

Celebrity  
**Rewards**

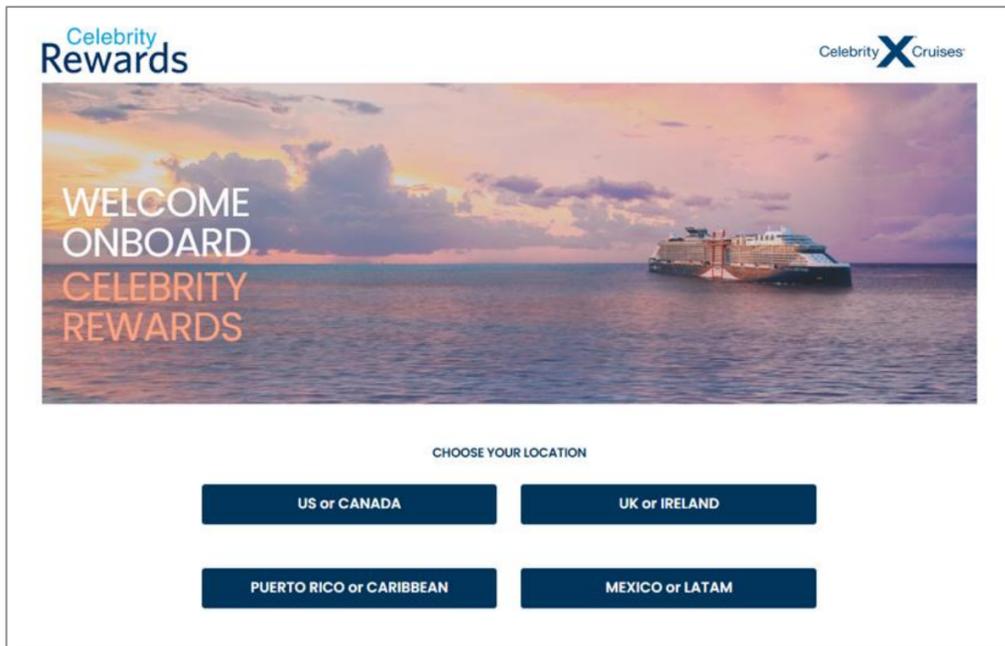
**CELEBRITY REWARDS  
LOYALTY PROGRAM**

**Website User Guide**

Celebrity **X** Cruises®

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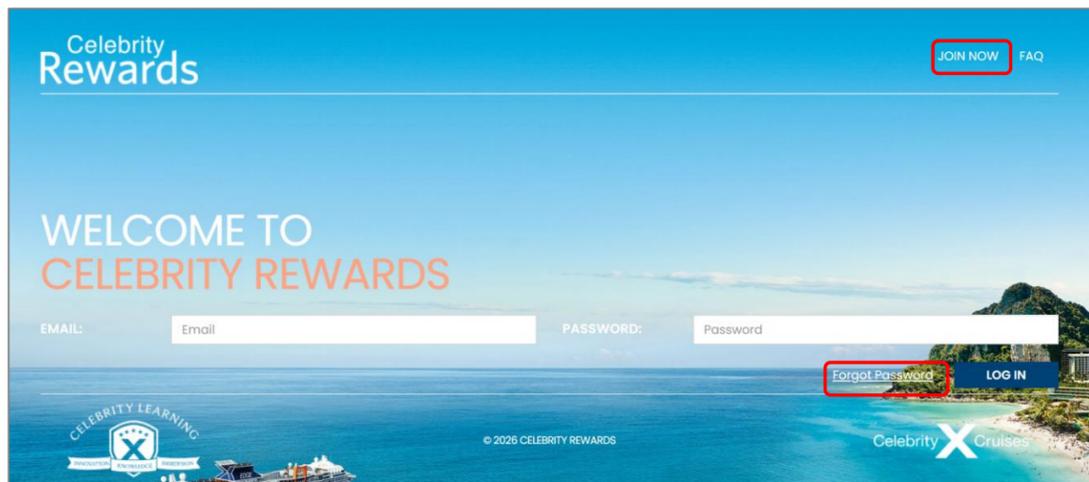
# WELCOME TO YOUR CELEBRITY REWARDS PROGRAM



## To log in:

Visit [www.celebrityrewards.com](http://www.celebrityrewards.com)

