

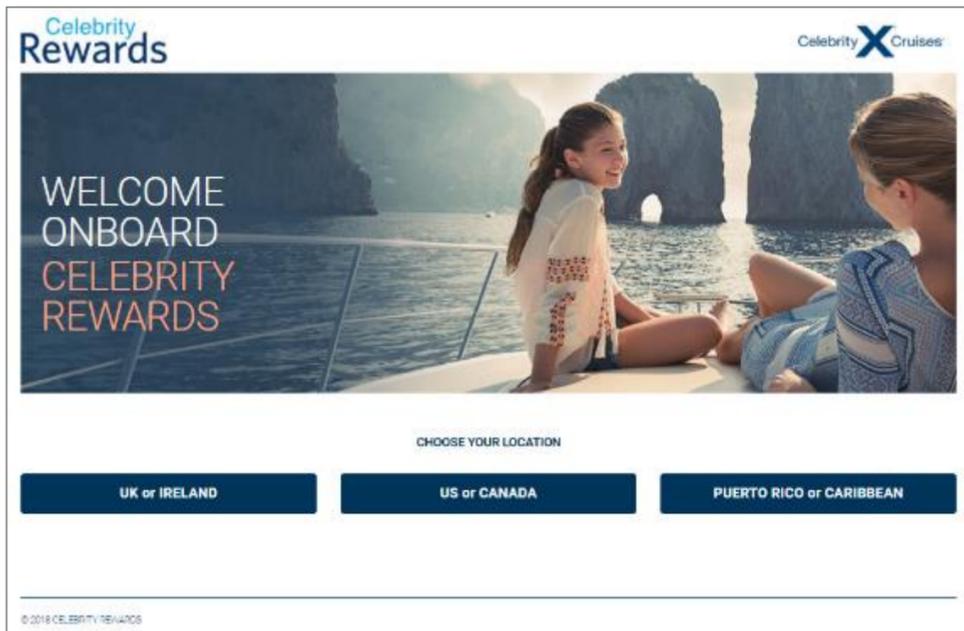


CELEBRITY REWARDS LOYALTY PROGRAM

Website User Guide



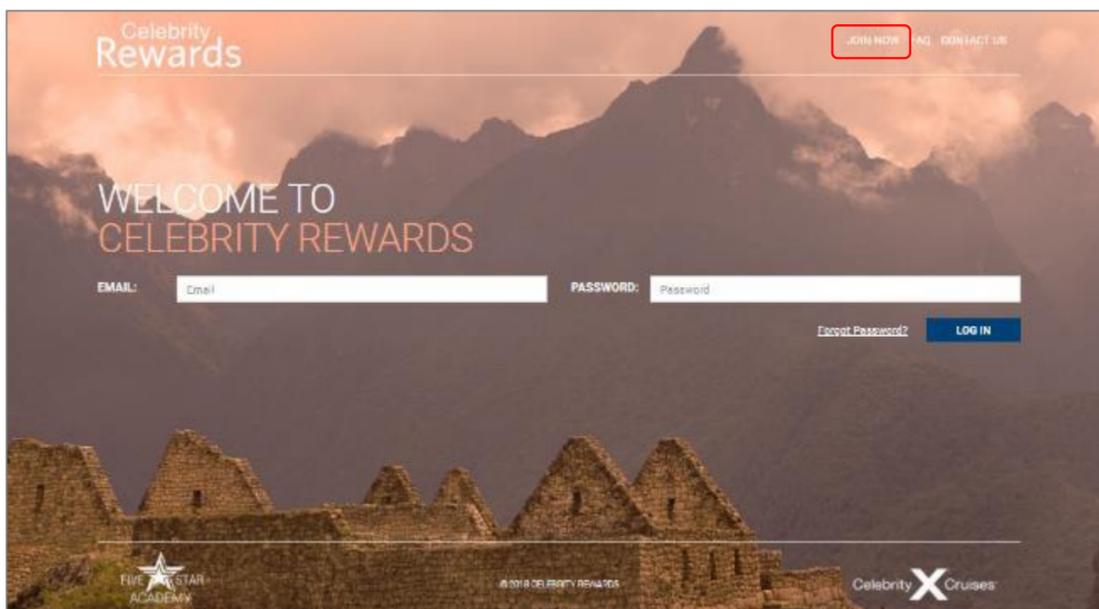
WELCOME TO YOUR CELEBRITY REWARDS PROGRAM



To log in:

Visit www.celebrityrewards.com

Then select your region using the blue buttons



If you're new to Celebrity Rewards, click on JOIN NOW at the top of the page to complete the registration form shown below

