Simply logon www.carnivalagentrewards.com, click the “Enroll Now” button and complete all the fields the registration form. Be sure to use your legal name when registering.

Q. Does my GoCCL.com username and password transfer over to the Rewards Program Site?

A. No, you need to enroll in the Rewards Program in order to participate. You’re required to use the same email address that you use for your GoCCL.com account. Please ensure you register with your official email address that meets the requirements of your agency.

Q. Should I check with my employer first before enrolling in the Rewards Program?

A. Yes. If you enroll without checking with your employer you may be in violation of company policy.

Q. How many Rewards Program accounts may I have?

A. Only one, you may not maintain more than one Rewards Program account. If you are registered with more than one agency, your Rewards membership must correspond with your primary agency only. Obtaining or maintaining multiple accounts will be considered fraudulent activity, lead to removal from the Rewards Program and possible legal action.

Q. If I do not have a CLIA or IATA number, can I still join the Rewards Program?

A. Yes, if you don’t have a CLIA or IATA number, we also accept ARC or TRUE numbers. You must be an active agent within a recognized travel agency in order to participate.

Q. Are Tour Operators eligible to participate in the Rewards Program?

A. Agents/employees of Tour Operators are welcome to enroll in the program.

Q. How do I change my Rewards Program email address or other contact information?

A. Please email carnivalrewards@qtxsupport.com and include your full legal name, the email address that you registered with, along with any other changes that you need to make.

Q. What systems must I use to be eligible for new booking and servicing activities?

A. Your new bookings and servicing transactions must be made online at GoCCL.com, via a GDS that Carnival participates in; currently these include Amadeus, Sabre, Revelex and Travelport or agency booking systems that connect



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through Carnival's API (Application Program Interface). If you are unsure whether your agency's booking system is interfaced with Carnival, please check with your agency administrator.

Q. What are point earning activities?

A. Activities that earn points are subject to change at any time. Here are a few ways you can earn points.

BOOKING POINT EARNING ACTIVITIES

Activity	Points Earned
Create new Individual/FIT or Group online bookings	150
New online bookings on eligible promotional Special Sailings	300 - 450
Travel Agents who Sail with Carnival	1,000
Book the Fly2Fun (Air) program for a client	50 / client
Book a Carnival Shore Excursion for a client	50 / client
Sell Carnival's Vacation Protection Plan to a client	50 / client
Request a Spa Reservation for a client	50 / client
Book Transfers for your client	50 / client

NON-BOOKING POINT EARNING ACTIVITIES

Find and enter eligible hidden bonus codes within GoCCL.com and Carnival trade and sales team emails	25 - 100
Complete your "Fun Seeker" level in Carnival Passport	2,500
Complete your "Extraordinary Explorer" level in Carnival Passport	4,000
Complete your "Awesome Adventurer" level in Carnival Passport	5,500
Complete your "Fantastic Voyager" level in Carnival Passport	7,000
Complete your "Daring Discoverer" level in Carnival Passport	8,500
Complete your "Grand Globetrotter" level in Carnival Passport	9,000
Register or are already registered on GoCCL	500
Visit Carnival at an eligible National Tradeshow Event	100
Attend an eligible Shipboard Luncheon	100

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RECORDED EARNED ACTIVITIES

Q. Is there a deadline to report activities?

A. Yes, you must report the activity within 90 days from the activity completion, unless otherwise specified. Example: You create a booking online on June 30, 2014. You need to report your booking activity in your Rewards Program account no later than September 30, 2014.

Q. When tracking my points, how can I review my submissions?

A. Log onto your Rewards Program account and click on the “Review/Edit” tab on the upper right hand corner. There, you can see the status of your submitted activities and edit/delete them as needed. We do recommend that you remove/delete any items that were entered in error.

Q. Which booking number do I use to log new group bookings?

A. The group booking number should be used to log your group booking. Individual Booking Record (IBR) cannot be used to validate the booking activity or to earn points.