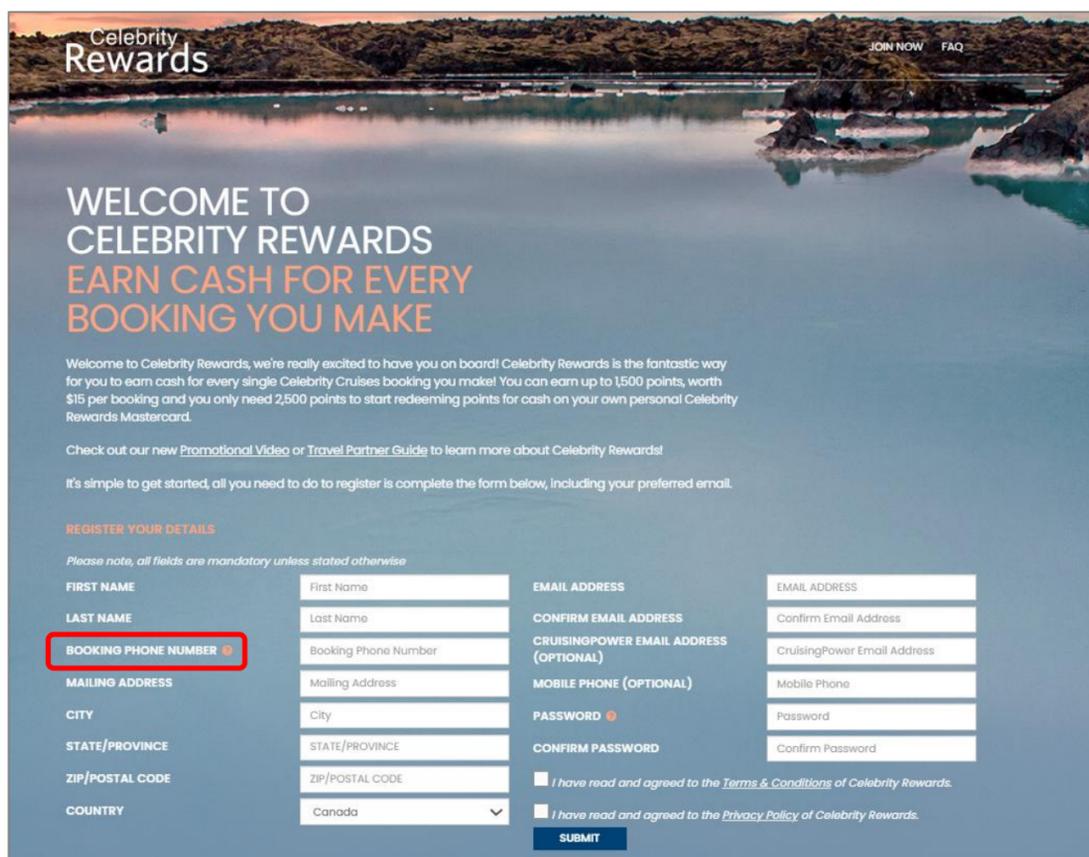
Then select your region using the blue buttons



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

If you are registered but can't remember your password, you can set a new one by clicking FORGOT PASSWORD and following the instructions to create a new one



