



GetAway Cruise FAQ

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WHAT IS INCLUDED IN A CRUISE GETAWAY?

A Cruise GetAway is one of the GetAway vacation choices. This is an up-to-4-night cruise for 2 to one of multiple locations throughout the world. This Voucher includes accommodations, most meals, activities, and entertainment while onboard the ship. Some items such as beverages, gratuities, optional specialty dining or other onboard amenities are not included. The recipient is responsible for upgrades, port, processing, and other applicable fees as well as travel to and from the departure port (airfare etc.).

WHAT TYPE OF CABINS ARE AVAILABLE?

Each cruise ship has various cabin types. You will be able to see all cabin types available per cruise ship online along with the details of the cabin and any costs that may be associated with the room type you choose.

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WHAT ARE THE DESTINATIONS AND DATES AVAILABLE TO BOOK?

Cruise destinations and ports are available throughout the world, however not all cruises offer the \$0 cabins with your cruise certificate. Some cruises will be available for a discounted rate with your certificate. The site clearly notes all costs associated with the various cruises.

ARE THERE ADDITIONAL FEES DUE AT BOOKING OR ON THE CRUISE?

Upgrades and additional packages may be available when you speak with the Cruise Booking Agent.

This Voucher does not include, and the Redeemer is responsible for redemption fees, booking fees, fuel surcharges, government fees, taxes, port expenses, airfare, transportation, travel insurance, and any other charges associated with the cruise. These fees are visible on the page after you select the cabin type you would like. Please feel free to ask them as many questions as you need so you understand any additional fees associated with your cruise prior to booking.

Redeemer is responsible for all travel and onboard charges incurred in excess of this offer, including but not limited to air/ground transportation, taxes, travel insurance, alcoholic and certain non-alcoholic beverages, gratuities, specialty dining or other onboard amenities or activities personal expenses, utility or security deposits and any other fees or charges levied by the cruise line or cruise ship for the use of onboard amenities and facilities.

An additional \$24.95 processing fee will be charged at the time of booking. All charges will be detailed by the Cruise Booking Agent before you finalize your booking.

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DOES MY CRUISE VOUCHER EXPIRE?

Yes, you have 30 days after receipt of your voucher to register your codes before they expire. Then you have 1 year to book your cruise. You can travel outside of the 1-year timeframe, but you must book before the expiration date noted on your account on the online Cruise portal.

HOW DO I REDEEM MY CRUISE VOUCHER AND BOOK MY CRUISE?

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- First, claim your Cruise voucher by logging into your Club Seacret account and navigating to the GetAway section. When claiming, you will pay the associated activation fee.
- After you pay your activation fee, you will receive an invoice and your cruise voucher in your email. Please check your spam/junk folders as sometimes they route there.
- Your voucher will contain the codes and instructions for registering the voucher on the cruise booking site.
- Go to <https://getawaywithclubseacret.com/> to Register your Cruise Voucher Codes. Remember to register your codes within **30 days** of receiving your Cruise GetAway Voucher so they don't expire.
- Next, after your codes are registered to you, 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.
- Once you have found a cruise you would like to inquire about, simply call the 1-833-337-2318 or 1-888-297-0612 number and the Cruise Customer Service Booking 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.
- DO NOT BOOK FLIGHTS until you have a confirmation for your cruise booking.

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SOME CRUISES CABIN TYPES SHOW “\$0”, WHAT DOES THIS MEAN?

Many cruises in the Cruise GetAway program include certain cabins at \$0 per person for 2 people max. In these cases, you will only need to pay the taxes, fees, and processing fee for your cruise.

All costs associated with your cruise will be discussed with the Cruise Booking Agent when you call to inquire about the cruise you would like to book.

Costs associated with upgrades and additional packages available at the time of booking will be your responsibility as well.

SOME CRUISES DISPLAY A COST, WHAT DOES THAT MEAN?

The Cruise GetAway program offers many cruises at a discounted rate when using your Cruise GetAway voucher. In these cases, the cabins will carry a per person fee in addition to the taxes, fees, and processing fee for your cruise.

All costs associated with your cruise will be discussed with the Cruise Booking Agent when you call to inquire about the cruise you would like to book.

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CAN I BOOK ONLINE?

Currently all bookings are routing through the Cruise Call Center. This will ensure you receive all details regarding taxes, fees (port charges), processing fees, cabin rates and upgrades, etc. prior to booking. To reserve call: 1-833-337-2318 or 1-888-297-0612.

Please note: The Cruise Booking Agents primarily speak English. If you need a translator, please have them on the phone with you when calling about your booking.

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

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Cruise GetAway Vouchers are for 2 guests total. If you need additional or upgraded cabins to accommodate more than 2 people, you can inquire with the Cruise Booking Agent and will be responsible for any additional fees associated with the changes. The online calculation tool works for up to 2 guests max. If you need pricing for more than 2 guests, you will need to call the cruise call center at 1-833-337-2318 or 1-888-297-0612.

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WHY DOES THE COST OF THE CRUISE VARY FROM WHAT I SEE ONLINE VS THE COST THE BOOKING AGENT IS SAYING?

The pricing online is for US and CA residents. If the cruise line you chose charges different rates for specific countries of origin, there may be a variance in pricing. Please ask the Booking Agent any price related questions you need to confirm PRIOR to paying for the cruise.

CAN I GIVE MY CRUISE VOUCHER TO SOMEONE ELSE?

No, the GetAway vouchers are non-transferrable.

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WHAT IF I HAVE A QUESTION ABOUT A CRUISE GETAWAY THAT I CANNOT FIND AN ANSWER TO?

1-833-337-2318 or 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.

**I'VE BOOKED MY CRUISE AND CANNOT GO ANYMORE.
CAN I CHANGE MY RESERVATION?**

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

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WHEN SHOULD I BOOK MY FLIGHTS IF NEEDED?

Please do not make any travel arrangements until after you receive your cruise confirmation.

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

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GetAways are not designed for Group Travel. GetAways are for the family or loved ones ONLY. That means no booking with your best friend's family, neighbors, or team members. Only you and your household. Any violation of this can result in loss of the partnership with the GetAway vendors or possible termination of your membership.

Destinations and travel times are subject to availability and confirmed on a first come, first served basis. Offer includes only accommodations and specifically excludes travel costs and other expenses that may be incurred.

Promotional discounts may not apply to all properties. Offer may not be combined with any other promotion, discount or coupon. Other restrictions may apply. Offer void where prohibited by law. Some resorts require that an all-inclusive fee be paid. Additional taxes may apply