

WINDSTAR®
CRUISES
180° FROM ORDINARY®

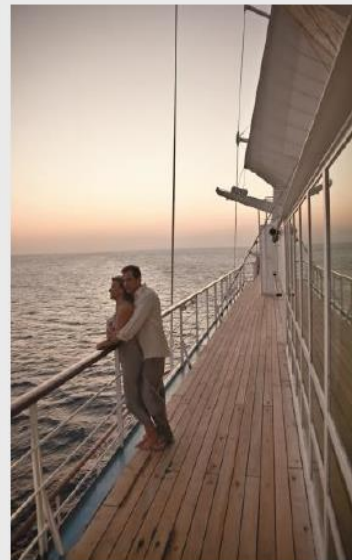


book WINDSTAR ONLINE

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 *book*WINDSTAR 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
WINDSTARCUISES.COM

[FIND A CRUISE](#)

[DESTINATIONS](#)

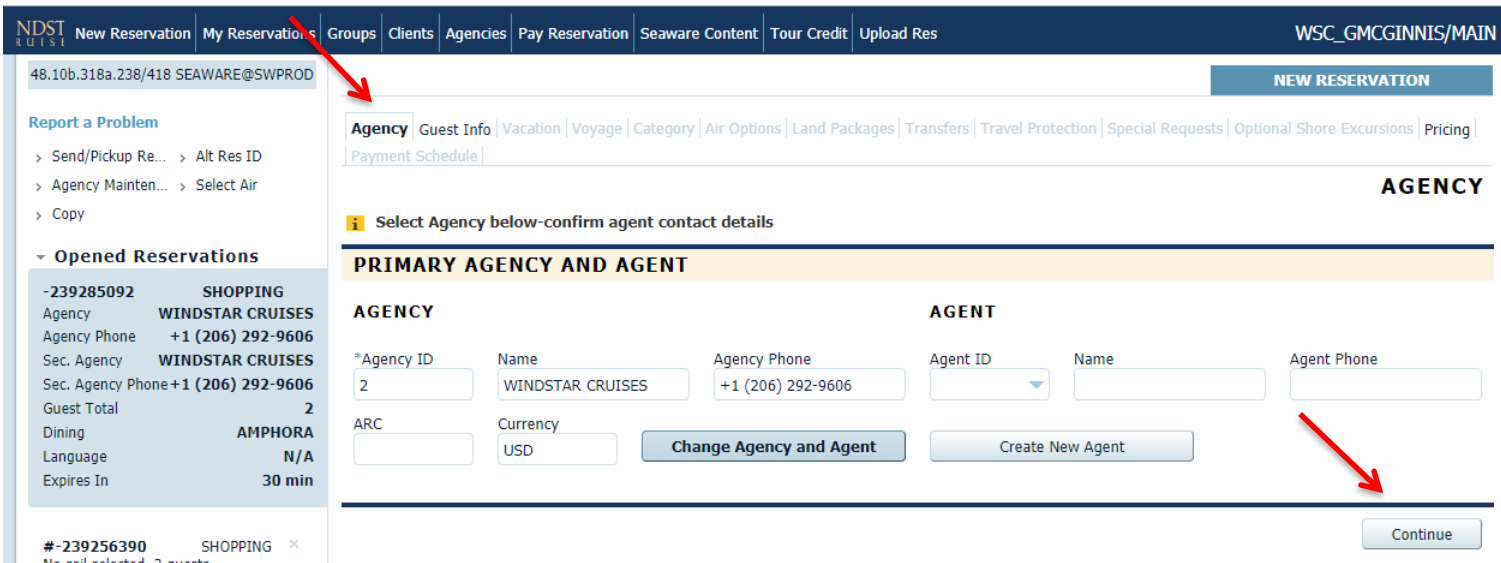
[YACHTS](#)

[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 4151 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

[Report a Problem](#)

- > Send/Pickup Re... > Alt Res ID
- > Agency Mainten... > Select Air
- > Copy

▼ Opened Reservations

-239285092	SHOPPING
Agency	WINDSTAR CRUISES
Agency Phone	+1 (206) 292-9606
Sec. Agency	WINDSTAR CRUISES
Sec. Agency Phone	+1 (206) 292-9606
Guest Total	2
Dining	AMPHORA
Language	N/A
Expires In	30 min

#-239256390 SHOPPING ×
No sail selected. 2 guests.

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

Select Agency below-confirm agent contact details

PRIMARY AGENCY AND AGENT

AGENCY		AGENT	
*Agency ID	Name	Agency Phone	Agent ID
2	WINDSTAR CRUISES	+1 (206) 292-9606	
ARC	Currency		
	USD		

[Change Agency and Agent](#) [Create New Agent](#)

[Continue](#)

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 Voyage 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	Create	Search	Delete
Guest #2	(not set)		0	ADULT	Create	Search	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.

