



WINDSTAR®
CRUISES
180° FROM ORDINARY®



Gina McGinnis
Director of Sales, National Accounts



book WINDSTAR ONLINE

We are thrilled that you have taken the time to learn about Windstar's new online booking system and hope you will find it helpful when booking your clients on a Windstar cruise!

In this PowerPoint, you will learn how to book your clients using the following steps:

1. Pull up your agent profile.
2. Find past clients and enter information in for new clients.
3. See all options of sailings for your clients – dates, yachts, destinations, cabins, etc.
4. Find all current and combinable promotions.
5. View all staterooms available based on a yacht map and pick the exact one available for your client.
6. Find pricing available to view – hotels, transfer, shore excursions, etc.
7. Add land and hotel packages, shore excursions and transfers.
8. Create an invoice and send the invoice to your clients.
9. Build the best vacation for your client!



WINDSTAR[®] CRUISES

Username

Password

[Forgot Password?](#)

This is the main page for the Online Booking Engine. Once you enter your username and password, click Log In.

Welcome to Windstar's ADVISOR HUB

Why Sign Up?

- Apply for access to [bookWINDSTAR ONLINE](#)
- Get the latest Windstar news
- Access to training tools
- Sales tips and strategies
- Updates on promotions
- Access to Image Library
- Getting started with Windstar
- Access to Marketing Collateral

Already Registered?

Sign in to access your account

User name:

Password:

[LOG IN](#) ▶

[Reset Password](#)

New User?

Create an account to get started

[JOIN NOW](#) ▶

Or visit us at
WINDSTARCRUISES.COM

[FIND A CRUISE](#)

[DESTINATIONS](#)

[YACHTS](#)

[bookWINDSTAR ONLINE](#)

[OUR STORIES](#)

[SPECIALS](#)

This is the main page for the Advisor Hub. You can find promos, flyers, your Sales Manager, Advisor rates, etc. on this site. You *can't* make bookings on this site. We will talk about the Advisor HUB in more detail toward the end of this presentation.



NDST | New Reservation | My Reservations | Groups | Clients | Agencies | Pay Reservation | Seaware Content | Tour Credit | Upload Res | WSC_GMCGINNIS/MAIN

48.10b.318a.238/418 SEAWARE@SWPROD

NEW RESERVATION

Agency | Guest Info | Vacation | Voyage | Category | Air Options | Land Packages | Transfers | Travel Protection | Special Requests | Optional Shore Excursions | Pricing

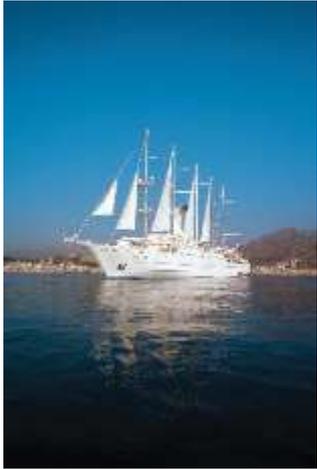
Payment Schedule

AGENCY

Select Agency below-confirm agent contact details

PRIMARY AGENCY AND AGENT

AGENCY			AGENT		
*Agency ID	Name	Agency Phone	Agent ID	Name	Agent Phone
2	WINDSTAR CRUISES	+1 (206) 292-9606	<input type="text"/>	<input type="text"/>	<input type="text"/>
ARC	Currency	<input type="button" value="Change Agency and Agent"/>	<input type="button" value="Create New Agent"/>		
<input type="text"/>	USD				



In order to make a new reservation, you will need to first click “New Reservation”. Once you click this, your Advisor information will auto-populate on this screen in the **Agency** tab. When you have confirmed that your information is correct, click continue to proceed to the **Guest Information** tab to build your client’s vacation.

Report a Problem

> Alt Res ID / Gro...

- Opened Reservations

-58192369 SHOPPING

Agency

Country of Origin

Agent

Agent Phone

Sec. Agency

Sec. Agency Phone

Guests **2**

Dining

Language

Expires In

#-58192157 SHOPPING

No sail selected, 2 guests

Expires In **19 min**

Close all opened

Session expires in: 29:19 min.



NEW RESERVATION

Agency **Guest Info** Vacation Voyages Category Land Packages Transfers Special Requests Optional Shore Excursions Pricing Payment Schedule

GUEST INFO

- Always search for existing guest to ensure all possible discounts.
- For pricing and availability only, do not add guest name, continue to the next screen.

To change Guest order, click and drag the icon in the first column

Guests	Client ID	Address	Household ID	Age			
Guest #1	(not set)		0	ADULT			Delete
Guest #2	(not set)		0	ADULT			Delete

Back

Add Guest

Continue

You will now be on the tab called **Guest Information**. If you want to check general pricing and availability, select “Continue”. If you are booking a client, search for your client by clicking the “Search” button. Alumni discount will automatically apply to the booking if your clients are past Windstar guests. If you know that your client has never sailed with Windstar before, create a new client profile in our database by choosing “create” and entering all pertinent information. Click Continue.

Report a Problem

> Alt Res ID / Gro... > Agency Profile

Opened Reservations

-56285242 SHOPPING
Agency TEST
Agency Phone +1 (333) 333-4555
Country of Origin US
Agent TEST AGENT
Sec. Agency WINDSTAR CRUISES
Sec. Agency Phone +1 (206) 292-9606
Guests 2
Dining AMPHORA
Language N/A
Expires In 29 min

Close all opened

Session expires in: 28:23 min.