If you are already registered for Celebrity Rewards, log in using the EMAIL address and PASSWORD you used to register with

The screenshot displays the registration form for the Celebrity Rewards program. The header reads 'WELCOME TO CELEBRITY REWARDS EARN CASH FOR EVERY BOOKING YOU MAKE'. Below this, there is introductory text explaining the program and a note that it's simple to register. The form is titled 'REGISTER YOUR DETAILS' and includes a note: 'Please note, all fields are mandatory unless stated otherwise'. The form is divided into several sections: 'PERSONAL DETAILS' with fields for First Name, Last Name, and Booking Phone Number (highlighted with a red box); 'MAILING ADDRESS' with fields for Address, City, State/Province, and Zip/Postal Code; 'CONTACT INFORMATION' with fields for Email Address (Preferred email for correspondence), Confirm Email, CruisingPower Registration Email (Optional), and Mobile Phone (Optional); and 'PASSWORD' with fields for Password and Confirm Password. At the bottom, there are two checkboxes for agreeing to the Terms & Conditions and Privacy Policy, and a blue 'SUBMIT' button.

REGISTERING FOR CELEBRITY REWARDS

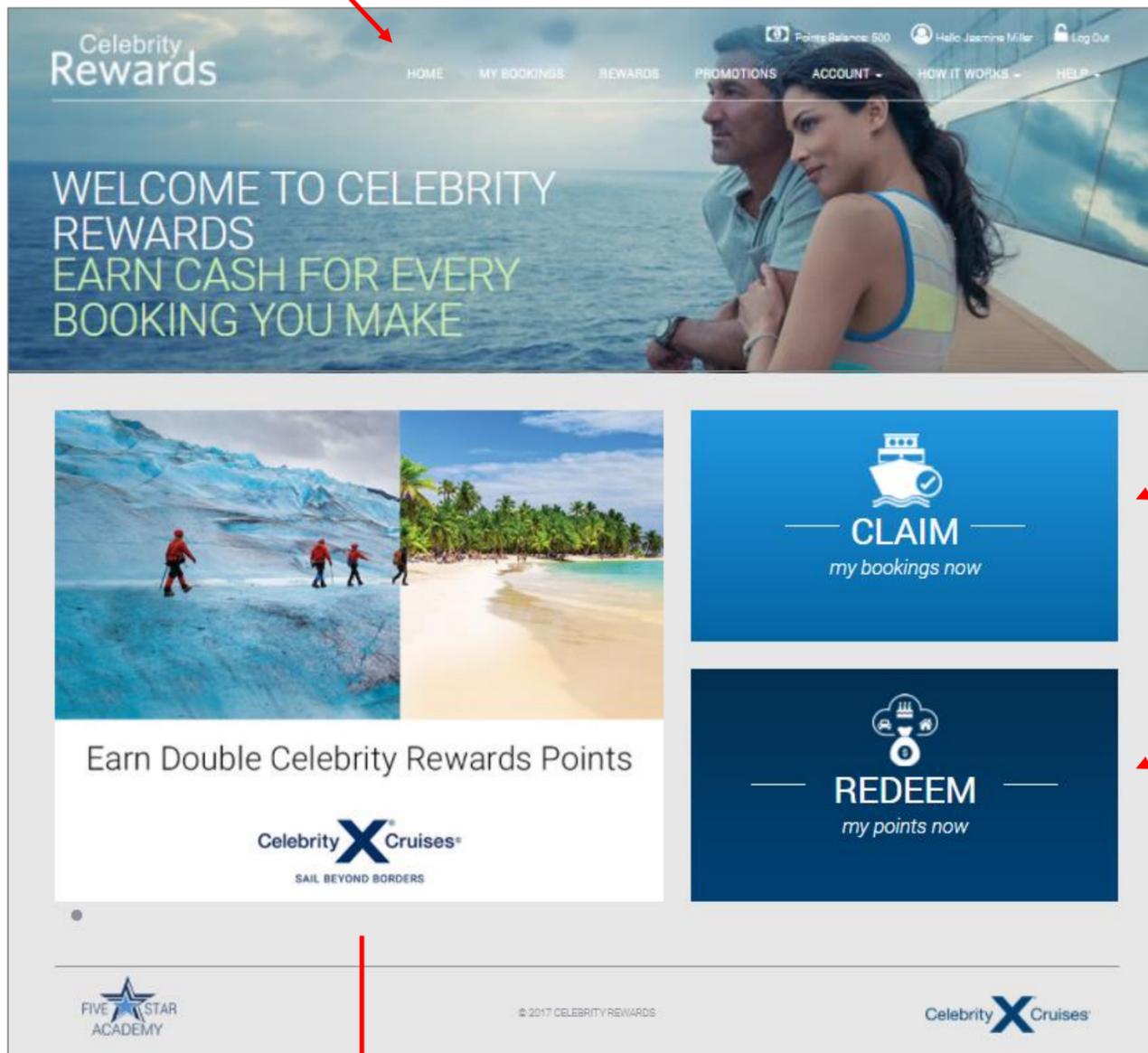
Once on the JOIN NOW page, insert your relevant details into the registration form fields

