



Canadian Dollar Pricing – Frequently Asked Questions

We are delighted to introduce the Canadian dollar pricing, effective April 6, 2016. We are sharing these FAQs to guide you as we introduce this enhanced selling tool to our Canadian travel partners.

Q: When can I start booking in CAD?

A: The prices in Canadian dollars will be available on April 6 with the launch of our new summer 2017 and Winter 2017/2018 seasons. CAD pricing will be available beginning with the following sailings onward.

REGATTA – May 31, 2017

SIRENA – July 17, 2017

INSIGNIA – July 6, 2017

MARINA – June 2, 2017

NAUTICA – June 1, 2017

RIVIERA – June 4, 2017

Q: Are there any special offers or concessions for voyages, prior to those noted above, that are still only available in USD?

A: Yes, we offer 15% savings for Canada Residents on select sailings. Please visit our Travel Agent Center for all the voyages and details.

Q: How will the CAD exchange rate be determined and how often will it be updated in the reservation system?

A: The exchange rate will be reviewed quarterly and updated accordingly.

Q: The current deposit amount is \$750 USD per guest. What will the CAD deposit amount be?

A: The booking deposit will be \$1,000 CAD per guest. This will be the permanent deposit amount. It will not change, regardless of the quarterly exchange rate updates. For Around the World voyages, the deposit of \$1,500 USD per guest will be \$2,000 CAD per guest.

Q: Will pre-cruise purchases such as shore excursions, transfers, land programs, gifts, insurance, etc. be in CAD?

A: All pre-cruise purchases associated with a CAD booking will be in Canadian dollars. Please note that the official currency on board is USD. All purchases made on board will be in USD regardless of what currency the guest's booking is made under. In addition, the value of any shipboard credits are in USD since they are spent and credited against on board accounts.

Q: Will U.S. agencies be able to book their Canadian guests in CAD?

A: No, U.S. agencies will not be able to book their guests in CAD; they will need to book in USD.

Q: Will the same cancellation administration fee of \$250 USD per guest apply?

A: For bookings 91 to 120 days prior to sailing, the cancellation administration fee will be \$350 CAD per guest. For Around the World voyages, the cancellation fee of \$500 USD per guest for bookings cancelled up to 181 days prior to sailing will be \$700 CAD per guest.

Q: How will Canadian agents be kept aware of CAD pricing?

A: We ask that our Canadian agents call Reservations to receive a quote in CAD. We are developing online and GDS booking options and will update you once those are ready to launch.

Q: Will there be any brochures printed with CAD pricing?

A: All brochures will be in USD. In order to get a quote in CAD, please contact our Reservations team.



Q: Can I see CAD pricing on the websites?

A: If CAD pricing is available for a voyage (see listing of applicable voyages above), a Canadian flag will be displayed with a message that CAD pricing is available and to call for details. The actual CAD pricing will not be shown on the website. In order to get a quote in CAD, please contact Reservations. We are working on options which will allow you to view and book online and will update you as soon as it's ready to go.

Q: Can I book with CAD online (website and GDS)?

A: At this time, this capability is not available. We are endeavoring to have this functionality and process available in the coming month.

Q: Can I request CAD-priced groups?

A: Yes, Canadian travel agencies can request groups in CAD pricing. Please contact your Regional Sales and Marketing Director or Business Development Manager if you wish to request a group.

Q: Can my clients make their on board bookings in CAD?

A: Thank you for encouraging your clients to book on board as it is a tremendous benefit to them, you and Oceania Cruises. Your clients can make the new booking on board in CAD if they've booked with you, as a Canadian agency that has been set up in our Reservations system. If a guest originally booked in USD, they can choose to book in CAD for any of the applicable CAD voyages as long as they are booking with a Canadian agency.

Q: Can I change a USD booking to CAD (or vice versa)?

A: In order to change the currency on a booking, the original booking will need to be cancelled and refunded, and a new booking made. New bookings will be subject to current pricing and any cancellations will be assessed any applicable administrative fee/penalty.

Q: As a guest or travel agent with a booking in CAD, am I going to be able to manage the booking on the web?

A: At this time, your CAD bookings cannot be viewed or managed online. However, we expect this functionality to be available shortly.

Q: What types of credit cards are we going to accept for CAD bookings?

A: We will accept Visa, MasterCard and American Express.

Q: How is commission going to be paid for the Canadian agencies?

A: Commission will be paid in the currency in which a booking is made. If bookings are made in USD, commission will be paid in USD. If bookings are made in CAD, commission will be paid in CAD. Invoices and guest confirmations will reflect the currency in which it is booked.

Q: If a guest has a USD Future Cruise Deposit or Cruise Credit, can it be applied to a CAD booking?

A: No. Future Cruise Deposits and Cruise Credits can only be applied to bookings in the same currency they were purchased. If they have a USD Future Cruise Deposit or Cruise Credit, they can only apply it to a USD booking.

Thank you for your support of Oceania Cruises.