



Dear Travel Partner:

With the changing automated nature of our business, credit cards are becoming the most convenient way to close a sale. We've recently made adjustments to our credit card processing policy. These changes are outlined below. At Carnival we are committed to exceed the expectations of our guests as well as our travel partners. Working together to better our business is a way to ensure success for all.

Some of our most successful agents obtain an imprint and cardholder signature on every credit card accepted as payment. An alternative is to obtain a signed authorization letter with **legible copies** of the front & back of the credit card and a copy of the cardholder's driver's license. Additionally, you should retain authorization information in your files. As our valued travel partner we recommend these procedures be implemented within your agency as protection against a possible dispute.

In an effort to help expedite the processing of credit card payments on your group bookings we require credit card imprints or authorizations in the following situations:

Third Party Charges

- If the cardholder is not sailing.
- Third party charges when the cardholder is sailing do NOT require an authorization.

Any charges exceeding \$50,000.00

- **Require Carnival's** original notarized **Credit Card Authorization Form**. For one time charges that exceed \$50,000 or cumulative charges totaling \$50,000.00 within a 6 month period, from the date of the initial charge (not necessarily on the same booking).

The following suggestions will aid in ensuring your payments are processed in a timely manner:

Credit Card Authorization Forms

- Take time to read and fill out completely. Do not leave any blanks.
- Include **legible copies** of the front & back of the credit card and the cardholder's driver's license for all non-notarized authorizations.
- If cardholder does not want to send copies of the credit card and driver's license – a notarized Carnival Credit Card Authorization Form will be accepted.
- Physical credit card imprints on a universal charge form with the dollar amount to be processed along with signature of the cardholder are acceptable in lieu of Carnival's authorization form.

Valid Copies – tips for easier reading

- Use a light contrast setting and enlarge the credit card and driver's license on your copy machine.
- Use a scanner to copy the credit card and driver's license.
- Make sure the account number and signature, on the back of the credit card are clearly visible.
- Make sure all signatures match.

With more and more business handled over the phone and on the Intranet, your exposure has grown. These procedures are in place for everyone's protection. Remember in the event of a charge back, your agency is ultimately responsible for any unpaid balances. We value your patronage and appreciate your cooperation.

Should you have any questions please contact the Group Sales Department at 800-327-5782.



CREDIT CARD AUTHORIZATION FORM

Please Check One

- PROCESS THIS CHARGE
FILE PURPOSES ONLY - DO NOT CHARGE CARD

I hereby authorize Carnival Cruise Lines to charge my credit card name, credit card number, expiration date in the amount of \$

for cruise/air payments for myself and/or full name(s) of guest(s) if other than the cardholder

sailing aboard the ship on sailing date Booking #

- Mastercard, Visa, American Express, Discover and Optima are accepted.
Third party charges - require a Credit Card Authorization Form if the cardholder is not sailing.
Cumulative or one time charges exceeding \$50,000, (not necessarily on the same booking) require an original notarized Credit Card Authorization Form in house.
Take time to read and fill out completely. Do not leave any blanks.
Include legible copies of the front & back of the credit card along with the cardholder's driver's license for all authorizations.
Use a light contrast setting and enlarge the credit card and driver's license on our copy machine.
Use a scanner to copy the credit card and driver's license.
Be sure the account number and signature, on the back of the credit card are clearly visible.
Be sure all signatures match.
If cardholder does not want to send copies of their credit card and driver's license - authorization form can be notarized in lieu of sending copies and the original form sent to Carnival.
Please mail original notarized authorization to:

Carnival Cruise Lines
Group Department
Att: MSGP - 450S
3655 NW 87th Avenue
Miami, Florida 33178-2428
Fax copies to: 305-406-8654

I understand in the event of cancellation, penalties may be assessed.

Card Holder's Signature

I of agency owner of manager agency name

I understand the terms and conditions of the authorization and agree to indemnify and hold Carnival harmless from and against all liabilities, losses, charges, costs and expenses incurred by Carnival as a result of any credit card charge-back received in connection with the aforementioned client.