Agency | Guest Info | Vacation | Voyage | Category | Land Packages | Transfers | Special Requests | Optional Shore Excursions | Pricing | Payment Schedule

NEW RESERVATION

SEARCH CLIENT BY CLIENT ID

OR BY:

Client ID

Phone

SEARCH BY THE FOLLOWING CRITERIA:

Last Name/Surname

First Name

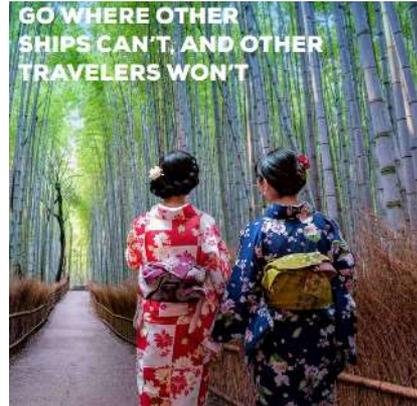
D.O.B
mm/dd/yyyy

Back

Clear All

Create New

Search Client



You will search for your guests by client ID, client phone #, or by entering client's last name, first name and D.O.B. Click "Search Client." If the client does not exist in the system you will see a yellow bar appear at the top of the screen that states "No clients found." If this is the case, please click the "Create New" button located in the lower right corner of the screen.



CLIENT SEARCH RESULTS

Quick Search

<input checked="" type="checkbox"/>	Client ID	A...	Type	First Name	Mi...	Last Name	Birthday	A...	Phone	Address	Household...	Coupons	Sel...
<input checked="" type="checkbox"/>	1668408	✓	NEW G...	GINA AND JEFF		MCGINNIS				<input type="text"/>	1165849 <input type="button" value="i"/>		Edit
<input checked="" type="checkbox"/>	1688117	✓	NEW G...	GINA		MCGINNIS				<input type="text"/>	1177899 <input type="button" value="i"/>		Edit

This is what it will look like if your client already exists in our system. Check the box next to the client's name and select "Add to Reservation" which will appear on the lower right hand screen.

 Create/Modify guest.



PROFILE

Client ID (none)	Classification <input type="text"/>		
*Title <input type="text"/>	*First/Given Name <input type="text"/>	Middle Name <input type="text"/>	*Last Name/Surname <input type="text"/>
*Gender Select	Birthdate mm/dd/yyyy 	*Citizenship <input type="text"/>	Language <input type="text"/>
Passport Number <input type="text"/>	Passport Issue Place <input type="text"/>	Passport Expiration Date mm/dd/yyyy 	Passport Issue Date mm/dd/yyyy 

To create a new guest, simply press create. You will be directed to another page to input all of the required immigration information – passport names, DOB, passport number, expiration and issue date, emergency contact, phone number, as well as the passenger’s addresses. Press continue, and this information will auto populate onto the reservation.



NDST
New Reservation My Reservations **Groups** Clients Agencies Pay Reservation Seaware Content Tour Credit Upload Res WSC_GMCGINNIS/MAIN

4E.10b.318a.238/418 SEAWARE@SWIPROD

Report a Problem

Opened Reservations

#-239256390 SHOPPING
No sail selected, 2 guests
Expires In 2 min

#-239257859 SHOPPING
No sail selected, 2 guests
Expires In 3 min

#-239285092 SHOPPING
No sail selected, 2 guests
Expires In 28 min

[Close all opened](#)

Session expires in: 29:55 min.

SPECIFY GROUPS SEARCH PARAMETERS

Group Name	Group ID	Group Status
<input type="text"/>	<input type="text"/>	<input type="text"/>
Agent ID	Agency ID	Office Code
<input type="text"/>	<input type="text"/>	<input type="text"/>
Ship	Sail From	Sail To
<input type="text"/>	mm/dd/yyyy	mm/dd/yyyy

To search for a Group Booking, from the top menu bar, select “Groups”. Search for a group by any of the following: Group Name, Travel Advisor name or ID, sailing date & ship.



NDST 1011 New Reservation My Reservations **Groups** Clients Agencies Pay Reservation Seaware Content Tour Credit Upload Res WSC_GMCGINNIS/MAIN

4B.10b.318a.238/418 SEAWARE@SWPROD

[Report a Problem](#)

- Opened Reservations

#-239285092 SHOPPING
No sail selected, 2 guests
Expires In 23 min

[Close all opened](#)
Session expires in: 29:46 min.

SPECIFY GROUPS SEARCH PARAMETERS

Group Name Group ID Group Status

Agent ID Agency ID Office Code

Ship Sail From Sail To

GROUPS SEARCH RESULTS

Grouping: No grouping Quick Search

Group ID	Group	Group Date	Status	Guests	Ship	Sail from	Sail to
604	QUEENSBERRY VI...	12/28/2016	CL	0	STAR	06/17/2017	06/24/2017

From here, you can select the hyperlinked group number and group details will open. You will then follow the normal booking flow to add more guests, transfers, shore ex, hotels, etc.

VACATION

 Define Search parameters.

SPECIFY NEW RESERVATION PARAMETERS

From To Vacation Length

Destination Embark Port Ship

NUMBER OF GUESTS

Adults Child... Infa... Guest Type

ADDITIONAL PARAMETERS

Referral *State/Province of Residency

Itinerary

Price Program

Include Insurance



Moving onto the Vacation tab, you will start building your client's cruise filtering out the parameters listed. Click "Start Search" to move to the next page to see what cruises fit the range entered. Please note that the system will only search within the next 60 days, you will not be able to view more than that.

VOYAGE

i The cruise packages below are the closest match to your search criteria. Please select one of the following voyages.



8 cruises found

Grouping: Destination Show Res Total Estimate Show Estimate for Guest 1

Ship	Vacation Start	Start...	Sail...	Itinera...	Comments	STARTING AT	Lan...
▼ TAHITI (8 records)							
Wind Spirit 	09/11/2019	Wed	7	view 	Dreams of Tahiti Package with Air 7D+Air/Hotel PPT...	\$2,399.00	1 Select
Wind Spirit 	09/12/2019	Thu	7	view 	Dreams of Tahiti 7D PPT-PPT	\$2,399.00	N/A Select
Wind Spirit 	09/18/2019	Wed	7	view 	Dreams of Tahiti Package with Air 7D+Air/Hotel PPT...	\$2,399.00	1 Select
Wind Spirit 	09/19/2019	Thu	7	view 	Dreams of Tahiti 7D PPT-PPT	\$2,399.00	N/A Select
Wind Spirit 	09/25/2019	Wed	7	view 	Dreams of Tahiti Package with Air 7D+Air/Hotel PPT...	\$2,399.00	1 Select
Wind Spirit 	09/26/2019	Thu	7	view 	Dreams of Tahiti 7D PPT-PPT	\$2,399.00	N/A Select
Wind Spirit 	10/02/2019	Wed	7	view 	Dreams of Tahiti Package with Air 7D+Air/Hotel PPT...	\$2,399.00	1 Select
Wind Spirit 	10/03/2019	Thu	7	view 	Dreams of Tahiti 7D PPT-PPT	\$2,399.00	N/A Select

Back

Refresh

On the **Voyage** tab now, the voyages closest to your search criteria will be listed. Here you will see options for destinations, yachts, sailing dates, day of the week for embarkation, # of sailing days, itinerary, name of the sailing and base pricing. You can learn more about a specific voyage by clicking “View” in the middle of the page. You may need to adjust the column width to see full information.

