

Travel Agent Rewards Program Terms & Conditions

Carnival Cruise Line's Travel Agent Rewards Program Terms & Conditions

Travel Agent Rewards Program from Carnival Cruise Line ("CCL," "we" or "us").

IMPORTANT NOTICE

We reserve the right to change the Travel Agent Rewards Program ("Program") Terms and Conditions ("Terms & Conditions") at any time. This means, for example, that we may change the number of points ("Points") earned per Booking and/or Non-Booking Activity ("Activity"), the number of Points required to redeem rewards, impose caps and/or fees on earning and/or redeeming Points, the rewards offered, the type or specifications of rewards, and/or cancel eligible activities or rewards. In addition, we reserve the right to terminate the Program at any time without notice. The Travel Agent's ("you," or "your") right to earn Points and redeem accumulated Points will terminate at that time.

By enrolling in the Program, and by your continued participation in it, you agree to these Terms & Conditions, including any amendments which may be made by CCL from time to time in its sole discretion.

ELIGIBILITY

The Program is available to authorized Travel Agents of Carnival Cruise Line at or over the age of majority in their jurisdiction of residence at time of enrollment, who are legal residents of and based in the United States, including Puerto Rico, or Canada. Limit one membership per person. By enrolling in the Program, Travel Agents represent and warrant that they are doing so with the knowledge and consent of their employer, if applicable, and that their participation in the Program is not prohibited or restricted by any company or employment policies relevant to them or any applicable laws or regulations. Travel Agents are solely responsible for any disclosures to customers concerning their participation in the Program that may be required by law or their employer's policies. Check those policies before enrolling.

ENROLL

Travel Agents may enroll in the Program by logging on to www.carnivalagentrewards.com, clicking through the Rewards Program enrollment section and completing the online form in accordance with the on-screen instructions. Travel agents are required to provide their legal name upon registration as well as the information described in the Privacy section below. You are solely responsible for ensuring the accuracy of the information provided to CCL and the Travel Agent Rewards Program, both at the time of enrollment and throughout the period of membership in the Program. Providing false information, omitting any information required, failure to keep information accurate and current, or noncompliance with these Terms & Conditions may be grounds for denial or termination of membership in the Program, and/or the cancellation of any points earned hereunder.

ACTIVITY EARNING REQUIREMENTS

All Activities must be conducted online at www.GoCCL.com or through a Global Distribution System ("GDS")
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that Carnival participates in or agency booking systems that connect through Carnival's Application Program Interface.

Once enrolled you must be the person who actually conducts the Activity and inputs the Activity into your account. The Activity must be entered in your Program account within ninety (90) days of completion of the Activity. Carnival reserves the right to verify that the Activity was in fact conducted by you. You must report each Activity in accordance with the instructions provided in order to earn Points. Some Activities will require a booking number or promo code and in such cases, the booking number or promo code must be submitted in accordance with the instructions provided. Activities conducted via the telephone are NOT eligible for Points.

If you complete an Activity in accordance with these Terms & Conditions (the "Booking TA") you will get the corresponding Points for such Activity. If a different travel agent services an Activity for an already booked Activity (the "Activity Travel Agent"), the Activity Travel Agent will get the Points for said additional Activity (provided the Activity Travel Agent is an authorized Travel Agent and reports the additional Activity in accordance with these Terms & Conditions).

REWARDS PROGRAM ACTIVITIES

The Program offers point earning for Booking and Non-Booking activities. Certain Activities are available only during the time periods described in the Program communications (including Program website at www.carnivalagentrewards.com). Certain restrictions may apply to Activities. Terms and conditions of each Activity are set forth in Program communications. Listed Activities in the Program are subject to change without notice.

A list of the most current, eligible Point earning Activities is included in the Travel Agent Rewards Program FAQs and can be located at www.carnivalagentrewards.com.

POINT ACCRUALS AND VALIDATIONS

Once enrolled, you will accrue a certain number of Points in your Earning Account ("Earning Account") for every eligible, verified Activity. Points accrued have no cash value, do not constitute property of the TA and are not transferable by operation of law or otherwise to any person or entity and cannot be transferred to any other account. Booking Activities (such as New Bookings and Travel Agent Sailings) and Carnival Passport level completion require a validation process. The data entered into the Earning Account will be checked through CCL's reporting engines for confirmation of completed activity. This includes verifying booking date, serving action date, sail date, and any applicable information about that activity. This validation process can take up to sixty (60) days after the completion of the Activity enter date into system or passenger sail date whichever occurred later. Activities that have not yet been validated and the Points for these activities will show as Pending in the Earning Account. Activities that do not meet the Program requirements will be marked invalid.

Once an Activity has been validated, the points the corresponding points will accrue in the Earning Account and be visible to the agent.

