

# 1. GETTING STARTED

Commence your booking journey by accessing the portal with your credentials. On the left side of the landing page, click the “New Booking” button.

The screenshot shows the Crystal website dashboard. At the top, there is a navigation bar with links for 'SAVED CRUISES', '+1-888-617-0502', 'REQUEST A BROCHURE', 'SIGN UP FOR NEWSLETTER', and 'PORTAL'. Below this is a main banner for 'CRYSTAL' with a 'NEW TO CRYSTAL 5% BONUS COMMISSION' offer. The left sidebar contains a menu with 'NEW BOOKING' highlighted in a white circle. The main content area shows a 'BOOKINGS STATUS' section with tabs for 'ACTIVE', 'PAST', and 'ALL BOOKINGS'. A table lists active bookings with columns for Booking ID, Lead Guest, Status, Embark Date, Itinerary, Ship, and Details.

BOOKING ID	LEAD GUEST	STATUS	EMBARK DATE	ITINERARY	SHIP	DETAILS
ID #24641	CHRISTOPHER	●	JUL 2, 2024	BARCELONA > LISBON	SERENITY	VIEW
ID #45810	JAMES	●	JUL 2, 2024	LISBON > DOVER	SERENITY	VIEW
ID #37304	SEAN	●	JUL 23, 2024	DOVER > VANCOUVER	SERENITY	VIEW

## 2. SELECT A VOYAGE

It will direct you to the “Find A Cruise” page where you can filter by Price Type, Currency, Offers, and more.

CRYSTAL

FIND A CRUISE DESTINATIONS ONBOARD ONSHORE WHY CRYSTAL OFFERS

REQUEST A QUOTE

Agency Inc

### FIND A CRUISE

Start by selecting your client's desired voyage. You can add additional voyages and create a combination sailing as needed. Then, follow the prompts to complete your client's quote or make the reservation.

**ALASKA**

**VANCOUVER → VANCOUVER**

7 NIGHTS

DEPART **JUL 02, 2024** ARRIVE **JUL 09, 2024**

ABOARD CRYSTAL SERENITY

DETAILS BOOK NOW

**EUROPE & MEDITERRANEAN**

**MONTE CARLO → BARCELONA**

7 NIGHTS

DEPART **JUL 04, 2024** ARRIVE **JUL 11, 2024**

ABOARD CRYSTAL SYMPHONY

DETAILS BOOK NOW

### 3. BACK TO BACK VOYAGES

Once you have selected your client`s desired voyage and clicked “Book Now” you can even add additional voyages and create a combination sailing as needed.

The screenshot shows a web interface for Crystal Cruises. At the top, the 'CRYSTAL' logo is on the left, and navigation links for 'FIND A CRUISE', 'DESTINATIONS', 'ONBOARD', 'ONSHORE', 'WHY CRYSTAL', and 'OFFERS' are in the center. A 'REQUEST A QUOTE' button is on the right. A modal window titled 'MONTE CARLO - BARCELONA' is open, featuring a close button (X) in the top right. The modal contains a table with the following data:

NIGHTS	DEPART	ARRIVE
7	JUL 4, 2024	JUL 11, 2024

Below the table, there is a prompt: 'WANT TO ADD A VOYAGE AFTER THIS? +' with a plus sign icon. At the bottom of the modal, a 'CONFIRM SELECTION (1 VOYAGE)' button is visible. The background of the website is dimmed, showing a sidebar with links like 'Agency Inc', 'NEW BOOKINGS', 'MY DASHBOARD', 'MY BOOKING', 'MY PROFILE', 'TRADE OFFERS', 'AGENCY INFO', 'WEBINARS & 360 VIEWS', 'RESOURCES', 'MEDIA MATERIALS', 'TRADE PRESS', and 'ACCOUNT SETTINGS'.

# 4. NUMBER OF GUESTS

After confirming your voyage selection, it will prompt you to establish the number of guests, the guests Crystal Society status, and more.

CRYSTAL

FIND A CRUISE DESTINATIONS ONBOARD ONSHORE WHY CRYSTAL OFFERS

REQUEST A QUOTE

MONTE CARLO - BARCELONA

7 NIGHTS  
JUL 4, 2024 → JUL 11, 2024

SHIP  
CRYSTAL SYMPHONY

NUMBER OF GUESTS SUITE CATEGORY SUMMARY GUESTS SUITE SELECTION BOOKING PAYMENT

< BACK TO VOYAGE SELECTION

### NUMBER OF GUESTS

ADULTS  2  CHILDREN  0

**Note:** Guests under 18 must be accompanied by a parent or guardian who is at least 21 years old. Children must be at least 6 months old at the time of travel.

