

SEACRET



You've Got Questions.
We've Got Answers.

GetAway Cruise FAQ

01

WHAT IS A SEACRET GETAWAY CRUISE?

A Seacret GetAway Cruise is a trip included with specific Enrollment Packs (Preview, Power & Pro) that new Agents can purchase at the time of signup. This is an up-to-4-night cruise for 2 to one of multiple locations throughout the world. The recipient is responsible for upgrades, port, and other applicable fees as well as travel to and from the departure port (airfare etc.).

CAN I TAKE MORE THAN 1 PERSON WITH ME ON MY GETAWAY?

Your GetAway includes 2 guests. Each cruise and cabin type chosen will specify the maximum number of guests allowed. Additional fees will apply for more than 2 guests.

02

SEACRET

03

HOW DO I NAVIGATE THE BOOKING WEBSITE?

- First, Claim your Voucher by simply log in to your back office and claim your voucher through your “My GetAway” link in the Club Seacret drop down menu.
- Then, remember to Activate your Voucher within 30 days of claiming your GetAway Voucher.
- Next, after your account is active, begin your search for which location you would like to visit.
- You can search by destination, duration, cruise line and/or sailing date. There is also an advanced search option that allows you to choose more specifics, such as price range, departure port and ship.
- After choosing your travel destination and dates, you can select the cruise to see the available cabin categories and associated costs.
- At the bottom of the page is a section where you can see information related to Government fees (port charges), etc.
- Once you have found a cruise you would like to inquire about, simply call the 1-888-297-0612 number and the Cruise Customer Service Agent will be able to assist you with your booking and any additional questions you may have.
- After completing your reservation, you can visit your account at any time to view your booking details.

HOW MUCH ARE ADDITIONAL GUEST FEES?

Each cruise and cabin type vary. When considering a specific cruise location and date, you will be able to input the number of passengers along with their ages to calculate the fees per person. The online calculation tool works for up to 4 guests max. If you need pricing for more than 4 guests, you will need to call the cruise call center at 888-297-0612.

04

05

HOW DO I KNOW HOW MUCH THE ADDITIONAL FEES WILL BE?

The Government fees per person will be displayed at the bottom of the page where you see the cabin details. These are charges also referenced as port charges. An additional \$24.95 processing fee will be charged at the time of booking. All charges will be detailed by the Customer Service Agent before you finalize your booking.

CAN I COMPLETE MY BOOKING ONLINE?

At this time all bookings are routing through the Cruise Call Center. This will ensure you receive all details regarding Government Fees (port charges), processing fees, cabin rates and upgrades, etc. prior to booking.

06

07

I BOUGHT A PRODUCT PACK THAT INCLUDES A SEACRET GETAWAY. WHAT DO I DO NEXT?

C

Step 1. Claim Your GetAway Voucher – no time limit. In fact, we recommend not to claim your voucher until you are ready to book your trip so it doesn't expire. When you are ready to book, simply log in to your back office and claim your voucher through your "My GetAway" link in the Club Seacret drop down menu.

A

Step 2. Activate Your GetAway Account – 30-day time limit. You have 30 days to activate your booking portal with your GetAway codes from the time you claim your Voucher (step 1). This is why we encourage you to wait to claim your code until you are ready to book.

B

Step 3. Book your GetAway – 12-month time limit. After you activate your GetAway Account (step 2), you will have 12 months to book your trip. If you want to extend the booking period, please wait to claim your Voucher until you are ready to book.

HOW LONG DO I HAVE TO CLAIM MY SEACRET GETAWAY VOUCHER?

08

You can claim your Voucher at any time. Just be sure you are ready to activate your GetAway account within 30 days because the clock for the 30 days begins the date your Voucher is first issued.

09

HOW LONG DO I HAVE TO BOOK MY VACATION?

After you activate your account, you have 12 months to book your GetAway. You do not have to travel within the same 12 months, but you do have to book before the 12-month period ends.

WHERE DO I FIND MY SEACRET GETAWAY VOUCHER?

10

You will be able to claim your GetAway in a few easy steps through the “My GetAway” option in the Club Secret drop down on the left navigation bar of your back office.

11

WHAT DO I DO ONCE I CLAIM MY SEACRET GETAWAY AND MY VOUCHER IS ISSUED AND VISIBLE?

Be sure to go to the URL (website) link on the Voucher and activate your account within 30 days of claiming your Voucher. The codes expire in 30 days, and we don't want you to miss out on your GetAway. Remember, after you activate, you have 12 months to book your trip.

DO I NEED TO BE A CLUB SEACRET MEMBER TO CLAIM MY SEACRET GETAWAY?

12

Yes, the GetAway program is only available if you are an active Club Secret Member and Agent.

13

DOES MY CLUB SEACRET MEMBERSHIP HAVE TO BE ACTIVE FOR ME TO TRAVEL ON A SEACRET GETAWAY?

Yes, you will not be able to claim your GetAway unless your membership is active.

CAN I GIVE MY GETAWAY VOUCHER AWAY?

No, the GetAway vouchers are non-transferrable.

14

15

IF I HAVE TROUBLE ACTIVATING MY ACCOUNT OR LOGGING IN, WHO DO I CALL?

1-888-297-0612 is the number for the booking website experts. There are additional local contact numbers found in the “Need Help” section on the website next to where you sign in.

WHAT IF I NEED TO MAKE CHANGES TO MY BOOKING?

Please call the number on your reservation confirmation or your booking site for assistance with changes to your reservation.

16

17

CAN I PLAN A CRUISE WITH OTHER PEOPLE WHO ALSO HAVE A GETAWAY VOUCHER?

Yes, as long as there is availability with the cruise line. However, each voucher holder will need to call in and make their own booking. Multiple bookings cannot be performed on the same phone call.