## REGISTERING FOR CELEBRITY REWARDS

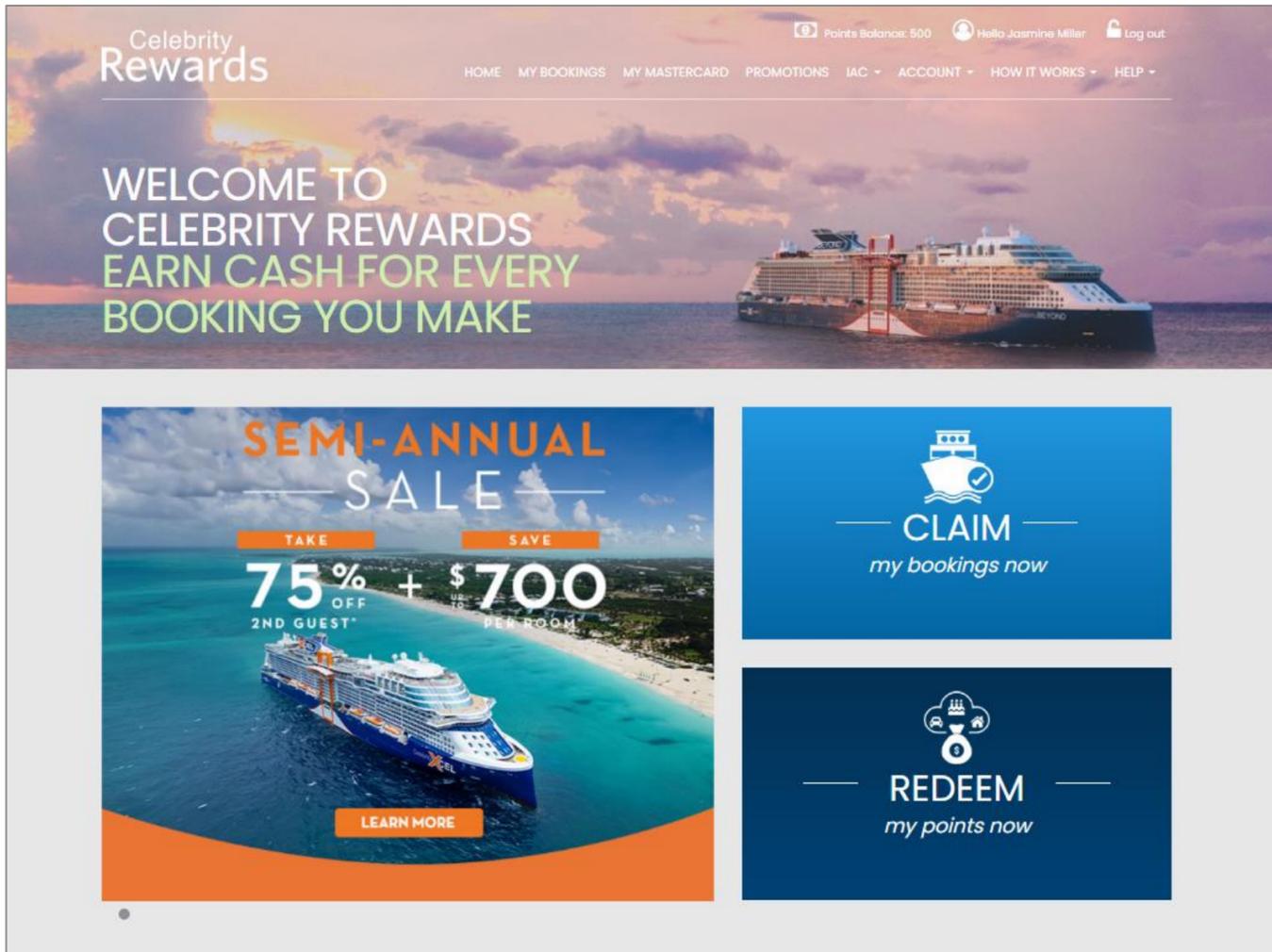
Once on the JOIN NOW page, insert your relevant details into the registration form fields