If the voyage you are looking for does not populate, go back to the **Vacation** tab above and narrow your search parameters.



REVIEWS

Itinerary Info X

Ship Name: Wind Spirit

Day	Date	Time	Activity	Port of Call	Country
Thu	09/26/2019	01:00 PM	EMBARK	PAPEETE, TAHITI	FRENCH POLYNESIA
Thu	09/26/2019	06:00 PM	DEPARTURE	PAPEETE, TAHITI	FRENCH POLYNESIA
Fri	09/27/2019	06:00 AM	ARRIVAL	MOOREA	FRENCH POLYNESIA
Fri	09/27/2019	05:00 PM	DEPARTURE	MOOREA	FRENCH POLYNESIA
Sat	09/28/2019	08:00 AM	ARRIVAL	RAIATEA	FRENCH POLYNESIA
Sun	09/29/2019	06:00 AM	DEPARTURE	RAIATEA	FRENCH POLYNESIA
Sun	09/29/2019	08:00 AM	ARRIVAL	MOTU MAHAEA, TAHA'A	FRENCH POLYNESIA
Sun	09/29/2019	05:00 PM	DEPARTURE	MOTU MAHAEA, TAHA'A	FRENCH POLYNESIA
Mon	09/30/2019	09:00 AM	ARRIVAL	BORA BORA	FRENCH POLYNESIA
Tue	10/01/2019	09:00 PM	DEPARTURE	BORA BORA	FRENCH POLYNESIA
Wed	10/02/2019	07:00 AM	ARRIVAL	HUAHINE	FRENCH POLYNESIA
Wed	10/02/2019	05:00 PM	DEPARTURE	HUAHINE	FRENCH POLYNESIA
Thu	10/03/2019	09:00 AM	ARRIVAL	PAPEETE, TAHITI	FRENCH POLYNESIA
Thu	10/03/2019	10:00 AM	DISEMBARK	PAPEETE, TAHITI	FRENCH POLYNESIA

Select Voyage

This screen will pop up when you click on the “Itinerary” link.



SELECT CABIN CATEGORY

Destination: Vacation Start: Ship: Vacation End:

Grouping: Quick Search

Cat...	Upg...	Upg...	Description	M...	St...	Ca...	Current Promo	Res. Total	GINA MCGINNIS	Guest #2	
AX			Category AX Deluxe	2	OK	7+	SALE TIER2	\$10,012.00	\$5,006.00	\$5,006.00	Select
BX			Category BX Deluxe	3	OK	1	SALE TIER2	\$9,212.00	\$4,606.00	\$4,606.00	Select
B			Category B	3	OK	7	SALE TIER2	\$8,812.00	\$4,406.00	\$4,406.00	Select

When you “Select” the sailing you want, you will come to the **Category** tab where you can choose the category of stateroom currently available along with the pricing. Click the “Current Promo” tab to find out what promos are available on this sailing and what is and is not combinable.



CURRENT INVOICE & PROMOS

Code	Price
CRUISE FARE	\$4,578.00
NDA	\$620.00
TAXES	\$214.00
AIR FARE	\$2,720.00
HOTEL FARE	\$1,080.00
Total	\$9,212.00

Code	Name	Guest
SALE TIER2	ONE WEEK SALE Tier 2	GINA MCGINNIS
SALE TIER2	ONE WEEK SALE Tier 2	Guest #2

FARE CALCULATOR

Code	Price
CRUISE FARE	\$4,578.00
NDA	\$620.00
TAXES	\$214.00
AIR FARE	\$2,720.00
HOTEL FARE	\$1,080.00
Total	\$9,212.00

Code	Name	Guest
SALE TIER2	ONE WEEK SALE Tier 2	GINA MCGINNIS
SALE TIER2	ONE WEEK SALE Tier 2	Guest #2

PRICE PROGRAMS

Promo Code	Name	Description	GINA MCGINNIS	Guest #2
SALE TIER2	ONE WEEK SALE Tier 2		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ALL-IN PACKAGE	WSC All-In Pkg (Bev,Lnd... WSC All-in Package (Bev...		<input type="checkbox"/>	<input type="checkbox"/>
BEV PACKAGE	Beverage Package (com... Captain's Exclusive Beve...		<input type="checkbox"/>	<input type="checkbox"/>
BEV TOPMAST WIN	Topmast Wine Package (... Topmast Discoveries Be...		<input type="checkbox"/>	<input type="checkbox"/>
LAUNDRY	Unlimited laundry service \$8pp per day - pressing ...		<input type="checkbox"/>	<input type="checkbox"/>
WIFI	Unlimited wi-fi (commissi... \$35 per cabin per day - ...		<input type="checkbox"/>	<input type="checkbox"/>
WIFI 200MB	WIFI package for 200MB 200MB WIFI Package - \$...		<input type="checkbox"/>	<input type="checkbox"/>
WIFI 500MB	WIFI package for 500MB 500MB WIFI Package - \$...		<input type="checkbox"/>	<input type="checkbox"/>

It will then bring you to this page which will show you the total amount of the sailing with the promos included. You can also add the All-In Pkg, Laundry and WIFI at this time. If you like it, click “Apply Promotions.”



