

## CRUISE PROGRAM PROCEDURES AND HELPFUL HINTS



Use this Check List to help you organize your cruise with Durgan Travel Service.

UPON RECEIPT OF THE FLYER, CALL YOUR ACCOUNT EXECUTIVE TO VERIFY ALL THE INFORMATION ON YOUR FLYER AND DISCUSS PROMOTIONAL STRATEGY.

UPON RECEIPT OF DEPOSITS, IMMEDIATELY MAIL THEM TO DURGAN TRAVEL ALONG WITH THE RESERVATION FORMS: It is *essential* to get these in quickly because cruises fill up extremely quickly and space is at a premium. Also, this gives the client the best available cabin. We need the money and reservation form in-house before we can book a cabin with the cruise line for accounting and accuracy purposes.

130 DAYS PRIOR TO DEPARTURE, SEND IN A ROOM LIST on our **CRUISE ROOMING LIST SHEET** with the cabin category, bedding preference, dining choice (if applicable), special requests, etc. to us. This information is needed to invoice passengers properly.

AROUND 120 DAYS (4 MONTHS) PRIOR TO DEPARTURE - INVOICES WILL BE SENT TO ALL PASSENGERS regardless of when deposits are received. The final payment date should be on your promotional flyer and is determined by the cruise line, your destination, and in some cases, the length of your cruise.

75-90 DAYS PRIOR TO SAILING SEND IN FINAL PAYMENT/FINAL ROOMING LIST AND PICK-UP POINTS TO THE CRUISE PROGRAM MANAGER: This again depends on the cruise and the cruise line. Final payment cannot be sent to the cruise line until all money is received from all passengers. Timely payments are very important, as late payments can effect the flight schedule, document production, and in rare cases, result in cancellation.

**TRANSFERS:** Airport or pier transfers from your group's pick-up point are based upon a minimum number of passengers (listed on your flyer). If your group falls

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just short of the number required, we may be able to arrange for transfers for individuals and/or small groups. We cannot provide transfers for individuals and/or small groups.

**DINING:** Cruise lines each have their own methods of dealing with seating requests, but at the most elemental level, there are generally two seatings- early and late. Whatever we require from the clients regarding this is usually on the reservation form, and nothing else may need to be done. *Please note: Norwegian Cruise Lines has "freestyle" dining where no time is assigned at all.*

**DESIGNATED PERSON:** If you are not traveling with the group, we need a designated person to take care of the portage for your group. Please indicate on your room list who this will be.

**CANCELLATIONS:** To avoid cancellation penalties, we strongly urge everyone to purchase insurance coverage. And if cancellation occurs, the cancelling party should be advised to call their insurance company immediately.

All cancellations must be in writing. Please consult your flyer for the cancellation schedule. The cruise line will not start the refund process until after the cruise departs. Please allow up to 3 months after the sailing date to receive a refund. Once we receive the refund from the cruise line, we will write a check and send it directly to the client, unless advised otherwise.

If insurance has been taken out, the same refund procedure applies, but the client will receive two checks - one from the insurance company and one from Durgan Travel Service.

## **YOUR ACCOUNT EXECUTIVES ARE:**

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