The Booking Phone is the number used to create a booking with Celebrity Cruises – this is what we use to link the bookings you make to your account in order for you to be able to claim them and earn reward points

If you sell across multiple Booking Phone numbers, please use the 'Contact Us' form at the top of the page to let our Helpdesk Team know

EASY TO NAVIGATE HOME PAGE

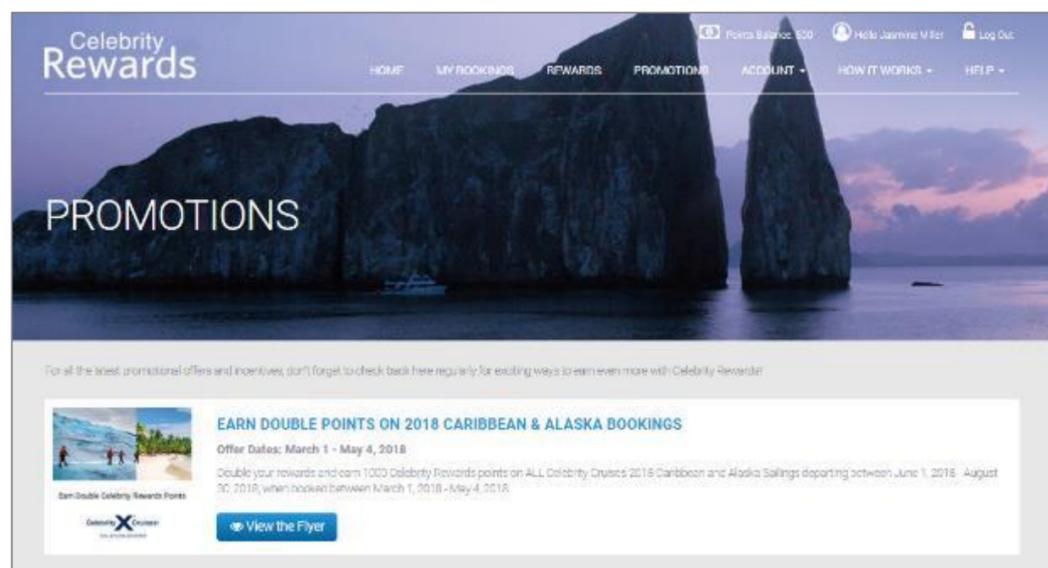
Use the menu of links across the top of every page to find the information you want quickly and easily, plus you can also see how many points you have available to spend at any time in your Points Balance