Agency | Guest Info | Vacation | Voyage | Category | **Stateroom** | Air Options | Land Packages | Transfers | Travel Protection | Special Requests |
Optional Shore Excursions | Pricing | Payment Schedule

STATEROOM

- Select a cabin from the deck plan or the list.
- Cabins listed in ranked order of desired location
- Confirm cabin attributes with caller, for more detailed options click filter

NOTE: To book multiple Reservations, select the staterooms you wish to hold. The Dashboard will display a negative ID number for each stateroom selected. For multiple staterooms in different categories, click on "Filter", the current category will be highlighted - hold the CTRL key and click on the additional categories and select the desired staterooms.

[Back](#) [Select](#)

FILTER

SELECT STATEROOM

Grouping	No grouping	Quick Search				Clear
Ca.	Stateroom	Deck #	Deck Name	Crib	Capacity	
<input checked="" type="checkbox"/>	\$ 101 (1)	4 (1)	Deck 4	0	2	
<input type="checkbox"/>	\$ 101 (0)	4 (0)	Deck 4	0	2	

DECK PLAN

Deck: Deck 4 Zoom [Show All Categories](#)

Star Breeze- After Feb 2020
Star Legend- After June 2020
Star Pride- After October 2020

The next tab will allow you to select a cabin for your guests. On the left, you will see a list of cabins currently available. The system automatically places these cabins in ranked order from most desirable to least desirable based on the availability. On the right, you will be able to view a mini deck plan to see where the cabin is located. Click select once they have decided on a cabin.



You will now come to the “Air Options” Page.

Click “Add Air” to come to the lower screen to see what options are available and pricing. From here, you will use the filter to find the best air for your clients.

AIR OPTIONS

Select the Air transportation preferences.

Grouping: by Request Type ▾

Air Request Type	Guest	Gateway Outbound	Timing	Gateway Return	Timing
* No Air Request View Request					
No Air Request	GINA MCGINNIS				
No Air Request	Guest #2				

Back
Add Air
Continue

AIR SELECTION

Select the Air transportation preferences.

Grouping: by Request Type ▾

Air Request Type	Guest	Gateway Outbound	Timing	Gateway Return	Timing
* No Air Request View Request					
No Air Request	GINA MCGINNIS				
No Air Request	Guest #2				

Cancel
Clear All
Save

ADD OR CHANGE GATEWAY

Select guests request applies to

GINA MCGINNIS

Guest #2

Select Air Type
 Independent ▾

Select Air Directions
 Round Trip ▾

OUTBOUND

*Dep. Airport PPT ▾	*Arr. Airport PPT ▾	*Carrier ▾	*Flight ▾
*Departure Date 06/25/2019	*Time of Depart... 11:00 a	*Arrival Date 06/25/2019	*Time of Arrival 11:00 a

RETURN

*Dep. Airport PPT ▾	*Arr. Airport ▾	*Carrier ▾	*Flight ▾
*Departure Date 10/03/2019	*Time of Depart... 11:00 a	*Arrival Date 10/03/2019	*Time of Arrival 11:00 a

Cancel
Clear All
Save



LAND PACKAGES

Select desired Land Package(s)

Back

Continue

SELECTED LAND PACKAGES

Grouping: No grouping

<input checked="" type="checkbox"/>	Guest	Packa...	Description	Hotel	Start	Location
-------------------------------------	-------	----------	-------------	-------	-------	----------

Add Land Packages

Back

Continue

LAND PACKAGES

Select desired Land Package(s)

Back

Apply

SELECTED LAND PACKAGES

Grouping: No grouping

<input checked="" type="checkbox"/>	Guest	Packa...	Description	Hotel	Start	Location
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SEARCH LAND PACKAGES

Grouping: No grouping

Quick Search

Clear

Duration: Any Duration

Type: ALL Land Packages

Packa...	Description	Hotel	Start	Location	Select All	GINA MCGI...	Guest #2
PPT PB...	1 Papeete Post Day Room Tahiti Pearl Beach Resort Day Room	PEARL BEACH	10/03/2019	PAPEETE	<input type="checkbox"/>	\$190.00	\$190.00

From this page, you can click “Add Land Packages” to see what hotels are available for pre/post cruise. Pricing is per person.

It will then bring you to a page where you can select the hotel you would like.

Remember, anything in blue, you can click for more details. When you have picked the hotel, click “Apply” to add to the booking.

- Opened Reservations

-241909102	WAITLIST
Vacation starts in 133 days	
Agency	WINDSTAR CRUISES
Agency Phone	+1 (206) 292-9606
Sec. Agency	WINDSTAR CRUISES
Sec. Agency Phone	+1 (206) 292-9606
Vacation Start	09/25/2019
Vacation End	10/03/2019
Sail Start	09/26/2019
Sail End	10/03/2019
Sail Length	7
Destination	TAHITI
Ship	Wind Spirit [i]
Pricing Category	BX [i]
Stateroom	W11 [i]
Guest Total	2
Dining	AMPHORA
Language	N/A
Curr. Promos	SALE TIER2
INVOICE	\$9,502.00
Expires In	29 min

Select desired Transfer(s). Confirm travel dates and times

SELECTED TRANSFER

Grouping: No grouping ▾

<input checked="" type="checkbox"/>	Guest	Package...	Description	Start	Location
-------------------------------------	-------	------------	-------------	-------	----------

Add Transfer

Back

Continue

Grouping: No grouping ▾

<input checked="" type="checkbox"/>	Guest	Package...	Description	Start	Location
-------------------------------------	-------	------------	-------------	-------	----------

