

*What can be used with FCC's?

Cruise Fare
Deposit
NDA
Taxes

The following items must be Pre-paid prior to sailing:

All-In Package
Beverage Package
Laundry Package
Wi-Fi
Hotel Service Charge (gratuities)
Shore excursions
Pre/Post Cruise Tours
Hotel
Tahiti Air & Hotel Package
Transfers
Add-ons

**Applicable to FCC's issued on or after May 6, 2020*

What cannot be used with FCC's?

Guest Purchased (Custom Air) Air

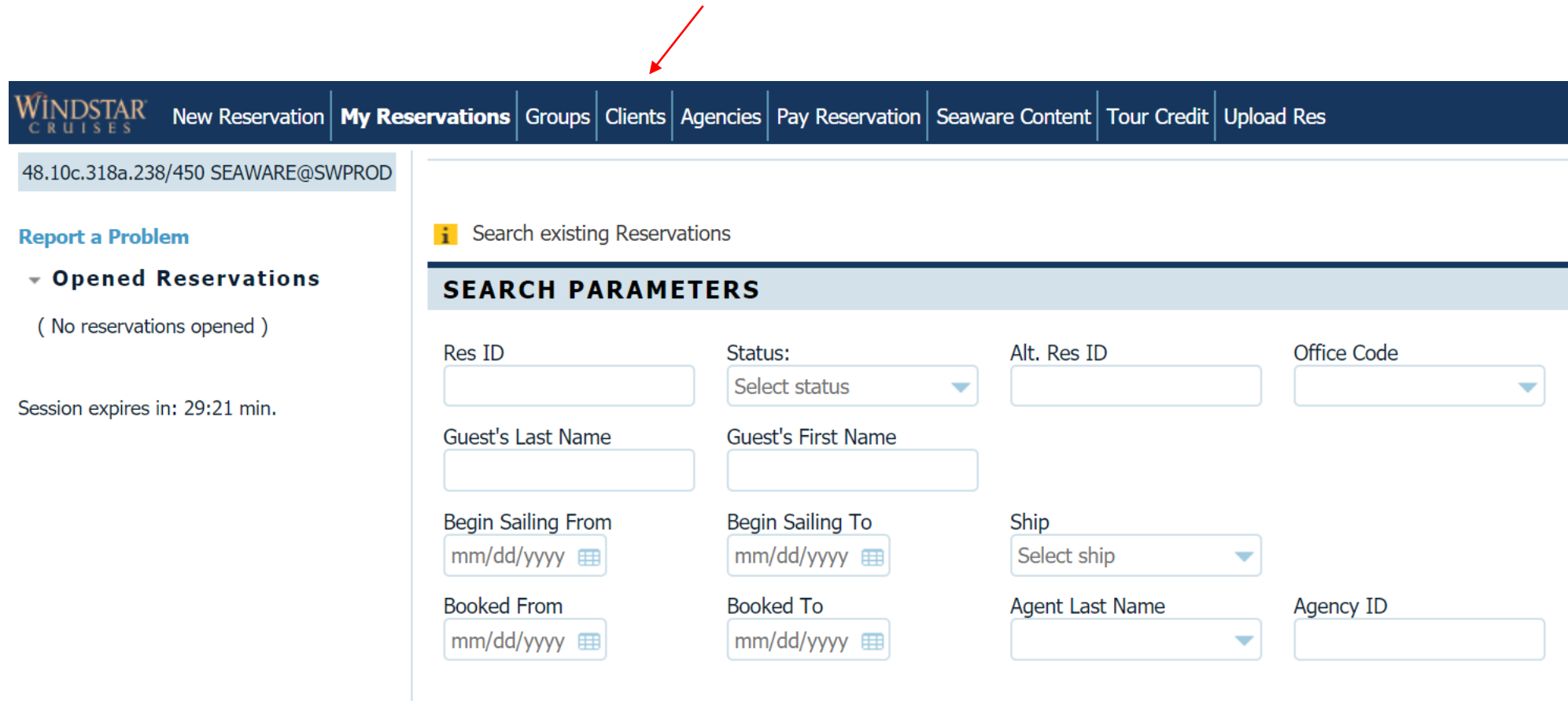
Insurance

Any items purchased while onboard during a sailing

Purchased SBC

Information about FCCs

1. Once you are logged, from the main “Reservations” page, click on “clients.”



The screenshot shows the Windstar Cruises reservations system interface. At the top, there is a dark blue navigation bar with the Windstar Cruises logo on the left and several menu items: "New Reservation", "My Reservations", "Groups", "Clients", "Agencies", "Pay Reservation", "Seaware Content", "Tour Credit", and "Upload Res". A red arrow points to the "Clients" tab. Below the navigation bar, there is a light blue header with the text "48.10c.318a.238/450 SEAWARE@SWPROD". On the left side, there is a "Report a Problem" section with a dropdown menu for "Opened Reservations" showing "(No reservations opened)". Below this, it says "Session expires in: 29:21 min.". The main content area has a "Search existing Reservations" section with a "SEARCH PARAMETERS" header. This section contains several input fields and dropdown menus: "Res ID" (text input), "Status:" (dropdown menu with "Select status" selected), "Alt. Res ID" (text input), "Office Code" (dropdown menu), "Guest's Last Name" (text input), "Guest's First Name" (text input), "Begin Sailing From" (date input with calendar icon), "Begin Sailing To" (date input with calendar icon), "Ship" (dropdown menu with "Select ship" selected), "Booked From" (date input with calendar icon), "Booked To" (date input with calendar icon), "Agent Last Name" (dropdown menu), and "Agency ID" (text input).

2. Enter their Client ID, Last Name/First Name, or any details that you might have from past sailings. Please note, you do not need all details, just as much as you know. Click “search client”.