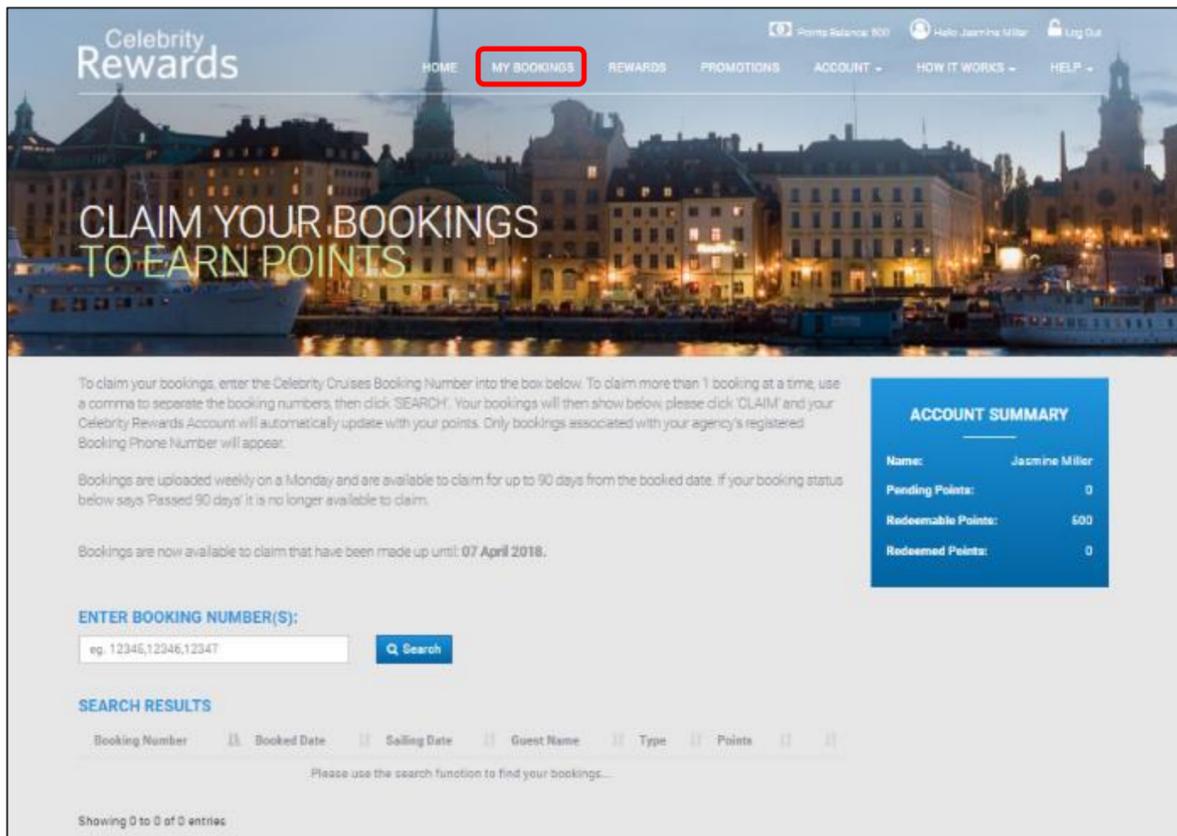
Go straight to the CLAIM MY BOOKINGS NOW button to start claiming your bookings to earn reward points

Click REDEEM MY POINTS NOW for quick access to the Celebrity Rewards Mastercard page

Check out the latest campaign news and bonus point earning PROMOTIONS on this section of the HOME page



CLAIM YOUR BOOKINGS TO EARN REWARD POINTS



WHAT YOU NEED TO KNOW

- Easily search for your bookings to claim them and earn your reward points
- Bookings for the previous week are uploaded to the website once a week, every Monday
- Bookings are available to claim for **90 days** from the date the booking was made, so remember to log in regularly to claim them

HOW TO CLAIM YOUR BOOKINGS

- Enter your BOOKING REFERENCE NUMBER(S) into the SEARCH box and click the blue 'Search' button - You can search for one, or multiple bookings at one time, by adding a comma after each number i.e. 123455, 123456, 123457
- Your bookings will appear in the SEARCH RESULTS list below and to claim them, click the green CLAIM button
- If the booking has passed 90 days from the Booked Date and it is no longer available to claim, you will see a red PASSED 90 DAYS notification instead of the green CLAIM button
- If the booking has already been claimed in error by another travel agent, their name will appear at the end of the line of the booking on the SEARCH RESULTS in grey text
- When your bookings appear in the SEARCH RESULTS list, you can see how many points you will earn for the booking in the POINTS column and what TYPE of points they are: 'Booking' means core points only and 'Promotion' means the points awarded include applicable promotional points – once the booking is claimed, the points will show in your ACCOUNT SUMMARY
- Once a booking is claimed, your points will automatically update in your ACCOUNT SUMMARY, with the at-a-glance view available in the blue box on the right of the page
- If you have claimed a booking that doesn't belong to you in error, you need to UNCLAIM it by searching for the Booking Number to bring the booking up on the page and click the blue UNCLAIM button

ENTER BOOKING NUMBER(S):
eg. 12345,12346,12347

✓ Claim

⌛ Passed 90 days

John Smith

Type	Points
Booking	500

ACCOUNT SUMMARY
Name: Jasmine Miller
Pending Points: 0
Redeemable Points: 500
Redeemed Points: 0

SEARCH RESULTS

Booking Number	Booked Date	Sailing Date	Guest Name	Type	Points	
6636908	3/14/2018	6/15/2018	RHONDA MEAD	Promotion	1,000	<input type="button" value="Unclaim"/>

CLAIMING YOUR REWARDS

WHAT YOU NEED TO KNOW

- The Reloadable Mastercard allows you to spend your points on equivalent cash amounts that are loaded onto your own personalised card – go to the REWARDS tab to order your Mastercard or load points once you have your card
- When applying for your Mastercard, you must supply Proof of ID and Address for the bank to verify your account
- You need to have a minimum of 2,500 Redeemable Points in your account to make a redemption