SEARCH TRANSFERS

Grouping: No grouping ▾ Quick Search

Package...	Description	Start	Location	Select All	GINA MCGIN...	Guest #2
PPT_HTL...	Private Transfer: Tahiti Hotel to Airport	10/03/2019	Fa'a'a Internati...	<input type="checkbox"/>	\$145.00	\$145.00
PPT_HTL...	Regular Transfer: Tahiti Hotel to Airport	10/03/2019	Fa'a'a Internati...	<input type="checkbox"/>	\$35.00	\$35.00
PPT_PIE...	Regular Transfer: Tahiti Pier to Day Room, Day Room to Airport	10/03/2019	Fa'a'a Internati...	<input type="checkbox"/>	\$64.00	\$64.00
PPT_PIE...	Private Transfer: Tahiti Pier to Hotel	10/03/2019	PAPEETE, TAHI...	<input type="checkbox"/>	\$145.00	\$145.00
PPT_PIE...	Regular Transfer: Tahiti Pier to Hotel	10/03/2019	PAPEETE, TAHI...	<input type="checkbox"/>	\$29.00	\$29.00
PPT_PIE...	Private Transfer: Tahiti Pier to Airport	10/03/2019	Fa'a'a Internati...	<input type="checkbox"/>	\$145.00	\$145.00
PPT_PIE...	Regular Transfer: Tahiti Pier to Airport	10/03/2019	Fa'a'a Internati...	<input type="checkbox"/>	\$35.00	\$35.00

On the “Transfer” tab, click “Add Transfer” to see available transfer options for your clients’ cruise. Once you have selected the transfer that works with your clients’ schedule, click “Apply” to add it to the booking. The air schedule is required when adding transfers to the booking. You can always come back to the booking if you are not doing air at this time.

Keep in mind, the blue box to the left will be adding in the sailing details as we go along.

TRAVEL PROTECTION

-  Review Travel Protection (Insurance) selected per guest.
-  <https://www.windstarcruises.com/voyage-plan/travel-protection/>



Insurance	Comments		
NONE	All cancellations will follow standard penalty calendar	✓	✓
PREMIUM_AON	Cancellation For Any Reason, Trip Cancellation & Po...	✓	✓
PREMIUM_EX.	Premium Exception – Cancellation for Any Reason O...	✓	✓
STANDARD_EX.	Standard Exception - Trip Cancellation & Post Depart...	✓	✓
STANDARD_AON	This plan is not currently available for purchase.	✓	✓
PREMIUM	Trip Mate Premium Coverage - No Longer Available ...	✓	✓
STANDARD	Trip Mate Standard Coverage - No Longer Available ...	✓	✓

Next, you will be on the “Travel Protection” tab. You can add, modify and review insurance for your client’s vacation. After you have selected insurance options for guest, click “Continue” to move on.



Selected Special Requests

Grouping: by Guest ▾

Guest	Code	Name	Status	Init Date	Date	Time	Place	Comment
▼ GINA MCGINNIS (1 records)								
<input checked="" type="checkbox"/>	GINA MCGINNIS	GLUTE...	Gluten Free	NEW	05/15/2019	09/25/2019	01:00 ...	(not set) Delete
▼ Guest #2 (1 records)								
<input checked="" type="checkbox"/>	Guest #2	GLUTE...	Gluten Free	NEW	05/15/2019	09/25/2019	01:00 ...	(not set) Delete

Back Delete Selected Update Continue

ADD SPECIAL REQUEST

Quick Search [X]

Select guests special request applies to

GINA MCGINNIS Guest #2

Delivery Date:

Comments:

Cancel Clear Add

Select multiple codes using Ctrl+Click

At Windstar, we want to do everything possible to assist your clients with their special dining requests. You will be able to specify any special meal requirements on the “Special Requests” tab. Please click on the request type – whether it is low protein, gluten free, etc. – and whether it applies to Guest #1 or Guest #2. Click “Add” and then “Continue.”

Report a Problem

- > Itinerary Info > Alt Res ID / Gro...
- > Agency Profile

- Opened Reservations

-56285504 SHOPPING
Vacation starts in 200 days

Agency	TEST
Agency Phone	+1 (333) 333-4555
Country of Origin	US
Agent	TEST AGENT
Sec. Agency	WINDSTAR CRUISES
Sec. Agency Phone	+1 (206) 292-9606
Vacation Start	06/24/2017
Vacation End	07/02/2017
Sail Start	06/24/2017
Sail End	07/02/2017
Destination	N. EUROPE
Ship	Wind Surf <input type="checkbox"/>
Pricing Category	A <input type="checkbox"/>
Assigned Category	A <input type="checkbox"/>
Stateroom	260 <input type="checkbox"/>
Deck	Deck Two <input type="checkbox"/>
Guests	2
Dining	AMPHORA
Language	N/A
INVOICE	\$8,286.00
Expires In	30 min



NEW RESERVATION

[Agency](#) [Guest Info](#) [Vacation](#) [Voyage](#) [Category](#) [Stateroom](#) [Land Packages](#) [Transfers](#) [Travel Protection](#) [Special Requests](#) **Optional Shore Excursions** [Pricing](#)
[Payment Schedule](#)

OPTIONAL SHORE EXCURSIONS

- Please select "Add Shore Excursions" to see available shore excursion options.
- Note: All excursions are due in full after final payment.
- Note: Shore excursions are closed to pre-sale 7 days prior to departure and are 100% refundable with 24 hour notice.

No shorex packages found

Add Shore Excursion

[Back](#) [Continue](#)

No cruise is complete without setting foot on land and learning about the destination and the area in the world you happen to be in! On the "Optional Shore Excursions" tab, you will select "Add Shore Excursions" to see all available shore excursion options on your clients sailing. Shore excursions require payment when added to the booking.



