GENERAL FAQ's

1. What is happening in April 2020?
We are moving Carnival Cruise Line bookings, on sailings from Australia, from Polar into our bespoke booking engine, GoCCL Navigator.

2. What does this mean for Travel Agents?
You will now be able to create/manage FIT and Group bookings across **ALL** Carnival Cruise Line ships from one booking platform in AUD/NZD.

3. Why are you making this change?
GoCCL Navigator is Carnival Cruise Line's bespoke booking engine. Due to system limitations at the time we launched in Australia, we started out on Polar. It was always our intention to move back to our owned and operated system. This will allow a seamless integration with the shipboard guest experience and it allows our agents and guests to take advantage of all the technology we have developed to make booking and taking a Carnival Cruise easy and fun.

4. How will this benefit travel agents?
It will be easier and faster to create online bookings for your clients with the help of new and upgraded features, including interactive deck plans that allow you to select staterooms right from the deck plan, easier price comparisons across staterooms, revamped groups program, enhanced search options, improved quick quote pricing and personalised emails.

5. What do I need to do now to be prepared for the system change?
Make sure that you and everyone on the team has log-in details to access GoCCL.com.au

6. How do I request a log-in for GoCCL.com.au?
Please ensure the Owner/Manager (as currently listed in Polar) has access to GoCCL.com.au first.
If they are all set up then visit GoCCL.com.au and click on 'Register Now' or click here

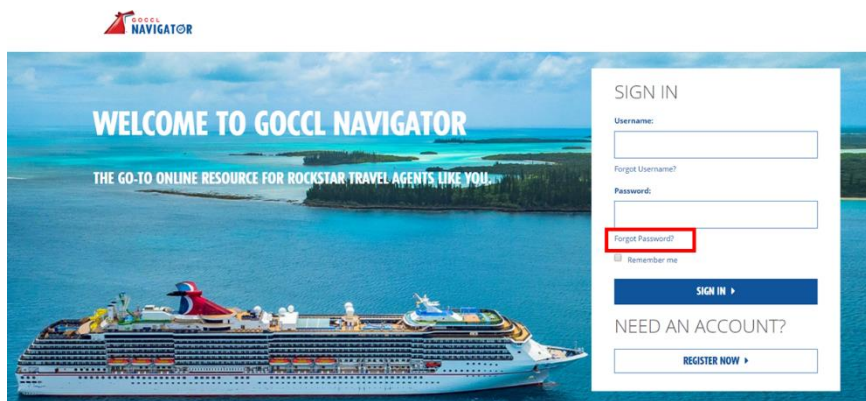**9. If I am the Owner/Manager how do I check that I have access to GoCCL.com.au**
Visit GoCCL.com.au and click on 'Forgot Password'.
Enter your Polar username and click 'Submit' (please ensure your username is entered correctly as it is case sensitive and that the email attached to your Polar ID is correct).
You should receive an email with a link to reset your password (valid for 30min).
You can then log-in to GoCCL.com.au
In the event that you do not receive the email or the Owner/Manager details in Polar are incorrect, please email cclsales@carnival.com.au with the correct information.

10. If I am the Owner/Manager how do I add team members?
When a team member submits their registration request via GoCCL.com.au you will receive an email letting you know that someone has requested access and that they are in the pending requests area.
Once you approve the request in GoCCL.com.au your team member will receive an email with their username and a second one with a link to set their password.
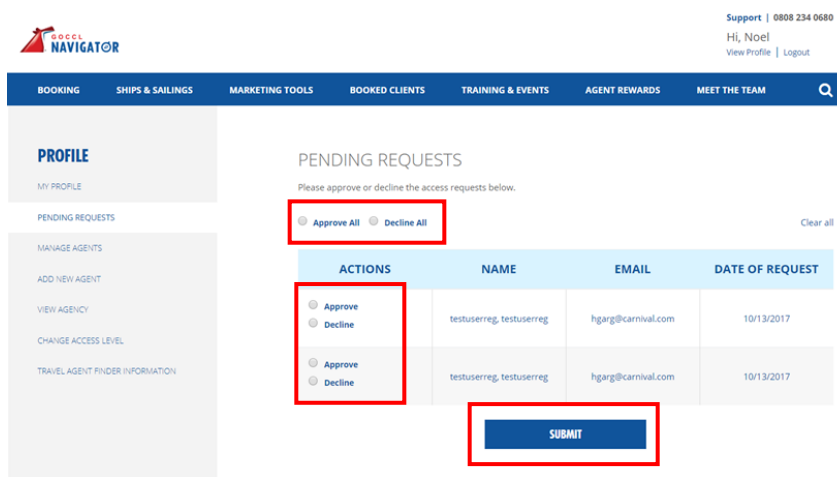
11. Who do I contact if I need help with accessing GoCCL.com.au?
For any assistance please contact our Call Centre on 13 31 94 (AU) or 0800 442 095 (NZ) or email australiasupport@carnival.com

12. Where can I find more information?
Job Aids and How-to guides are available on GoCCL.com.au under 'Training & Product Guides'