IS AN ACCESSIBLE ROOM REQUIRED?  YES  NO

IS ANY GUEST A MEMBER OF THE CRYSTAL SOCIETY?  YES  NO  
Returning Guests may be eligible for additional discounts.

GUESTS  
2 ADULTS

TOTAL BOOKING FARE  
\$10,000

FIT REGULAR FARE USD

NEXT >

# 5. SELECT A CATEGORY

Next view the categories and their availability. Choose your guest's desired category by hitting the "Select" button. Then you will see the total Quote estimate appear at the bottom of your screen. Select "Next" to proceed in building your Quote.

The screenshot shows the 'AVAILABLE GUEST ROOMS (8)' section of the Crystal cruise website. At the top, a navigation bar includes 'CRYSTAL', 'FIND A CRUISE', 'DESTINATIONS', 'ONBOARD', 'ONSHORE', 'WHY CRYSTAL', 'OFFERS', and a 'REQUEST A QUOTE' button. Below this, a progress bar for the 'MONTE CARLO - BARCELONA' cruise (7 nights, July 4-11, 2024, on the Crystal Symphony) shows the current step as 'SUITE CATEGORY'. The main content area displays three suite options:

- CRYSTAL PENTHOUSE SUITE**: All guests fares \$38,200. Suite size up to 909 sq ft, balcony size up to 107 sq ft. Description: 'Our largest suite, with expansive living areas, a private veranda, sumptuous finishings and attentive butler service. Crystal Penthouse suites are available to book in the 2023 or 2020 designs.' Status: SOLD OUT.
- JUNIOR CRYSTAL PENTHOUSE SUITE**: All guests fares \$28,800. Suite size up to 645 sq ft, balcony size up to 161 sq ft. Description: 'Redesigned in 2023, this large suite includes spacious rooms with separate dining and living areas, looking onto a private veranda, and accompanied by attentive butler service.' Status: Selected (indicated by a teal circle and '✓ SELECTED' button).
- SAPPHIRE VERANDA SUITE**: All guests fares \$20,200. Suite size up to 430 sq ft, balcony size up to 107 sq ft. Description: 'Spacious suite, with living area, lavish finishings and private veranda, accompanied by attentive butler service. Sapphire suites are available to book in new and classic design.' Status: Available (indicated by a white circle and 'SELECT' button).

At the bottom, a summary bar shows 'GUESTS 2 ADULTS', 'SUITE (MID/AFT) JUNIOR CRYSTAL PENTHOUSE SUITE', 'TOTAL BOOKING FARE \$32,200', and a 'NEXT >' button. A 'PRICE TYPE' dropdown is set to 'FIT REGULAR FARE'.

# 6. SEND A QUOTE

Here you will see a Quote summary detailing your client's voyage. At this stage you can send your client the Quote. To move forward in creating an Option you can start by inputting the guest details.

On this screen you can also view the cancellation fees, booking financial summary, and your commission data.

CRYSTAL

FIND A CRUISE DESTINATIONS ONBOARD ONSHORE WHY CRYSTAL OFFERS

REQUEST A QUOTE

BACK TO VOYAGE SELECTION

### QUOTE SUMMARY

#### VOYAGE

**MONTE CARLO → BARCELONA**

7 NIGHTS

**JUL 04, 2024 → JUL 11, 2024**

[DETAILS](#)

Call to book air or transfers through Crystal **+1-800-446-6620** or email our Reservations Department at [tradereservations@crystalcruises.com](mailto:tradereservations@crystalcruises.com) with your client's booking ID.

#### GUESTS

**2 ADULTS**

[ADD GUESTS DETAILS >](#)

CONTINUE OPTION WITHOUT GUEST(S) NAMES

#### SUITE

**JUNIOR CRYSTAL PENTHOUSE SUITE**

SUITE LOCATION	SUITE NUMBER	<a href="#">SELECT SUITE &gt;</a>
<b>MID/AFT</b>	<b>-</b>	



#### SUMMARY

(CSY-007-240704) CRUISE PRICE	<b>\$31,400</b>
CRUISE - DESTINATION FEES	<b>\$800</b>
(CSY-007-240704) GIFTS & MERCHANDISING - ENSEMBLE AMENITY - AS YOU WISH SBC \$125.00 PER PERSON (NR)	<b>\$0</b>
TRANSPORT - PRIVATE VEHICLE (DISCOUNT)	<b>\$0</b>
<b>TOTAL CHARGES</b>	<b>\$32,200</b>