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



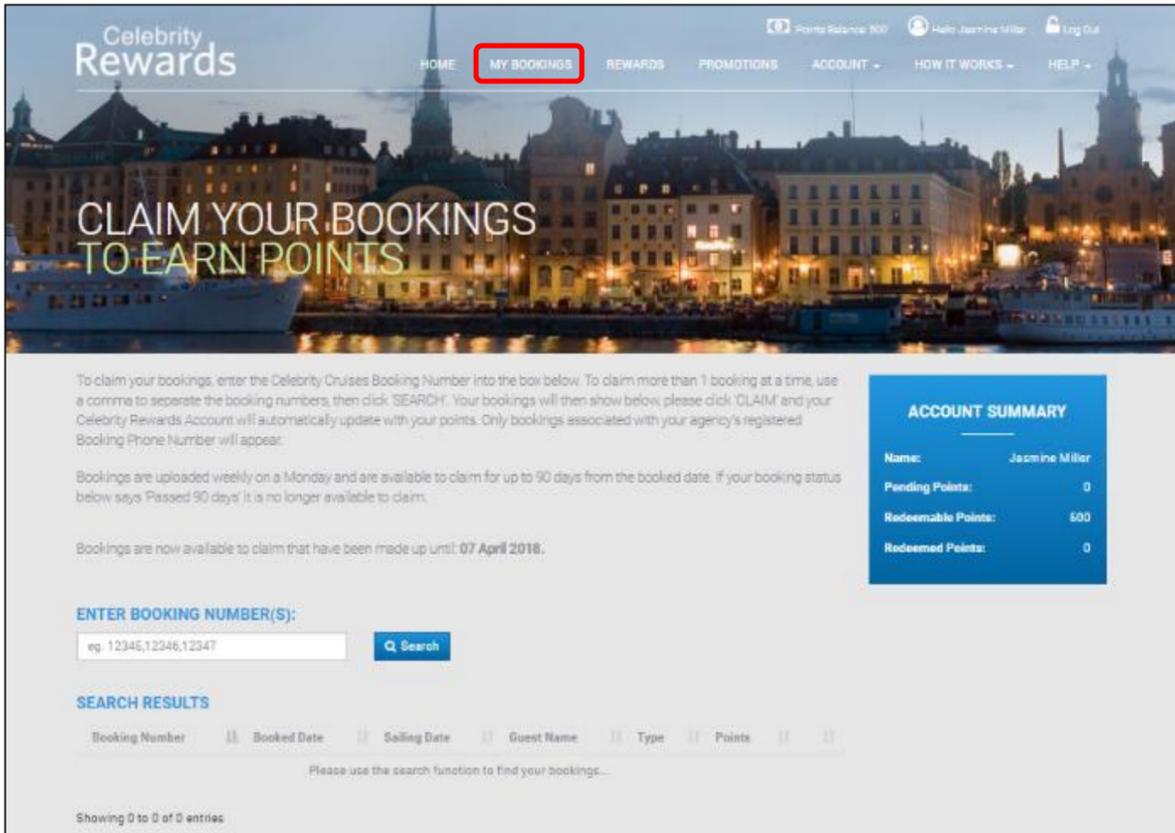
Click REDEEM MY POINTS NOW for quick access to the Celebrity Rewards Mastercard page



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

- Click on MY BOOKINGS and easily search for your bookings to claim them and earn your reward points
- Bookings are uploaded each day for the previous day of bookings made
- Bookings are available to claim for **90 days** from the date the booking was made, so remember to log in regularly to claim them
- Points will change from Pending to Redeemable once the booking has been paid in full

## 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
- Once a booking is claimed, it will show your name against that booking. In the rare instance a booking is claimed in error by another travel agent within your company, please use the CONTACT US form with all the details to let the Celebrity Rewards Helpdesk Team know
- 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 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 – points for bookings that are not paid in full will show as 'Pending' until they are paid in full, at which point, they will automatically change to 'Redeemable' status
- 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):





