



CRYSTAL®

## Crystal Cruises Interline Program

Dear Crystal Cruises Interline Travel Partner:

We are pleased to offer you special Interline/Travel Industry rates.

Interline discounts on select sailings are available to customers who are currently employed with a domestic or international commercial passenger airline carrier and are new guests to Crystal Cruises. Past guests who are Crystal Society members are eligible for Interline rates unless they have, or have had, a full-fare reservation on the desired Interline-rate voyage. The spouse and parents of qualified Interline guests may travel unaccompanied by the Interline guests. Pilots who are currently employed with a domestic or international cargo airline, such as Federal Express, DHL Worldwide Express, Astar Air Cargo, or United Parcel Service (UPS), are eligible to book one stateroom. Retired airline employees and retired cargo airline pilots are also eligible to book one stateroom provided the airline is still in operation (e.g., retired employees of Eastern Airlines do not qualify). Qualifying guests must submit a letter of employment verification to the participating agency at the time of booking.

**Booking Procedure:** As a registered Interline agency, when Interline rates become available for a particular voyage, you can book the Interline fare directly on [CruiseBuilder](#). Then send an email to [tsu@crystalcruises.com](mailto:tsu@crystalcruises.com) together with a scanned copy of each guest's letter of employment. Acceptance of the Interline fare will be dependent on employment verification. All Interline bookings/reservations and payments are to be made via the Crystal Cruises booking engine, [CruiseBuilder](#).

For your convenience and reference, we have noted the basic Interline program booking rules/restrictions below.

### Standard Crystal Cruises Interline Program Booking Rules/Restrictions:

1. The list of additional cruises offered with Interline special pricing will be sent via email on a regular basis with a corresponding group contract forwarded to the participating agent. Cruises should not be advertised until a group contract with the corresponding applicable voyage, stateroom categories, and Interline fares are received from Crystal Cruises.
2. Interline bookings must be made no later than eight (8) days prior to cruise departure. The CruiseBuilder system will not accept bookings made on/inside seven (7) days prior to cruise departure.
3. Interline bookings, payments, and any/all booking changes must be made through CruiseBuilder via URL: <https://book.crystalcruises.com>.
4. Interline rates are applicable for new-to-Crystal Cruises guests or past guests who have sailed on Interline fares with Crystal Cruises.
5. Past guests who are Crystal Society members are eligible for Interline rates unless they have, or have had, a full-fare reservation on the desired Interline-rate voyage.
6. All fares are cruise only, per person, based on double occupancy, and are in US Dollars.
7. Singles will be priced at 200% of the offered double-occupancy Interline fare. Third berths will be priced at the offered double-occupancy Interline fare.

8. All fares are subject to applicable Port Security and Handling Charges. Fuel surcharges currently do not apply to Crystal voyages unless the cost of fuel escalates significantly. Crystal Cruises, Inc. reserves the right to add fuel surcharges if and when necessary. Port Security and Handling Charges and Fuel Surcharges are not commissionable and are subject to change and/or implementation.
9. Bookings entered using Interline fares are **not eligible** to receive standard amenities offered to full-fare guests including but not limited to Crystal Society and/or Onboard Booking discounts, savings, rewards, and benefits, etc. In addition, bookings using Interline fares are not able to reserve shore excursions, alternate dining reservations, spa appointments, or enrichment programs (Creative Learning Institute) until fourteen (14) days prior to departure.
10. Full payment must be received within three (3) days of the reservation. The Crystal reservation system is set up to automatically cancel any and all bookings which are not fully paid within the three (3)-day option date.
11. Standard cancellation fees apply.
12. Cruise documents will be mailed to the booking agency. A Reduced Rate Travel Letter (same as Sample provided) will be sent together with the cruise documents for guest's review and compliance.
13. One stateroom per qualified airline employee, with spouse or accompanying guest traveling in the same stateroom as the airline employee. Second (2<sup>nd</sup>) stateroom now available for children 18 years and older, parents, and parents-in-law when traveling with qualified airline employee.
14. The spouse and parents of qualified Interline guests may travel unaccompanied by the Interline guests.
15. Agents are responsible for handling guest questions or booking changes.
16. Crystal Cruises reservation agents are not able to discuss Interline pricing with guests or travel agents.
17. Program applies to new bookings only. No cancel-and-rebook entries will be allowed.
18. Commission payment will be processed no earlier than fourteen (14) days prior to sailing.
19. Abuse of the program will result in withdrawal of the Interline offer.
20. Crystal Cruises' Interline Program is capacity controlled, not combinable with any other promotion, is subject to availability and may be withdrawn or changed at any time without notice. All itineraries, fares, programs, and policies are subject to change.

**Questions regarding the Crystal Cruises Interline Program should be forwarded to the Sales Support Team via email – [salesupport@crystalcruises.com](mailto:salesupport@crystalcruises.com) – or by phone: (800) 446-6620, prompt #6.**