

FREQUENTLY ASKED QUESTIONS

What is Celebrity Rewards?

Celebrity Rewards is a travel agent loyalty program that has been specifically designed to reward you for your Celebrity Cruises bookings. The scheme enables you to earn reward points for your Celebrity Cruises bookings, which can then be spent on a variety of gifts available on the Celebrity Rewards website.

Who do I contact if I have a question about my points or anything relating to Celebrity Rewards?

Please use the Contact Us page on the Celebrity Rewards website to contact the Helpdesk Team, selecting the correct category to allow us to respond to your query effectively. Please allow 48 hours for our team to reply.

How do I enrol in Celebrity Rewards?

When you register for The Celebrity Commitment at www.thecelebritycommitment.com.au or www.thecelebritycommitment.co.nz and visit the 'Celebrity Rewards' section on the website, we will create a Celebrity Rewards account for you. Please note, only RCL Cruises Ltd approved Travel Partners who have undergone the necessary exchange of Business Partner Agreement contracts with Celebrity Cruises can participate in this scheme.

How do I earn points with Celebrity Rewards?

Once you are registered for The Celebrity Commitment and join the Celebrity Rewards program, you are eligible to earn points by making Celebrity Cruises bookings. You cannot claim bookings and earn points for bookings made prior to the date you registered for The Celebrity Commitment. Your bookings are uploaded onto the Celebrity Rewards website once a week and the points you earn will vary depending on the Stateroom Category booked. You can also potentially increase the number of points you can earn by taking part in our regular bonus points promotions, details of which will be available on the 'Promotions' page of the Celebrity Rewards website.

How do I claim my bookings?

From the Celebrity Rewards Home page, select the 'My Bookings' tab where you will be able to enter your Booking Number(s). The system will search for that booking and allow you to claim your booking(s). Once a booking is claimed, your Celebrity Rewards Account will automatically update with the relevant points shown as 'Redeemable' Points. Bookings will be available to claim for up to 60 days after the booking date. After 60 days, any bookings not claimed will no longer be eligible to earn points.

How often will my bookings be uploaded to the Celebrity Rewards website for claiming?

Bookings for the previous week of sales will be uploaded to the Celebrity Rewards website once a week by 9:00 AEST each Wednesday.

What happens if I claim someone else's booking in error?

If you accidentally claim a booking made by someone else and you need to reverse the claim, email the details of the booking to our Helpdesk team using the Contact Us page on the Celebrity Rewards website, so we can reverse the claim enabling the correct owner of the booking to claim it and earn their applicable points.

When will I receive my points?

You will automatically receive the points attributed to the booking into your 'Redeemable Points' balance once you claim the booking. Your points balance is available to view on your 'Account Summary' page at all times.

How many points will I earn for the bookings I make?

You will earn a fixed amount of core points for the Celebrity Cruises bookings you sell, which will vary by stateroom category. You can see the point earning information at any time on the 'Point Earning Cruises' page of the Celebrity Rewards website. You can also potentially earn bonus points in Celebrity Rewards incentives when applicable. See the 'Promotions' page for details of current promotions.

What are 'Redeemable Points'?

Redeemable Points are points that are available for you to spend immediately on rewards, providing you have enough Redeemable Points to exchange for the rewards you want.

What happens to my points if my booking is cancelled?

If a booking which you have earned Redeemable Points for subsequently cancels, the number of points you were originally awarded for the booking will be deducted from your account, even if you have already spent the points on rewards, which may take your account into a negative balance. You can view bookings with a 'Cancelled' status at any time on your 'Account Summary' page.

Will I earn points on Nett Rate bookings?

No, Nett Rate bookings are not eligible to earn reward points.

Can I earn points on non-contracted Group bookings?

Yes, non-contracted Group bookings will be applicable to earn points in the Celebrity Rewards program. Each week, Group bookings that have been named and deposited will be uploaded to the Celebrity Rewards website and participants will have 60 days to claim the Group booking.

I am a wholesale consultant and have made an eligible booking. Why can't I claim my booking?

Celebrity Rewards is designed to reward retail travel agents. If an eligible booking is made through a wholesale partner, please supply the relevant retail travel consultant with the Booking ID to claim.

My guests booked onboard, the booking was later transferred to my Agency. Why is it not showing?

Any bookings made onboard that are made under a direct booking or onboard booking and subsequently moved to your agency at a later date will not be applicable to claim points on, as our reporting does not capture these bookings. If you have guests that you know are considering booking onboard, please ensure you provide them with your agency details, asking that they give this to the Onboard Sales Consultant at the time of booking. We apologise, but no exceptions will be made on this.

Do I have to make my booking(s) via automated booking tools to earn points?