Q. Where can I find the promo codes for the different Awesome Events I attend?

A. Promo codes for Awesome Events will be given out by a Carnival representative after each event. If you attend an event and do not receive your promotional code, please contact the hosting Carnival representative. Please be advised that you may be asked to show proof of attendance.

MY EARNED POINTS

Q. What is the difference between my Validated Points and my Pending Points?

A. Validated Points are your accrued number of points that have been verified by Carnival. Pending Points are points for activities that you have recently entered but have not yet been validated. It can take up to 60 days to validate your pending points from either the time of entering or time of sailing.

Q. When are my points transferred to my Redemption Account?

A. Once you have accrued 10,000 points that have been verified, they will be transferred to your Redemption Account. You will receive an email notification from Carnival Rewards confirming your point transfer and provide you with an overview of how to redeem.

Q. Do My Points Expire?

A. Yes, you must remain active in the program to use your earned points by submitting at least one eligible, valid activity within a 12 month consecutive period

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and by redeeming points within 12 months from when they transfer into your redemption account. On the 13 month of inactivity, your account will be deactivated and all points (pending, validated, and ready for redemption) will be permanently expired and unavailable for future use.

REDEMPTION ACCOUNT AND ORDERS

Q. How do I register for a redemption account?

A. A redemption account will automatically be created for users who have transferred 10,000 reward points and don't have an existing redemption account. When the new account is created you will receive an invitation email with instructions on how to access your redemption account. The email will contain your Agent ID for your account. You will be required to create a password, accept the terms and conditions for the program and select your country of residence when accessing your account for the first time.

Q. Why is Carnival Cruise Line moving from physical gift cards to electronic gift cards?

A. In an effort to provide a wider selection and faster access to reward items, as of January 18, 2017 we will be offering electronic gift cards instead of physical gift cards. Travel agents can now select from a variety of electronic gift cards such as Amazon, Old Navy, Gap, etc., and as available in United States, Puerto Rico and Canada. The electronic gift card will be available within minutes in your redemption account.

Q. What types of rewards are available for redemption?

A. There are a variety of digital gift cards to choose from. For a complete list of items available, check out www.carnivalredemptionaccount.com.

Q. Once I have placed an order using my points, how long does it take to process and receive my electronic gift card?

A. Once your order is processed you will receive an order update email stating that the electronic gift card is ready for use.

Q. What is a wishlist?

A. You will be able to view the full rewards catalog and save catalog items for future purchase in your wishlist.

Q. Do I have to pay taxes on the reward items I receive?

A. Yes, if you receive \$600 or more in gift cards in a given year. Once you reach the \$600 threshold you will be required to provide your Social Security information and

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contact information for a 1099 to be administered to you. Online Rewards will be administering a 1099 to all individuals that receive \$600 or more in gift cards in a given year.

Q. Why is the time zone for my orders in Coordinated Universal Time (UTC) rather than local time zone?

A. Our order system for the redemption site is recorded in Coordinated Universal Time (UTC) time zone rather than in the local time zone for each individual user. Therefore, all orders will appear in the Coordinated Universal Time (UTC) format.

CONTACT US: ADDITIONAL ASSISTANCE

For questions regarding your Earning Account, contact:

Questex Media Group LLC at carnivalrewards@gtxsupport.com or (617) 219-8369, Monday — Friday, 9:00am — 5:00pm ET

For issues regarding your Redemption Account, contact:

Online Rewards by logging into your redemption account (<http://carnivalredemptionaccount.com>) and submitting a help request form from the help page or at (888) 826-0783, Monday – Friday, 9:00am — 5:00pm ET.

If you do not have a redemption account and wish to speak to a live agent, contact:

Online Rewards at (888) 826-0783, Monday – Friday, 9:00am — 5:00pm ET.

For questions regarding booking online at www.GoCCL.com, contact:

Carnival's eSolutions Team at esolutionsgroup@carnival.com or (800) 845-2599

For questions regarding your Carnival Passport Account, contact:

Carnival Passport Team at carnivalpassport@carnival.com