NEW RESERVATION

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

SEARCH CLIENT

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					1165849		Edit
<input checked="" type="checkbox"/>	1688117	✓	NEW G...	GINA		MCGINNIS					1177899		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 ▼		
*Title ▼	*First/Given Name	Middle Name	*Last Name/Surname
*Gender Select ▼	Birthdate mm/dd/yyyy 	*Citizenship ▼	Language ▼
Passport Number	Passport Issue Place ▼	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
Cruises

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

[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.

GROUPS

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"/>	<input type="text"/>	<input type="text"/>

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
CRUISES
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

[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 09/01/2019 	To 10/15/2019 	Vacation Length 5-8 Days ▼
Destination TAHITI ▼	Embark Port Select port ▼	Ship SPIRIT ▼

NUMBER OF GUESTS

Adults 2	Child... <input type="text"/>	Inf... <input type="text"/>	Guest Type REGULAR ▼
-------------	----------------------------------	--------------------------------	-------------------------

ADDITIONAL PARAMETERS

Referral <input type="text"/>	*State/Province of Residency UNKNOWN ▼
Itinerary Choose Itinerary ▼	
Price Program <input type="text"/>	
<input checked="" type="checkbox"/> Include Insurance	

Back

Clear All

Start Search



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.



servations

Itinerary Info ✕

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...	Upd...	Upd...	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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
BEV PACKAGE	Beverage Package (com...	Captain's Exclusive Beve...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
BEV TOPMAST WIN	Topmast Wine Package (...	Topmast Discoveries Be...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
LAUNDRY	Unlimited laundry service	\$8pp per day - pressing ...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
WIFI	Unlimited wi-fi (commissi...	\$35 per cabin per day - ...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
WIFI 200MB	WIFI package for 200MB	200MB WiFi Package - \$...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
WIFI 500MB	WIFI package for 500MB	500MB WiFi Package - \$...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Back

Refresh prices

Apply Promotions

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

<input checked="" type="checkbox"/>	Ca...	Stateroo...	Deck #	Deck Name	Crib	Capacity
<input checked="" type="checkbox"/>	S	102	4	Deck 4	0	2
<input checked="" type="checkbox"/>	S	101	4	Deck 4	0	2

DECK PLAN

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 rated order from most desirable to least desirable base 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						
No Air Request	GINA MCGINNIS					View Request
No Air Request	Guest #2					

Back Add Air Continue

AIR OPTIONS

Select the Air transportation preferences.

Grouping: by Request Type ▼

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

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

▼

Arr. Airport

PPT ▼

*Carrier

▼

*Flight

▼

*Departure Date

09/25/2019

*Time of Depart...

hh:mm a

*Arrival Date

09/25/2019

*Time of Arrival

hh:mm a

RETURN

*Dep. Airport

PPT ▼

*Arr. Airport

▼

*Carrier

▼

*Flight

▼

*Departure Date

10/03/2019

*Time of Depart...

hh:mm a

*Arrival Date

10/03/2019

*Time of Arrival

hh:mm a

Cancel

Clear All

Save



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.

LAND PACKAGES

Select desired Land Package(s)

Back

Continue

SELECTED LAND PACKAGES

Grouping: No grouping



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



Guest

Packa...

Description

Hotel

Start

Location

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



☒ \$190.00

☒ \$190.00

▼ **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** ⓘ
 Pricing Category **BX** ⓘ
 Stateroom **WTL** ⓘ
 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 ▼

✓	Guest	Package...	Description	Start	Location	
---	-------	------------	-------------	-------	----------	--

Add Transfer

Back

Continue

Grouping: No grouping ▼

✓	Guest	Package...	Description	Start	Location	
---	-------	------------	-------------	-------	----------	--

SEARCH TRANSFERS

Grouping: No grouping ▼

Quick Search

Clear

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...	✓	✓ \$145.00	✓ \$145.00
PPT_HTL...	Regular Transfer: Tahiti Hotel to Airport	10/03/2019	Fa'a'a Internati...	✓	✓ \$35.00	✓ \$35.00
PPT_PIE...	Regular Transfer: Tahiti Pier to Day Room, Day Room to Airport	10/03/2019	Fa'a'a Internati...	✓	✓ \$64.00	✓ \$64.00
PPT_PIE...	Private Transfer: Tahiti Pier to Hotel	10/03/2019	PAPEETE, TAHI...	✓	✓ \$145.00	✓ \$145.00
PPT_PIE...	Regular Transfer: Tahiti Pier to Hotel	10/03/2019	PAPEETE, TAHI...	✓	✓ \$29.00	✓ \$29.00
PPT_PIE...	Private Transfer: Tahiti Pier to Airport	10/03/2019	Fa'a'a Internati...	✓	✓ \$145.00	✓ \$145.00
PPT_PIE...	Regular Transfer: Tahiti Pier to Airport	10/03/2019	Fa'a'a Internati...	✓	✓ \$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]

DIETARY

[LOW PROTEIN] - Low Protein
[VEGAN] - Vegan
[ALCOHOL FREE] - Alcohol free
[OTHER - DIETARY] - Other - Dietary
[WHEAT FREE DIET] - Wheat Free Diet
[LACOSE INTOL] - Lactose Intolerant
[GLUTEN FREE] - Gluten Free
[LOW CHOLESTEROL] - Low Cholesterol
[VEGETARIAN] - Vegetarian

Select guests special request applies to

☒ GINA MCGINNIS
☒ Guest #2

Delivery Date

09/25/2019

Delivery Time

12:00 PM

Delivery Place

(not set)

Comments

Please deliver a can of Diet Coke to my Stateroom 1x per day. Thank you!