[VIEW COMMISSIONS](#) [VIEW CANCELLATION FEES](#)

[VIEW BOOKING FINANCIAL SUMMARY](#)

QUOTE TOTAL **\$32,200**

THIS QUOTE IS VALID FOR 15 HOURS  
NO INVENTORY IS HELD  
UNTIL JUN 26, 2024

[FIT REGULAR FARE](#) [USD](#)

[SEND QUOTE >](#) [GUEST DETAILS >](#)

# 7. GUEST INFORMATION

When entering guest details populate the required information for ADULT 1. If applicable, continue the process for the remaining guests on your reservation. Once all guest information has been populated proceed by clicking the “Choose Suite” button in the lower right-hand corner.

**CRYSTAL**    FIND A CRUISE    DESTINATIONS    ONBOARD    ONSHORE    WHY CRYSTAL    OFFERS    **REQUEST A QUOTE**

**MONTE CARLO - BARCELONA**  
7 NIGHTS  
JUL 4, 2024 → JUL 11, 2024    SHIP  
CRYSTAL SYMPHONY

NUMBER OF GUESTS    SUITE CATEGORY    SUMMARY    **GUESTS**    SUITE SELECTION    BOOKING    PAYMENT

[← BACK TO SUMMARY](#)    **GUEST DETAILS**

**ADULT 1**    **ADULT 2**

LOOKING FOR A RETURNING CRYSTAL GUEST?    **FIND GUEST >**

TITLE \*    FIRST NAME \*    LAST NAME \*

EMAIL ADDRESS    DATE OF BIRTH \*    PHONE \*

Note: Guests under 18 must be accompanied by a parent or guardian who is at least 21 years old. Children must be at least 6 months old at the time of travel.

**ADD & GO TO ADULT 2**

GUESTS    SUITE (MID/AFT)    TOTAL BOOKING FARE    **GO TO NEXT GUEST >**

**2 ADULTS**    **JUNIOR CRYSTAL PENTHOUSE SUITE**    **\$32,200**

**CRYSTAL**

# 8. SELECT A SUITE

View the available suites in your pre-selected category and finalize your selection by clicking on the suite number which will display details about the suite. Hit “Select” and continue to move to the next section.

The screenshot shows the 'SUITE SELECTION' page for a 7-night cruise from Monte Carlo to Barcelona on the Crystal Symphony. The page features a progress bar with steps: NUMBER OF GUESTS, SUITE CATEGORY, SUMMARY, GUESTS, SUITE SELECTION (current), BOOKING, and PAYMENT. A deck plan for Deck 9 is shown on the left, with a callout for Suite 9077. The callout provides details: Suite Style (Redesigned 2023), Location (Mid/Aft), Suite Size (Up to 645 sq ft), and Veranda Size (Up to 161 sq ft). A 'SELECT' button is visible in the callout. The bottom of the page shows guest information (2 adults, John White, Mary White), a total booking fare of \$32,200, and a 'LOCK SUITE' button.

**CRYSTAL** FIND A CRUISE DESTINATIONS ONBOARD ONSHORE WHY CRYSTAL OFFERS **REQUEST A QUOTE**

**MONTE CARLO - BARCELONA**  
7 NIGHTS JUL 4, 2024 → JUL 11, 2024 SHIP CRYSTAL SYMPHONY

NUMBER OF GUESTS SUITE CATEGORY SUMMARY GUESTS SUITE SELECTION BOOKING PAYMENT

[BACK TO SUMMARY](#) **SUITE SELECTION**

**DECK 9**

**JUNIOR CRYSTAL PENTHOUSE SUITE** **DETAILS** **OCCUPIED**

**ACCESSIBLE SUITES** **CONNECTING SUITES**

--- SUITES & GUEST ROOMS BEYOND THE FORWARD ELEVATORS ARE SUBJECT TO ALTERNATIVE PRICING

Accessible Rooms are not currently available for this category. Call **+1-800-446-6620** for assistance.