For core Celebrity Rewards points, bookings do not need to be created via automated tools. However, to earn additional points in any bonus incentives or promotions, bookings may need to be created via automated tools to qualify. Please review the terms and conditions for each incentive online for full terms and conditions.

What counts as 'creating' a booking via automated tools?

Creating a booking via automated tools means the option status must first be created via automated booking tools such as Espresso. It does not matter if the option is later confirmed (changed to BK status) via the call centre or via automated tools, provided the option (OF status) was created online.

What if I cannot create a booking via automated tools?

We will manually override back-to-back bookings and Group bookings which cannot be created via automated tools. If you have a booking for a family veranda stateroom (FV) with a minimum of 5 guests, please contact us within 4 weeks of making the booking so we can manually add on any points for bonus incentives where applicable. Please email celebritysalesupportau@celebrity.com to validate your booking so that points can be added to your Celebrity Rewards account accordingly.

Do I need to be a Celebrity Learning Graduate to take part in Celebrity Rewards?

No, you are not required to be a Celebrity Learning Graduate to take part in Celebrity Rewards, but there are lots of benefits to becoming one, from enhanced brand experience, knowledge and confidence when selling Celebrity Cruises to your clients. To become a Celebrity Learning Graduate, you will need to log into www.cruisingpower.com.au, select the Training and Benefits tab > Training & Certification > Celebrity Cruises. Select the Celebrity Learning AUNZ course. Complete all the modules and the quiz to become a Graduate.

What if I'm already a Celebrity Learning Graduate, but my status doesn't show this?

Even though you don't need to be a Celebrity Learning Graduate to participate in Celebrity Rewards, we will keep your status up to date on the website. We update the status of Celebrity Learning Graduates once a month. If you are already a Graduate, but your status doesn't show as such, please contact our Helpdesk team using the Contact Us page on the Celebrity Rewards website. If you can provide the email address you used to register for Celebrity Learning with, it will be easier for our Helpdesk team to check and validate your details.

How can I spend my Redeemable Points?

There are lots of exciting things for you to spend your Redeemable Points on, all of which can be viewed on the 'REWARDS' page on the Celebrity Rewards website. Once you have enough points to redeem for the item you choose, you can select it to put it in your Shopping Cart and the website will take you through the Checkout process. Your 'ACCOUNT SUMMARY' will then be updated to show your new points balance.

How does my Reloadable Mastercard work? (Australia only)

You can view the full details in the handy user guide on the 'MY MASTERCARD' page on the Celebrity Rewards website. Once you have received your card and have activated it, you will then be able to transfer Redeemable Points balances to your Mastercard, as well as view your card transactions, all on the Celebrity Rewards website. Point transfers can take up to 21 working days to appear as funds on your card.

When will I receive my reward?

Once you have ordered an item from the Celebrity Rewards Catalogue, you will receive it within 21 working days. Make sure you check your delivery and email contact details are correct when you order your reward, so that your gift can be successfully sent to you.

Can I combine or share my points with another colleague?

No, points are awarded to each participant on an individual basis.

Do my points expire?

Yes, once your points become 'Redeemable' they will have a 2-year validity period within which you can spend them, providing you continue to be active in the program i.e. you are doing point earning activity such as making and claiming bookings. If you have been inactive for a 6-month period or more and your Redeemable Points balance hasn't changed, your Redeemable Points will expire.

How do I track my progress?

You can check your 'ACCOUNT SUMMARY' at any time once you are logged in to the Celebrity Rewards website to see how many points you have accumulated to spend on rewards and you can search your activity by things like date ranges and booking references. You can also keep a track of rewards that you have already redeemed in 'REDEMPTION SUMMARY'.

What do I do if I change jobs and move to another travel agency?

If you move to another travel agency, please ensure you update your profile on The Celebrity Commitment, which will update your Celebrity Rewards profile. If when you next log in and visit Celebrity Rewards you cannot see the bookings you've made at your new travel agency to claim, then let our Helpdesk Team know by using the Contact Us page on the Celebrity Rewards website and emailing us your old and your new agency contact details.

What happens to my points if I change jobs and move to another travel agency?

Points that have been earned by a participant are individually owned by them. Earned points are points that have a 'Redeemable' status, so if you move to another travel agency, you will be able to take your Redeemable Points with you. Once your details have been updated on your Celebrity Commitment profile, we will be able to transfer your Redeemable Points over to your new account. Please contact our Helpdesk Team using the Contact Us page on the Celebrity Rewards website with your details to allow us to merge your accounts to ensure you retain the correct points.

How can I receive details of weekly Celebrity Cruises offers, outside of Celebrity Rewards?

Please email Trade Support on celebritysalessupportau@celebrity.com to be added to the database.