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REDEEMING POINTS FROM THE REDEMPTION ACCOUNT

Once you have earned 10,000 Points in your Earning Account, those Points will be transferred to your Redemption Account ("Redemption Account") within twenty-five (25) business days. You may redeem Points in your Redemption Account for rewards. Points will only be transferred from the Earning Account to the Redemption Account in increments of 10,000 Points per transfer. Points less than 10,000 in the Earning Account will not be transferred to the Redemption Account. And Points may not be redeemed for rewards until they have been transferred to the Redemption Account.

Only you are permitted to redeem Points for a reward. Points that are not redeemed within 12 months from the time they transferred from your Earning Account to your Redemption Account will be subject to forfeiture.

GENERAL REWARDS AND POINT REDEMPTION INFORMATION

All rewards are subject to availability. Certain rewards are available only during the time periods described in the Program communications (including Program website at www.carnivalagentrewards.com). Certain restrictions may apply to rewards. Terms & Conditions of each reward are set forth in Program communications. Merchants and/or redemption items participating in the Program are subject to change without notice. CCL reserves the right in its sole discretion to substitute a reward for a comparable reward of equal or greater value (including, without limitation, substitution of models for the then-current model) in the event that a selected reward is not available when points are redeemed.

A list of the most current rewards is available by logging on to the Redemption Account at www.carnivalredemptionaccount.com.

Once accrued Points in your Redemption Account have been redeemed for a reward, the Points are deducted from your Redemption Account and cannot be refunded.

Redeemed rewards are not refundable, exchangeable, replaceable, redeemable or transferable for cash, credit, other rewards or Points, except as expressly stated hereunder.

By redeeming Points for rewards, you release CCL and its parent, subsidiaries and affiliates from any and all liability regarding the redemption or use of rewards or other participation in the Program.

Some rewards and/or Gift Cards may require an additional charge for shipping and handling. Any such charges will be disclosed to you prior to the time of redemption.

PRODUCT REWARDS

Log onto your Redemption Account www.carnivalredemptionaccount.com to request redemption of rewards in accordance with the on-screen instructions. Please note any special instructions, and restrictions as you request your redemption. All rewards are available while supplies last. You will be notified if the item you have ordered is not available and when it will become available. You may either elect not to redeem any Points at this time or select another item to redeem. Items shown were the latest models available at the

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time of printing or posting. Order may contain more than one reward.

Once your order has been processed you may not return points for a credit. Digital gift cards may not be exchanged.

DIGITAL GIFT CARDS

Digital Gift Cards are valid at participating Merchants only. All Digital Gift Cards are governed by the terms and conditions printed on them, which will vary depending on the participating Merchant and Country. Acceptance of the Digital Gift Cards is the sole responsibility of the participating Merchant, not CCL. Depending on your country of residency, Digital Gift Card and reward values may be in U.S. Dollars or Canadian Dollars as applicable.

Digital Gift Cards are not valid toward previous purchases and cannot be used as payment on existing account balances with either the participating Merchant or CCL.

Digital Gift Cards have no cash value and may not be redeemed for cash or its equivalent, and any unused portion will not be returned as cash unless a Gift Card states otherwise, or as otherwise required by law.

Digital Gift Cards are not transferable unless otherwise noted on the Digital Gift Card.

Unless otherwise stated on the Digital Gift Cards, they do not include applicable taxes or gratuities.

CCL and participating Merchants are not responsible for replacing expired, lost, stolen or mutilated Digital Gift Cards.

Terms & Conditions of Digital Gift Cards are determined and governed by issuer. Complete terms and conditions of digital gift card are enclosed when digital Gift Card is issued.

GENERAL

If you do not conduct any eligible Activity or redeem a reward in any twelve (12) consecutive month period you will be removed from the Program and all accumulated Points will be forfeited. To remain in the Program and keep accumulated Points, you must: (a) conduct at least one (1) Activity within a twelve (12) consecutive month period; and (b) redeem a reward within the twelve (12) consecutive month period. If you were removed from the Program for failure to conduct an Activity or redeem a reward within a twelve (12) month period, you must re-enroll in the Program to participate and will thereafter be required to adhere to Program transaction requirements to remain active in the Program. Although you are permitted to reenroll in the Program, any forfeited Points will not be retrieved.

By enrolling in the Program, you agree to release and hold CCL and its parent, subsidiaries, affiliates and their respective officers, directors, employees, contractors, and authorized agents harmless from any claim, liability, demand, or action that may arise out of or in connection with their participation in the Program, from any defect or malfunction of any reward redeemed with this Program, and the use and misuse of any reward

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redeemed with this Program.

Fraud or abuse relating to the accrual of Points or redemption of rewards (as determined by CCL in its sole discretion) may result in forfeiture of accrued points as well as cancellation of your Earning and Redemption Accounts.

All questions or disputes regarding eligibility for the Program, eligibility of points for accrual, conversion of points or redemptions of rewards will be resolved by CCL at its sole discretion.