Select multiple codes using Ctrl+Click

Cancel
Clear
Add

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.”

22

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** ⓘ
Pricing Category **A** ⓘ
Assigned Category **A** ⓘ
Stateroom **260** ⓘ
Deck **Deck Two** ⓘ
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.

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

Destination	Ship	Pricing Category	Berth Category	Stateroom
TAHITI	Wind Spirit i	BX i	i	WTL i

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	MOZ	09/27/2019 09:01 AM
EXCURSION	Guest #2		PORT	MOZ	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 INTERCON	LAND/SEA	09/25/2019 12:00 AM



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
AGENTWEBVX/MAIN

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
Pricing Category A
Assigned Category A
Stateroom 260
Deck Deck Two
Guests 2
Dining AMPHORA
Curr. Promos ALUMNI RATES
INVOICE \$7,854.00
Expires In 30 min

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 \$50pp 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
Payer Name

Secondary Agency
WINDSTAR CRUISES

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.*

26

47.13b.299b.237/200

SEAWARE@SWPROD

< BACK TO SEARCH

Switch to Edit Mode

VIEW MODE

Guests | Price Programs | Stateroom | Land Packages | Transfers | Travel Protection | Spec. Requests | Optional Shore Excursions | Pricing | Payment | **Summary**

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

Report a Problem

- > Send Confirmation... > Travel With
- > Cancel Reservation > Add Comment
- > Reservation History > Send Confirmation
- > Itinerary
- > Commissions > Travel Documents
- > Amenities > Optional Components
- > 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 Star Pride
Pricing Category S3
Assigned Category S3



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. JAYMI KIEHLE

AGENT:

Language

ENG

- ☐ Invoice Agent
☐ Invoice Guest
☐ Itinerary (non-financial)

Send By:

☒ E-Mail ☐ Fax

E-Mail Address

[X]

Subject

Windstar Cruises Reservation - 20006205 - K...

Message

Language

ENG

- ☒ Invoice Guest
☒ Itinerary (non-financial)

Send By:

☒ E-Mail ☐ Fax

E-Mail Address

jaymi.kiehle@windstarcruises.com

[X]

Subject

Windstar Cruises Reservation - 20006205 - K...

Message

Jaymi,

Thank you for choosing ***** Agency. Attached is a copy of your Windstar Cruises invoice.

Language

ENG

- ☐ Invoice Agent
☐ Invoice Guest
☐ Itinerary (non-financial)

Send By:

☒ E-Mail ☐ Fax

E-Mail Address

[X]

Subject

Windstar Cruises Reservation - 20006205 - K...

Message

Back

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	WINDSTAR CRUISES 180° FROM ORDINARY®				
Booking #	XXXXXXXXXX	Offer	2101 4th Ave., Suite 210, Seattle WA 98121 (800)259-SAIL (7245)				
Booking Date	10/18/2016						
Invoice Date	12/13/2016						
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	⚠️
<p>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.</p>							
Booking Summary							
Date	Description	Guest 1	Guest 2				
10/18/17	Insurance	\$260.00	\$260.00				
10/18/17	Islands of the West Med 7D BCN-CWV BARCELONA to ROME/CIVITAVECCHIA-Star Pride, Cat S3, Cabin 324	\$2,898.70 (includes NDA of \$305.00pp)	\$2,898.70 (includes NDA of \$305.00pp)				
	Windstar Yacht Club - Alumni Discount	\$-129.70	\$-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:				\$7,775.00			
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

GUEST	NAME	M/F	DOB	YOM #	READY
1	JAYMI KIEHLE	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 invoiced.

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-CVV
VOYAGE ID: B0NCW7C
VOYAGE BEGINS: October 18, 2017
VOYAGE ENDS: October 25, 2017
CRUISE DURATION: 7 nights
CABIN CATEGORY: Category S3
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/UFF.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.

Regional Sales Managers



Andrea Mendelsohn
Canada

Andrea.Mendelsohn@windstarcruises.com



Dianna Rom
USA

Dianna.Rom@windstarcruises.com



Melissa Nessenson
USA

Melissa.Nessenson@windstarcruises.com



Anna Perrott
RSM, UK

Anna.Perrott@windstarcruises.com



Gina McGinnis
Director of Sales, National Accounts
Gina.McGinnis@windstarcruises.com



Diego Suarez
Windstar Inside Sales Coordinator
Windstar_sales@windstarcruises.com



Stephanie Copeland
International & Key Account Manager
WA/OR/ID/HA RSM
Stephanie.Copeland@windstarcruises.com

STAR PROMISE

Our Commitment to Travel Advisors



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!