AVAILABLE SHORE EXCURSIONS

Grouping: No grouping ▾ Quick Search Clear Destination: All ▾

Package T...	Destinat...	Date	Description	Time	Select All	GINA MCGINN...	Guest #2
MOZ DOLPH...	MOZ	09/27/2019	Moorea: Dolphin Eco Tour (Easy)	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$129.00	<input checked="" type="checkbox"/> \$129.00
MOZ 3 COC...	MOZ	09/27/2019	Moorea: Active Hike and Guided Tour of Three Coconut ...	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$105.00	<input checked="" type="checkbox"/> \$105.00
MOZ ISLAN...	MOZ	09/27/2019	Moorea: Island Tour Featuring Belvedere Lookout (Easy)	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$115.00	<input checked="" type="checkbox"/> \$115.00
MOZ 2 TAN...	MOZ	09/27/2019	Moorea: 2 Tank Certified Dive (Strenuous)	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$255.00	<input checked="" type="checkbox"/> \$255.00
MOZ SNORK...	MOZ	09/27/2019	Moorea: Snorkel Safari (Moderate)	09:00 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$109.00	<input checked="" type="checkbox"/> \$109.00
MOZ EBIKE	MOZ	09/27/2019	Moorea: E-Bike (Strenuous)	09:01 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$129.00	<input checked="" type="checkbox"/> \$129.00
MOZ PHOT...	MOZ	09/27/2019	Moorea: Photographer's Eye View of Moorea (Easy)	01:00 PM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$165.00	<input checked="" type="checkbox"/> \$165.00
MOZ STING...	MOZ	09/27/2019	Moorea: Stingray encounter by Waverunner Jet Ski (Stre...	01:00 PM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$499.00	<input checked="" type="checkbox"/> \$499.00
MOZDISCOV...	MOZ	09/27/2019	Moorea: Discover SCUBA (Strenuous)	02:30 PM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$155.00	<input checked="" type="checkbox"/> \$155.00
RFP 2 TANK...	RFP	09/28/2019	Raiatea: 2 Tank Certified Dive (Strenuous)	08:01 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$195.00	<input checked="" type="checkbox"/> \$195.00
RFP PEARL ...	RFP	09/28/2019	Raiatea: Anapa Pearl Farm (Moderate)	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$125.00	<input checked="" type="checkbox"/> \$125.00
RFP KAYAK	RFP	09/28/2019	Raiatea: Kayak the Faaroa River (Strenuous)	08:30 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$99.00	<input checked="" type="checkbox"/> \$99.00
RFP FAARO...	RFP	09/28/2019	Raiatea: Faaroa River with Motu Beach Break (Easy)	08:45 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$75.00	<input checked="" type="checkbox"/> \$75.00
RFP JETSKI	RFP	09/28/2019	Raiatea: Jet Ski Raiatea (Strenuous)	08:45 AM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> \$339.00	<input checked="" type="checkbox"/> \$339.00

All available shore excursions for the sailing will be displayed in chronological itinerary order for you to review. When you find the shore excursion that your client wishes to purchase, click the box under Guest #1 or Guest #2 to apply to a specific guest, or click “Select All” to apply excursion to all guests on the booking. Click “Apply” in the bottom right hand of the screen. Pricing is per person.

1 Review reservation invoice. Detailed recap available on the summary tab.

Destination	Ship	Pricing Category	Berth Category	Stateroom
TAHITI	Wind Spirit 00	RIX 00	00	WTL 00

Promo Code	Guest Name	Promo Name
SALE TIER2	GINA MCGINNIS	ONE WEEK SALE Tier 2
SALE TIER2	Guest #2	ONE WEEK SALE Tier 2

INVOICE

Invoice Item	GINA MCGINNIS	Guest #2	Total
INSURANCE	\$510.84	\$0.00	\$510.84
CRUISE FARE	\$2,289.00	\$2,289.00	\$4,578.00
NDA	\$310.00	\$310.00	\$620.00
TAXES	\$107.00	\$107.00	\$214.00
AIR FARE	\$1,360.00	\$1,360.00	\$2,720.00
HOTEL FARE	\$540.00	\$540.00	\$1,080.00
SHOREX	\$129.00	\$129.00	\$258.00
TRANSFER	\$145.00	\$145.00	\$290.00
Reservation Total	\$5,390.84	\$4,880.00	\$10,270.84

Base Invoice

Invoice Total	\$10,270.84
Funds Avail.	\$0.00
Gross Due	\$10,270.84
Commis.Earned	\$0.00
Net Due	\$10,270.84
Charge Total	\$0.00
VAT Total	\$0.00

Review Cruise Add-ons

Component Type	Guest Name	Code	Sub Code1	Sub Code2	Date
EXCURSION	GINA MCGINNIS		PORT	MO2	09/27/2019 09:01 AM
EXCURSION	Guest #2		PORT	MO2	09/27/2019 09:01 AM
EXCURSION	GINA MCGINNIS		PORT	BOB	09/30/2019 12:00 AM
EXCURSION	Guest #2		PORT	BOB	09/30/2019 12:00 AM
HOTEL	GINA MCGINNIS	4 STAR	TAHITI	LAND/SEA	09/25/2019 12:00 AM
			INTERCON		



On the “Pricing tab”, you will review the reservation invoice – this includes the sailing, stateroom or suite, promotion, insurance, cruise fare, NDA’s, taxes, fees and ... your commission amount! You may see optional “Cruise Add-ons,” such as shore excursions; however, payment is due for these tours when the deposit is due. Click “Continue” to move to the Payment Schedule.

WINDSTAR CRUISES New Reservation My Reservations Clients Pay Reservation Payment History My Agency Groups AGENTWEBX/MAIN

Report a Problem

NEW RESERVATION

Agency | Guest Info | Vacation | Voyage | Category | Stateroom | Land Packages | Transfers | Travel Protection | Special Requests | Optional Shore Excursions | Pricing

Payment Schedule

PAYMENT SCHEDULE

Note: once deposit has been made all bookings are subject to a \$500 admin fee for reservations cancelled outside 121 days prior to departure. Standard cancellation penalties and schedule begin at 120 days prior to departure.
"Payment Source" should be the same as the name on the credit card.

Explanation	Payment Due Date	Amount
FIRST DEPOSIT	12/09/2016 11:59 PM	\$1,610.80
FINAL PAYMENT	03/26/2017 11:59 PM	\$6,243.20

Credit Card Coupons Extend Option Check/Wire Payment

PAYMENT INFO

When you click "Pay" you will be redirected to the payment system website and then brought back

Payment Amount: Payment Source: Secondary Agency Payer Name: WINDSTAR CRUISES

Back

Close all opened
Session expires in: 28:55 min.



On the “Payment Schedule” tab, you will see when the first deposit and final payment are due for the cruise. To confirm a booking and make an immediate payment (deposit or pay in full) click “Pay.” Or you can hold the reservation as an “option*” by clicking “Commit booking (no payment).” An additional “Summary” tab will appear after you pay or commit booking, you will need to click this tab to bring you to the Reservation Summary.