3. Your client should pull up. From there, if there are FCC’s, the “Coupon” link will be light blue.

by Reservations | Groups | **Clients** | Agencies | Pay Reservation | Seaware Content | Tour Credit | Upload Res | WSC_GMCGIN

Client ID Last Name/Surname Middle Name First Name Native n...

OR SEARCH BY HOUSEH... D.O.B Email Address Phone

Household ID Address State or Province Zip Code Country


Ship & Date last sailed

Ship Sail start from: to: Inactive Clients

CLIENT SEARCH RESULTS

Quick Search

Client ID	A...	Type	First Name	Mi...	Last Name	Birthday	Phone	Address	Household ID	Coupons
████████	✓	ALUMNI	██████	██████	SMITH	11/07/1954	+1 (410) 576-███	34 JOHNSON S...	1281 █████	Coupons Edi



- Click on “coupon”, the details of the FCC will populate including the following: Effective from/to; if they have been used, amount available, what has been applied to a another sailing, etc.



OR SEARCH BY HOUSEH... D.O.B mm/dd/yyyy Email Address Phone

Client [REDACTED] Coupons ✕

Coupo...	Coupon Class	Valid Sai...	Valid Sai...	Effective...	Effective ...	Active	Used	Amount	Amount ...	Apply As Payment	App...
[REDACTED]	FUTURE CRUISE CR...	02/01/2020	01/01/2099	02/21/2020	02/21/2022	✓	✓	\$855.00	\$855.00	✓	✓
1 [REDACTED]	FUTURE CRUISE CR...	01/01/2018	01/01/2021	01/01/2018	01/01/2021	✓	✓	\$826.35	\$0.00	✓	✓

country

CLIENT SEARCH RESULTS

Quick Search

Client ID	A...	Type	First Name	Mi...	Last Name	Birthdate	Phone	Address	Household ID	Coupons
[REDACTED]	✓	ALUMNI	[REDACTED]	[REDACTED]	SMITH	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Coupons Edit

5. If there is available credit, just click the box next to the FCC, then click “Apply”.
From here, you can find the new cruise your clients would like and apply it to a new booking!

<input checked="" type="checkbox"/>	Coupo...	Coupon Class	Valid Sai...	Valid Sai...	Effective...	Effective...	Active	Used	Amount	Amnt. left	Apply As ...	Apply As ...
<input checked="" type="checkbox"/>	112296	FUTURE CRUISE CR...	02/17/2020	02/28/2022	02/17/2020	02/28/2022	✓	✓	\$500.00	\$500.00	✓	✓

Back

Apply

