

Flexible Dining for RCCL in Travelport Cruise & Tour™

Product Advisory Number:	712												
Version:	01												
Load To Production:	09-May-09												
High Level Description:	Royal Caribbean, Celebrity and Azamara cruise lines are offering Flexible Dining options on certain ships and sailings to provide customers a choice in dining styles. Travelport cannot support functionality in Travelport Cruise & Tour until the 4 th quarter of 2009, but will support the changes in the PNR should a customer select this option directly with the cruise line.												
Impact Summary:	<ul style="list-style-type: none"> • Error/advisory messages will indicate that a change has been made to the reservation • Default functionality/codes to support the changes • Cruise line will prohibit additional changes to dining in the reservation in Travelport Cruise & Tour • Once booking has been changed to include a Flexible Dining option, subsequent modifications to dining must be made directly with the cruise line. 												
Reason For Issue:	First issue												
Customer Impact:	<table border="0"> <tr> <td><input type="checkbox"/></td> <td>Internal Only</td> <td><input checked="" type="checkbox"/></td> <td>Developers</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Agency Customers</td> <td><input type="checkbox"/></td> <td>Airline Customers</td> </tr> <tr> <td><input type="checkbox"/></td> <td>eCommerce Customers</td> <td><input checked="" type="checkbox"/></td> <td>Car, Hotel, Rail or Cruise Customers</td> </tr> </table>	<input type="checkbox"/>	Internal Only	<input checked="" type="checkbox"/>	Developers	<input checked="" type="checkbox"/>	Agency Customers	<input type="checkbox"/>	Airline Customers	<input type="checkbox"/>	eCommerce Customers	<input checked="" type="checkbox"/>	Car, Hotel, Rail or Cruise Customers
<input type="checkbox"/>	Internal Only	<input checked="" type="checkbox"/>	Developers										
<input checked="" type="checkbox"/>	Agency Customers	<input type="checkbox"/>	Airline Customers										
<input type="checkbox"/>	eCommerce Customers	<input checked="" type="checkbox"/>	Car, Hotel, Rail or Cruise Customers										
System:	<table border="0"> <tr> <td><input type="checkbox"/></td> <td>Galileo</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Apollo</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Worldspan</td> </tr> </table>	<input type="checkbox"/>	Galileo	<input checked="" type="checkbox"/>	Apollo	<input checked="" type="checkbox"/>	Worldspan						
<input type="checkbox"/>	Galileo												
<input checked="" type="checkbox"/>	Apollo												
<input checked="" type="checkbox"/>	Worldspan												
Load To Copy:	09-May-09												
Web Services: (API and Messaging)	This change will affect Web Services/API customers. This new information will be included in existing Web Services message responses, no new Web Services requests, formats are required and Web Service customers will receive these on the same load dates												
Issue History:	Version 01												

Overview

Currently Travelport Cruise & Tour supports First/Main seating or Second/Late seating for dining options. Royal Caribbean/Celebrity and Azamara will now offer Flexible Dining options on certain ships and sailings that Travelport Cruise & Tour cannot support until 4Q 2009. Some of the new options allow passengers to select a specific time for dining. The new options require pre-paid gratuities be added to the booking for RCCL and CEL options, but are elective on AZA.

If a Travelport Cruise & Tour booking is made and subsequently the user makes changes directly with the cruise lines which involve a Flexible Dining option, certain responses and default functionality will occur. Once a change has been made to a booking that includes a Flexible Dining option, it cannot be changed again in Travelport Cruise & Tour and all additional modifications must be made directly with the cruise vendor. The default functionality will be that the reservation is locked from any dining changes and the option to change is grayed out (inactive). The history will display the changes that were made to the reservation. The Prepaid Gratuities will be added and can be changed only if the booking is changed back to a Traditional dining option and this will have to be done by the cruise lines.

Flex Dining changes that will affect a reservation include:

1. If all passengers change to Flexible Dining or one passenger in the reservation has a first or second dining selection and another in the same reservation changes to a Flexible Dining option, the booking will be locked from making changes and any modifications need to be made directly with the cruise line. Information regarding the changes can be found in history. (See examples 1 and 2 below)
2. If an attempt is made to create or bridge a cross reference reservation that has traditional dining with one that has a flexible dining option a warning message will appear and cross reference will be prohibited. (Similar to current functionality where cross reference with different dining options is not allowed, even if Flex Dining is not a factor)
3. If Prepaid Gratuities are added as a result of a reservation being changed to a Flex Dining option and will be reflected in the invoice. (See example 3 below) The gratuities can only be modified by the cruise line for RCCL and CEL. Azamara Prepaid Gratuities are optional, and therefore can be changed.

Customer Benefit

- Notification of dining changes and advisories displayed.

Detail and Customer Examples

Example 1- Dining option grayed out - cannot be changed.

Passenger Information	
Gender:	Male <input type="button" value="v"/>
Passenger Name:	Mr <input type="button" value="v"/> MARTIN <input type="button" value="M"/>
Birth Date:	24 <input type="button" value="v"/> May <input type="button" value="v"/> 1948 <input type="button" value="v"/>
Age:	60 <input type="button" value="v"/>
Passport Number:	<input type="text"/>
Dining:	Main Seating <input type="button" value="v"/>
Country:	United States <input type="button" value="v"/>

Example 2 – Changes noted in history.

April 29, 2009	ITIT_GRP	CONNI ROZMAN DINING SEATING FROM TO 06:00 PM
April 29, 2009	ITIT_GRP	RICHA ROZMAN DINING SEATING FROM TO 06:00 PM
April 29, 2009	ITIT_GRP	RICHA ROZMAN OPTION CRGR ADDED
April 29, 2009	ITIT_GRP	CONNI ROZMAN OPTION CRGR ADDED
April 30, 2009	ITITHS	CONNI ROZMAN DINING SEATING FROM 06:00 PM TO MY TIME
April 30, 2009	ITITHS	RICHA ROZMAN DINING SEATING FROM 06:00 PM TO MY TIME
April 30, 2009	ITITHS	CONNI ROZMAN OPTION PPGR ADDED
April 30, 2009	ITITHS	RICHA ROZMAN OPTION PPGR ADDED

Example 3 – Prepaid Gratuities shown in Total Options Price.

Total Fare:	\$2800.00 USD
Total NCCF:	\$398.00 USD
Total Cruise Insurance:	\$238.00 USD
Total Options Price:	\$230.00 USD
Total Taxes/Fees:	\$257.60 USD
Total:	\$3923.60 USD
Deposit Due Date:	Thursday, May 7, 2009
Final Payment Due Date:	Friday, January 8, 201

Glossary

Term	Definition
Flexible Dining	RCCL will display “My Time” = My Time Dining CEL will display “CEL SEL” = Celebrity Select Dining AZA will display “OPEN” = Open Dining

THE INFORMATION CONTAINED IN THIS DOCUMENT IS CONFIDENTIAL AND PROPRIETARY TO TRAVELPORT

Copyright

Copyright © Travelport and/or its subsidiaries. All rights reserved.

Travelport provides this document for information purposes only and does not promise that the information contained in this document is accurate, current or complete. This document is subject to change without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or any means electronic or mechanical, including photocopying and recording for any purpose other than the licensee's personal use without the prior written permission of Travelport and/or its subsidiaries.

Trademarks

Travelport and/or its subsidiaries may have registered or unregistered patents or pending patent applications, trademarks copyright, or other intellectual property rights in respect of the subject matter of this document. The furnishing of this document does not confer any right or license to or in respect of these patents, trademarks, copyright, or other intellectual property rights.

All other companies and product names are trademarks or registered trademarks of their respective holders.