**Certain terms and restrictions apply to the holding length.*

WINDSTAR CRUISES | New Reservation | My Reservations | Groups | Clients | Agencies | Pay Reservation | Seaware Content | Tour Credit | WSC_KIEHLE/MAIN

47.136.2996.237/200
SEAWARE@SWPROD

[Report a Problem](#)

- Send Confirmation > Travel With
- Cancel Reser... > Add Content
- Reservation He... > Summary
- Commissions > Travel Documents
- Amenities > Optional Compo...
- Charge Total > Copy Reservation
- Contact Us

- Opened Reservations

20006205 OFFER
Vacation starts in 305 days

Agency **WINDSTAR CRUISES**
Agency Phone **+1 (206) 292-9606**
Sec. Agency **WINDSTAR CRUISES**
Sec. Agency Phone **1 (206) 292-9606**
Sec. Agent **KIEHLE JAYMI**
Vacation Start **10/14/2017**
Vacation End **10/25/2017**
Sail Start **10/18/2017**
Sail End **10/25/2017**
Destination **MEDITERRANEAN**
Ship **Solar Pride (1)**
Pricing Category **53 (1)**
Assigned Category **53 (1)**

RESERVATION SUMMARY

Review Reservation Summary, REQUIRED: Provide caller recap of reservation

Res ID: [REDACTED]
Status: OFFER
Initial Date: 10/18/2016
Effective Date: 11/28/2016
Booking Source: IN HOUSE

Primary Agency

Name: WINDSTAR CRUISES
Phone: +1 (206) 292-9606
Address: 2101 4TH AVE #210Seattle WA 98121

Secondary Agency

Name: WINDSTAR CRUISES
Phone: +1 (206) 292-9606
Address: 2101 4TH AVE #210Seattle WA 98121
Agent: KIEHLE JAYMI

GUESTS

Guest	Citizenship	Age	Guest Type	Client Type	Online Check-in	Effective Sail Date
[REDACTED]	US		REGULAR	NEW GUEST	N/A	11/28/2016



On the “Summary” tab, one of the options you have is to send a confirmation email. You can do this by clicking “Send Confirmation” in the top left corner of the screen. This will be an overview of inclusions and pricing for your client to review. Once clicked, you will see multiple options of items to send to your client.



Send Confirmation by E-Mail or Fax.

AGENCY: WINDSTAR CRUISES	GUEST: MS. JAYHI KIEHLE	AGENT:
Language ENG	Language ENG	Language ENG
<input type="checkbox"/> Invoice Agent	<input checked="" type="checkbox"/> Invoice Guest	<input type="checkbox"/> Invoice Agent
<input type="checkbox"/> Invoice Guest	<input checked="" type="checkbox"/> Itinerary (non-financial)	<input type="checkbox"/> Invoice Guest
<input type="checkbox"/> Itinerary (non-financial)		<input type="checkbox"/> Itinerary (non-financial)
Send By: <input checked="" type="radio"/> E-Mail <input type="radio"/> Fax	Send By: <input checked="" type="radio"/> E-Mail <input type="radio"/> Fax	Send By: <input checked="" type="radio"/> E-Mail <input type="radio"/> Fax
E-Mail Address [X]	E-Mail Address jaym.kiehle@windstarcruises.com [X]	E-Mail Address [X]
Subject Windstar Cruises Reservation - 20006205 - K...	Subject Windstar Cruises Reservation - 20006205 - K...	Subject Windstar Cruises Reservation - 20006205 - K...
Message [Empty text area]	Message Jaymi, Thank you for choosing **** Agency. Attached is a copy of your Windstar Cruises invoice.	Message [Empty text area]
<input type="button" value="Back"/>		<input type="button" value="Send Confirmation"/>

This is what the “Send Confirmation” screen looks like. You can choose to send the confirmation to your main agency, the guest, and yourself -- all at the same time! Click the boxes for the items that you would like to be included in the email. You may also personalize a message to each email address. If you are satisfied with what is being sent, click “Send Confirmation.”



This is an example of a Guest Copy of the invoice that can be emailed to you, your agency, and your guest. The email includes the passenger booking #, booking date, names on booking, sailing, cabin #, cabin category, applicable promotion, taxes, hotel and shore excursion fares, and transfers. It also includes the first deposit amount and when it was made/is due and when the final payment amount is due.

Guest Invoice Copy		Status
Booking #	[REDACTED]	Offer
Booking Date	10/18/2016	
Invoice Date	12/13/2016	

2101 4th Ave, Suite 210, Seattle WA 98121 | (800)259-SAIL (7345)

Contact Information		Guest Information					
WINDSTAR CRUISES		Guest	Name	M/F	DOB	YCM #	Ready?
2101 4TH AVE #210 Seattle, WA 98121 Ph: (206) 292-9606		1	[REDACTED]	F	[REDACTED]	3000020	🟡
		2	[REDACTED]		[REDACTED]	1844141	🟡

Note: If your Windstar yacht vacation was booked by a Travel Agent, please contact the agency for questions about your cruise fares, purchases or payments. Your reservation will be marked 'Ready to Travel' when final payment and all passenger information has been received.