**SUITE 9077**

<b>SUITE STYLE</b>	<b>LOCATION</b>
REDESIGNED 2023	MID/AFT
<b>SUITE SIZE</b>	<b>VERANDA SIZE</b>
UP TO 645 SQ FT	UP TO 161 SQ FT

**SELECT**

**GUESTS** 2 ADULTS | **SUITE (MID/AFT)** JUNIOR CRYSTAL PENTHOUSE SUITE | **GUEST DETAILS** JOHN WHITE MARY WHITE

**TOTAL BOOKING FARE** \$32,200 **LOCK SUITE**

**CRYSTAL**

# 9. SEND AN OPTION

Here you will see an Option summary. At this stage you can send your client the Option, which outlines the protected rate and suite or guest room selection. This Option is valid for the time stated at the bottom of your screen.

When sending a Quote or Option you must input the receiving email address and select whether to send a guest copy

The screenshot displays the 'OPTION SUMMARY' page on the Crystal website. The page is divided into several sections: VOYAGE, GUESTS, SUITE, and a summary table. A modal form titled 'SEND OPTION' is overlaid in the center, prompting for an email address and a 'GUEST COPY?' selection. The background page shows details for a 'MONTE CARLO → BARCELONA' voyage from July 04, 2024, to July 11, 2024, for 2 adults (John White and Mary White) in a 'JUNIOR CRYSTAL PENTHOUSE SUITE'. The total charges are \$32,200. The modal form has a 'SEND' button highlighted in black.

**CRYSTAL** FIND A CRUISE DESTINATIONS ONBOARD ONSHORE WHY CRYSTAL OFFERS **REQUEST A QUOTE**

[← BACK TO VOYAGE SELECTION](#) **OPTION SUMMARY**

**VOYAGE**  
**MONTE CARLO → BARCELONA**  
7 NIGHTS  
JUL 04, 2024 → JUL 11, 2024

**GUESTS**  
**2 ADULTS**  
JOHN WHITE MARY WHITE

**SUITE**  
**JUNIOR CRYSTAL PENTHOUSE SUITE**  
SUITE LOCATION SUITE NUMBER  
MID/AFT 9077 [EDIT >](#)

PRICE	\$31,400
TAXES	\$800
COMMISSIONS - ENSEMBLE AMENITY - AS YOU	\$0
TRANSPORT - PRIVATE VEHICLE (DISCOUNT)	\$0
<b>TOTAL CHARGES</b>	<b>\$32,200</b>

[VIEW COMMISSIONS](#) [VIEW CANCELLATION FEES](#)  
[VIEW BOOKING FINANCIAL SUMMARY](#)

OPTION ID 73514 **\$32,200** | THIS OPTION IS VALID FOR 1 DAYS UNTIL JUN 27, 2024

[EXIT BOOKING >](#) [SEND OPTION >](#) [VIEW PAYMENT SCHEDULE >](#)

**CRYSTAL**

# 10. MAKE A PAYMENT

In the final window click the "View Payment Schedule" button to view the client's payment deadlines. To submit a payment, click the "Payment" button, consent to the terms on behalf of your guest, and opt to either share a payment link with your guest by selecting "Copy Link" or proceed directly to enter payment details yourself by choosing "Pay Directly".

After payment has been submitted, congratulations you have completed your client's booking journey.

The screenshot shows the Crystal website's payment interface. At the top, the Crystal logo is on the left, and navigation links for 'FIND A CRUISE', 'DESTINATIONS', 'ONBOARD', 'ONSHORE', 'WHY CRYSTAL', and 'OFFERS' are in the center. A 'REQUEST A QUOTE' button is on the right. Below the navigation is a banner for 'MONTE CARLO - BARCELONA' with '7 NIGHTS' and dates 'JUL 4, 2024 -> JUL 11, 2024'. The ship name 'CRYSTAL SYMPHONY' is also displayed. A progress bar below the banner shows steps: 'NUMBER OF GUESTS', 'SUITE CATEGORY', 'SUMMARY', 'GUESTS', 'SUITE SELECTION', 'BOOKING', and 'PAYMENT', with 'PAYMENT' being the active step.

Below the banner, there is a 'BACK TO SUMMARY' link and a 'PAYMENT' heading. A 'PAYMENT SCHEDULE' table is displayed:

PAYMENT SCHEDULE			
FINAL PAYMENT DUE	JUN 27, 2024	\$32,200	<a href="#">PAYMENT &gt;</a>

At the bottom of the page, the option ID '73514' and total price '\$32,200' are shown, along with a note: 'THIS OPTION IS VALID FOR 1 DAYS UNTIL JUN 27, 2024'. There are also 'EXIT BOOKING >' and 'SEND OPTION >' buttons. The Crystal logo is at the bottom right.