

## FAQ's

### 1. What if I receive an error or glitch when trying to search for one of your products?

As with all new systems, sometimes things don't always run as smoothly as we intend. If you notice anything strange or an error displays when trying to use our shiny new system, email [systemsupport@creativecruising.co.nz](mailto:systemsupport@creativecruising.co.nz) or give our friendly Reservations team a call on 0800 362 599 and they can assist you with any problems you may encounter.

### 2. What if I have feedback on the new website?

We would love to hear your feedback, because it's a great way to make improvements to the business. If you can think of an enhancement we could make to our website, or even a suggestion on how to improve our processes, please email us at [systemsupport@creativecruising.co.nz](mailto:systemsupport@creativecruising.co.nz).

### 3. Can I reconfirm availability on the same quote or would I need to request a brand new quote?

You can revalidate availability on previously quoted cruises! All you have to do is retrieve your quote and click the **Check Availability** button located at the top of the page. Please be advised availability will only be validated for live elements initially quoted. For any other travel arrangements on quote status, please contact the Reservations team.

### 4. Can I pay for my bookings online?

Yes, you can pay via ENETT online. All you need to do is bring up your booking number and proceed to **Confirm the Booking**, located at the bottom of the **Booking Details** page.

### 5. How can I print the Multi-Cruise Comparison Table for my clients?

You can print the table by right clicking and selecting print, or using the **Share Content Button**.

### 6. Can I make partial payments online?

Yes you can! You just need to call or email the Reservations Team to adjust the booking payment schedule before making payment.

**7. Can I add airfares online onto an already confirmed and/or deposited booking?**

Currently we do not have airfares available to book on the website. However, watch this space!

**8. Do allocations show extra on-board credit when booking online?**

No. You will need to access and view the allocations PDF online via the **Agent Tools** tab.

**9. What is the turnaround time to receive quotes for Cruise Holiday Packages?**

Traditionally 24-48 hours. However, if you require urgent action, please call through to the reservations line so the team can attend to it immediately.

**10. Can you book hotels without a cruise component in your booking?**

As we are a cruise wholesaler, all air and land must be booked with a cruise component.

**11. Will you have a hotel system that is not instant purchase in the near future?**

We are always working diligently to improve our service offerings, so we do hope to provide this service to our valued travel partners in the future. For a wider range of hotel inventory, you can call our Reservations Team to add and hold hotels.

**12. Does Creative Cruising charge additional fees on top of cruise line fees and additional collections?**

Creative Cruising does charge amendment and cancellation fees on paid bookings. For a full breakdown of our fees, please refer to our [terms and conditions](#).

**13. Can I request my own invoice online?**

Yes you can! Simply select the booking from the admin page, then select the **Send Email** icon on the **Booking Details** page.

**14. How can I find out cruise line cancellation policy, pregnancy limitations and child policies?**

No need to worry, all cruise line applicable policies will display within the booking flow.

### **15. Can I amend my cabin number via the online system?**

Yes. Simply click the **Edit Booking** functionality within a booking. Please note, the exception to this is GTY status bookings.

### **16. Can I amend dining time schedule via the online system?**

Yes. Simply click the **Edit Booking** functionality within a booking.

### **17. Do I need to follow the entire booking flow every time I need to book multiple cabins for the same cruise?**

No you don't! We have a clone booking option which lets you clone existing bookings. Please note this function is only available for live elements within a booking, and all other offline elements will need to be re-searched and rebooked.