The determination of tax liability for any federal, provincial, state, local or employment taxes (as may be applicable) arising out of the accrual, conversion, or redemption of points or acceptance of rewards through the Program shall be your sole responsibility. CCL will not be responsible for any tax consequences which may flow from participation in the Program. Per the IRS Rewards that are given away are considered income and can be taxed. If the value of those taxable rewards is more than \$600 in a given year, the company administering the reward is required to send 1099 tax notices to both the IRS and the rewards recipient. Online Rewards will be administering the 1099 for all agents that reach this threshold and will be requesting additional information at the time in which an agent reaches this threshold.

CCL is not responsible for any errors, including, without limitation, lost, late, damaged, misdirected, illegible, incorrect or incomplete communications, transmissions or technical failures in connection with enrollments, transactions, inquiries or any other type of communication. This document and these Terms & Conditions constitute the entire agreement between you and CCL regarding the Program and supersede all previous written or oral Terms & Conditions.

Despite our best efforts to ensure accuracy, errors occasionally occur. CCL reserves the right to correct such errors at any time even if it affects pending reward fulfillment. In no event shall CCL's liability with respect to the Program, including liability for negligence or breach of contract, be greater than the value of the reward claimed at the time the dispute arose. CCL will not be responsible for any errors in data entry, processing, or Points calculation, whether caused by you or CCL, unless you report the error to CCL. CCL reserves the right to pursue legal action in the event of fraud, misrepresentation, abuse or violation of these Terms & Conditions.

No delay or omission on the part of CCL to exercise any right or remedy hereunder, or otherwise to enforce these Terms & Conditions, shall be deemed to be a waiver of these Terms & Conditions or any applicable remedy to which it may be entitled. No waiver shall constitute a waiver of any other term, condition, default, breach, right or remedy, nor shall any wavier constitute a continuing waiver. If any term hereof is held by a court to be invalid or unenforceable, such term shall be severed here from and the remaining terms shall remain in full force and effect. If you disagree with any amendments to the Program or to these Terms & Conditions, your sole recourse will be to terminate your membership in the Program. This Program is void where prohibited by federal, provincial, state or local law.

PRIVACY

When you enroll in the Program, CCL may collect, and you consent to such collection of, personal information, including your name, address, telephone number, and e-mail address. We use this information, in conjunction

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with our authorized agents and representatives, to administer your participation in the Program including the processing and delivery of rewards. For more information on the manner in which we treat your personal information, please refer to our privacy policy (“Privacy Policy”) located at http://www.carnival.com/cms/Static_Templates/privacypolicy.aspx, which shall apply to this Program. By enrolling in this Program, you consent to CCL receiving such personal information and using it as described herein and pursuant to the Privacy Policy.

GOVERNING LAW AND DISPUTE RESOLUTION

The following is applicable to residents of the United States and Canada (to the extent permitted under applicable law): All legal issues arising from or related to this Program or these Terms & Conditions shall be construed in accordance with the laws of the State of Florida applicable to contracts entered into and wholly to be performed within Florida. Any controversy or claim arising out of or relating to these Terms or your participation in the Program shall be settled by binding arbitration in accordance with the commercial arbitration rules of the American Arbitration Association (“AAA”). Any such controversy or claim shall be arbitrated on an individual basis, and shall not be consolidated in any arbitration with any claim or controversy of another party. The arbitration shall be conducted in Miami, Florida and judgment on the arbitration award may be entered into in any state or federal court in Miami, Florida having jurisdiction thereof. Notwithstanding the applicable law on statute of limitations, demand for arbitration with the AAA must be filed within ONE (1) YEAR after the date the party asserting the claim first knows or reasonably should know of the act, omission or default giving rise to the claim; and there shall be no right to any remedy for any claim not asserted within that time period. (If applicable law prohibits a one-year limitations period for asserting claims, the claim must be asserted within the shortest time period in excess of one year that is permitted by applicable law.) Participation in this Program and these Terms & Conditions shall be governed exclusively by the laws of the State of Florida and the Federal Arbitration Act, without regard to conflict of laws provisions. By participating in the Program and thereby agreeing to the Terms & Conditions, you hereby consent to the personal jurisdiction and venue in the state and federal courts sitting in the State of Florida.

The Redemption Program website is administered by Whapps, LLC d/b/a Online Rewards. The Earnings Program website is administered by Questex, LLC. Carnival Cruise Line and Carnival Corporation are not responsible for the administration of this Program.

CONTACT

For issues regarding your Earning Account, contact:

Questex Media Group LLC at carnivalrewards@qtxsupport.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.

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If you do not have a redemption account and wish to speak to a live agent, contact:
Questex Media Group LLC at carnivalrewards@qtxsupport.com or
(617) 219-8369, Monday — Friday, 9:00am — 5:00pm ET.

For issues regarding booking online at www.GoCCL.com, contact:
Carnival's eSolutions Team at esolutionsgroup@carnival.com or (800) 845-2599.

For issues regarding your Carnival Passport Account, contact:
carnivalpassport@carnival.com.