HOW TO APPLY FOR A CELEBRITY REWARDS MASTERCARD

1. Visit www.celebrityrewards.com
2. Choose your region
3. Log into your Celebrity Rewards account
4. Click on the 'REWARDS' page
5. Click on the 'Click here to APPLY for or ACTIVATE your Mastercard' button
6. You will then be directed to the bank portal to register an account and commence your Mastercard application process (see 2nd image on right)
7. Click on 'Register'
8. Fill out the required information
9. Click 'Submit'
10. A verification email will be sent to the email address you just used to register for your Mastercard account with
11. After you verify your email address by clicking on the link provided, it will take you to another page for you to fill out more personal information
12. Refresh your Verification Code and accept the Terms & Conditions
13. Then it will take you to another page to 'Upload my Identification' - you will be required to upload a Proof of Identity (Passport or National ID showing a photo) and a Proof of Address (Utility bill for a fixed service or Bank Statement matching the mailing address no more than 3 months old)
14. The card vendor will verify your documents and once approved, your status will change from 'Limited' to 'Confirmed'
15. If the card vendor needs additional information, they will contact you via the email address you have provided
16. The card is then mailed out to you with the respective card activation instructions
17. Cards can take up to 28 days to be delivered once your application has been approved and are valid for 2 years from the date of issue
18. All Fees and Tariffs associated with the use of your Mastercard are listed in your Mastercard account
19. Once you have your Mastercard and have activated it, you can go to the 'REWARDS' page at any time to redeem points for cash and for the bank portal link
20. On the bank portal, you can view your account and transaction history - log in frequently to validate your transactions and view your account balance

ACCOUNT SUMMARY & OTHER USEFUL INFO

Check out your Celebrity Rewards Account Summary for an at a glance view of your current points balance and details of how your points have been earned.

11,500 TOTAL PENDING POINTS

10,000 TOTAL POINTS REDEEMED

38 TOTAL BOOKINGS CLAIMED

4,500 PROMOTIONAL POINTS EARNED

2,000 REDEEMABLE POINTS AVAILABLE TO SPEND

SEARCH ACTIVITY

SEARCH BY: Sailing Date FROM: TO: BOOKING NUMBER: 54 Search

MY TRANSACTIONS

Booked Date	Date Claimed	Booking Number	Sailing Date	Type	Points	Point Status
11/01/2017	07/03/2017	898543	16/07/2017	Booking	500	REDEEMABLE
13/01/2017	07/03/2017	5491105	02/04/2018	Booking	500	REDEEMABLE
13/01/2017	07/03/2017	5494595	02/04/2018	Booking	500	REDEEMABLE

SHOW 10 ENTRIES

Showing 1 to 3 of 3 entries (filtered from 15 total entries)

MY REDEMPTIONS

Redemption Code	Product	Points	Redemption Date	Redemption Status
You have not made any redemptions				

SHOW 10 ENTRIES

Showing 0 to 0 of 0 entries

WHAT YOU NEED TO KNOW

- The blue box section provides an at a glance view of your points and bookings claim activity
- Use the filters to SEARCH ACTIVITY – find your bookings based on Booked Date, Claimed Date, Sailing Date, by date range or by Booking Numbers
- Colour coded POINT STATUS on your MY TRANSACTIONS list
- Choose how many entries you want to view on MY TRANSACTIONS display
- Your Redemption Summary is also included in MY REDEMPTIONS section

MORE CELEBRITY REWARDS TOP TIPS

- Check out the [HOW IT WORKS](#) tab for the following:
 - Benefits of becoming a Graduate in Celebrity Cruises [FIVE STAR ACADEMY](#)
 - If you're new to Celebrity Rewards, see the benefits at a glance on the [PROGRAM OVERVIEW](#)
- Check out the [ACCOUNT](#) tab for:
 - Your full [ACCOUNT SUMMARY](#) breakdown
 - Details of all redemptions you have made in the [REDEMPTION SUMMARY](#)
 - Change your password or view your registered details in [YOUR PROFILE](#)
- Got a Celebrity Rewards query? Go to the [HELP](#) menu for:
 - A useful [FAQ](#) section, with questions and answers to give you the info for any queries you may have
 - Or check out the [TERMS AND CONDITIONS](#) for even more details
 - For anything else, you can contact our Celebrity Rewards Helpdesk Team via the [CONTACT US](#) page