Booking Summary			
Date	Description	Guest 1	Guest 2
	Insurance	\$260.00	\$260.00
10/18/17	Islands of the West Med 7D BCN-CW BARCELONA to ROME/CIVITAVECCHIA-Star Pride, Cat S3, Cabin 324 <i>Windstar Yacht Club - Alumni Discount</i>	\$2,898.70 (includes NDA of \$305.00pp) \$-129.70	\$2,898.70 (includes NDA of \$305.00pp) \$-129.70
10/18/17	Taxes	\$160.00	\$160.00
10/14/17	Hotel Fare (Hotel Indigo-Plaza Catalunya Barcelona) (Items may be waitlisted)	\$565.00	\$565.00
10/19/17	Shorex	\$69.00	\$69.00
10/18/17	Transfer	\$65.00	\$65.00
Guest Totals:		\$3,888.00	\$3,888.00
Booking Total:		\$7,776.00	

Payment Schedule		
First Deposit	10/21/2016	\$1,428.70
Final Payment	07/16/2017	\$6,347.30

Payment Summary				
Date	Payment Type	Trans Type	Cardholder Name	Amount
10/18/16	WEBCC	PAYMENT		\$1.00
Total Payments:				\$1.00

Balance Due: **\$7,775.00**



Detailed Itinerary Confirmation

Status

BOOKING# **20006205**
BOOKING DATE: 10/18/2016
CONFIRMATION DATE: 12/13/2016

Offer

2101 4th Ave., Suite 210, Seattle WA 98121 (800)258-SAIL (7245)

Agency Information

WINDSTAR CRUISES

2101 4TH AVE #210
Seattle, WA 98121
Ph: (206) 292-9606

Guest Information

QUEST	NAME	M/F	DOB	YCM #	READY
1	JAYMI KEHLE	F	<input type="text"/>	3000020	
2	KYLE RAY FIVEASH		<input type="text"/>	1844141	

Please carefully review all the details on this confirmation to ensure the reserved yacht vacation package meets with your expectations. If you have any questions or concerns about the detail below, please contact your travel agent or Windstar Cruises immediately so we may review and correct the plan as involved.

Note: If your Windstar yacht vacation was booked by a Travel Agent, please contact the agency for questions about your cruise fares, purchases or payments. Your reservation will be marked 'Ready to Travel' when final payment and all passenger information has been received.

Yacht Voyage Details

YACHT: Star Pride
CRUISE PROGRAM: Islands of the West Med 7D BCN-CV
VOYAGE ID: B0NCW7C
VOYAGE BEGINS: October 18, 2017
VOYAGE ENDS: October 25, 2017
CRUISE DURATION: 7 nights
CABIN CATEGORY: Category 53
CABIN ASSIGNMENT: 324

PORT OF EMBARKATION:
BARCELONA, SPAIN
VIA LAJETANA Nº 15 PRINCIPAL 1 | BARCELONA 08003 ES

All aboard at 1:00 pm

PORT OF DISEMBARKATION:
ROME/CIVITAVECCHIA, ITALY
VIA PRATO DEL TURCO | LOC. DARSENA ROMANA/LUFF.N.4 | CIVITAVECCHIA 00053 IT
Ship's Arrival at 8:00 am

Voyage Plan

DAY	DATE	PORT OF CALL	POSITION	ARRIVAL	DEPARTURE
1	10/18/2017	BARCELONA	Berth	1:00 pm	5:00 pm
2	10/19/2017	PALMA DE MALLORCA	Berth	8:00 am	6:00 pm

This is an example of the itinerary that you can choose to email to yourself, your agency and your clients. This email shows items such as daily itinerary, arrival/departure times, embark/disembark locations, etc.

Information about FCCs

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



WINDSTAR CRUISES | [New Reservation](#) | **My Reservations** | [Groups](#) | [Clients](#) | [Agencies](#) | [Pay Reservation](#) | [Seaware Content](#) | [Tour Credit](#) | [Upload Res](#)

48.10c.318a.238/450 SEAWARE@SWPROD

[Report a Problem](#)

Opened Reservations
(No reservations opened)

Session expires in: 29:21 min.

SEARCH EXISTING RESERVATIONS

SEARCH PARAMETERS

Res ID <input type="text"/>	Status: <input type="text" value="Select status"/>	Alt. Res ID <input type="text"/>	Office Code <input type="text"/>
Guest's Last Name <input type="text"/>	Guest's First Name <input type="text"/>		
Begin Sailing From <input type="text" value="mm/dd/yyyy"/>	Begin Sailing To <input type="text" value="mm/dd/yyyy"/>	Ship <input type="text" value="Select ship"/>	
Booked From <input type="text" value="mm/dd/yyyy"/>	Booked To <input type="text" value="mm/dd/yyyy"/>	Agent Last Name <input type="text"/>	Agency ID <input type="text"/>

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.

Reservations Groups **Clients** Agencies Pay Reservation Seawire Content Tour Credit Upload Res WSC_GMCGH

Client ID: [REDACTED] Last Name/Surname: [REDACTED] Middle Name: [REDACTED] First Name: [REDACTED] Native n

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

Household ID: Address: State or Province: Zip Code: Country:

Ship & Date last sailed: Ship: Sail start from: mm/dd/yyyy to: mm/dd/yyyy Inactive Clients

CLIENT SEARCH RESULTS

Quick Search:

Client ID	A.	Type	First Name	MI	Last Name	Birthday	Phone	Address	Household ID	Coupons
[REDACTED]	✓	ALLIANCE	[REDACTED]	[REDACTED]	SMITH	[REDACTED]	[REDACTED]	34 JOHNSON S...	125 [REDACTED]	Coupons <input type="button" value="Ed"/>



- 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	✓	✓

Clear All Create New Search Client

CLIENT SEARCH RESULTS

Quick Search Clear

Client ID	A...	Type	First Name	Mi...	Last Name	Birthday	Phone	Address	Household ID	Coupons
[REDACTED]	✓	ALUMNI	E [REDACTED]	[REDACTED]	SMITH	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Coupons (1) 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!

✓	Coupo...	Coupon Class	Valid Sai...	Valid Sai...	Effective...	Effective...	Active	Used	Amount	Amnt. left	Apply As ...	Apply As ...
✓	112296	FUTURE CRUISE CR...	02/17/2020	02/28/2022	02/17/2020	02/28/2022	✓	✓	\$500.00	\$500.00	✓	✓

Back

Apply



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All of us at Windstar Cruises appreciate your business and look forward to welcoming your clients onboard our beautiful ships! Should you have any questions or concerns, we invite you to contact our Inside Sales Dept. at windstar_sales@windstarcruises.com

Thank you for your business!

Regional Sales Managers



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When making a booking or if you have a Guest Services Issue, please contact our Vacation Planning team first:

info@windstarcruises.com or

1.844.815.9732