John Smith

Type	Points
Booking	500

ACCOUNT SUMMARY

Name: Jasmine Miller

Pending Points: 0

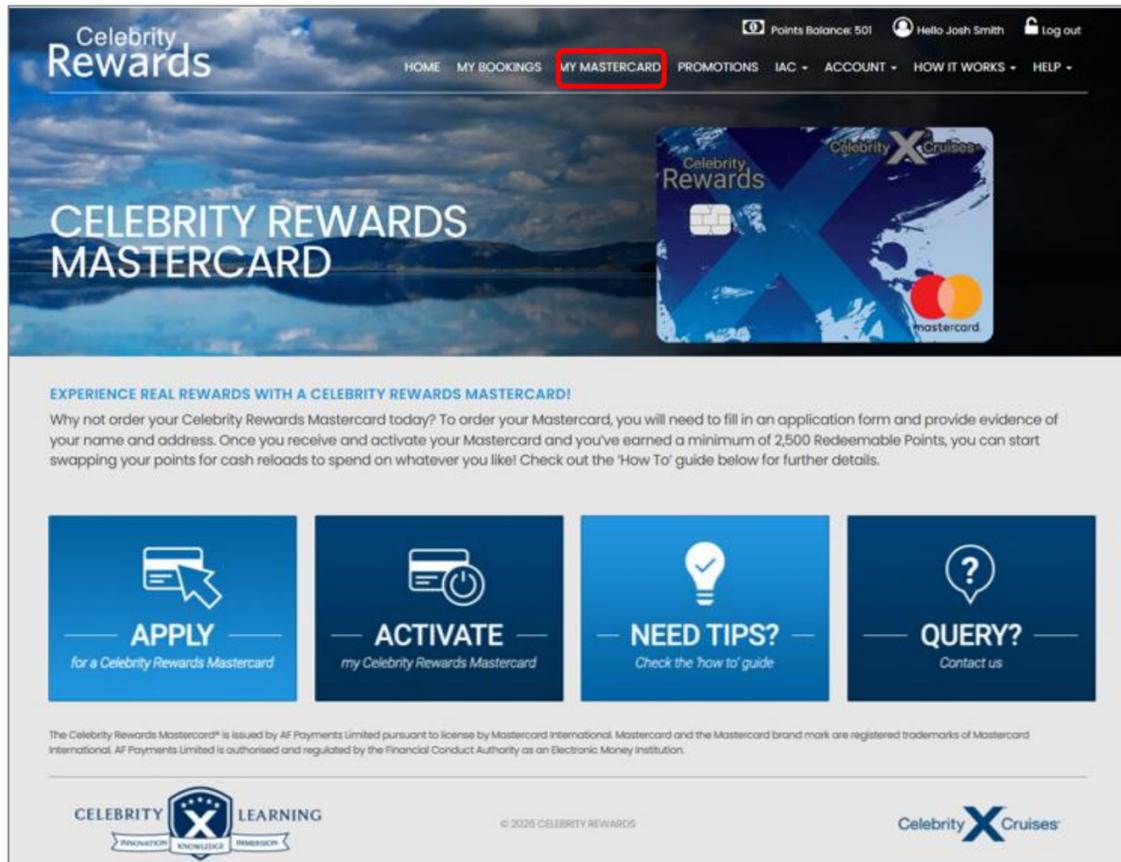
Redeemable Points: 500

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

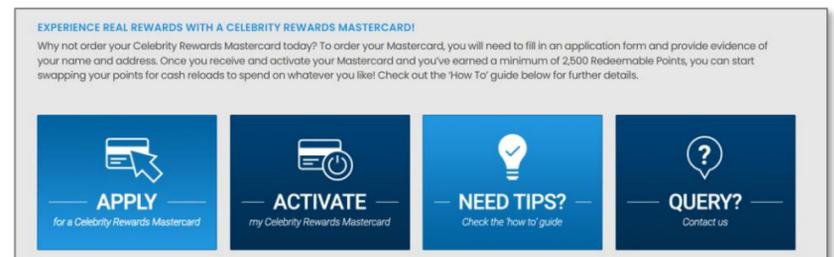


## WHAT YOU NEED TO KNOW

- The Reloadable Mastercard allows you to spend your points on equivalent cash amounts that are loaded onto your own personalized card – go to MY MASTERCARD on 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](http://www.celebrityrewards.com)
2. Choose your region
3. Log into your Celebrity Rewards account
4. Click on the 'REWARDS' page
5. Click on the 'APPLY for a Celebrity Rewards Mastercard' box
6. Fill out the required information and click 'Next'
7. Next you will need to provide the details of the Proof of ID/Address that you are going to upload so the bank can verify your application – if your ID includes a photo and your address details, you will only need the 1 document
8. On the next page, upload the photo/scan of your Proof of ID/Address documents, by clicking on the 'Select a document type...' drop down and selecting the type of Proof of ID/Address document you've chosen to upload
9. Please note the file types in which your photo/scan can be provided and the maximum file size must not exceed 4MB
10. Your card will be mailed out to you with the respective card activation instructions and can take up to 28 days to be delivered
11. PLEASE NOTE, if you do not provide your Proof of ID, even once you have received your card, you will not be able to activate and use it until you have provided the necessary documentation for the bank to validate you
12. Once you have received your Mastercard, go to the MY MASTERCARD page, click on the ACTIVATE my Celebrity Rewards Mastercard box and enter the Activation Code supplied in the letter your card was sent with
13. Once you have activated your card, you can go to the MY MASTERCARD page at any time and click on the 'RELOAD my Mastercard now' box to redeem points for cash reloads
14. Cash reloads can take up to 14 days to be credited on to your card balance as available funds to spend
15. Click on the 'VIEW my Mastercard transactions' box to view your balance, view your PIN and view all your transactions
16. Your Mastercard is valid for 2 years from the date of issue
17. Any fees associated with the use of your Mastercard are listed in your Mastercard account



1 Application Process | 2 Upload Documents | 3 Activate Card

1. FILL IN APPLICATION

TITLE \*:

FIRST NAME:

LAST NAME:

EMAIL:

DATE OF BIRTH \*:

ADDRESS LINE 1 \*:

ADDRESS LINE 2:

CITY \*:

STATE \*:

POSTAL CODE \*:

COUNTRY \*:

COUNTRY CODE / PHONE NUMBER \*:

I ACCEPT THE TERMS & CONDITIONS

# 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:
  - Details about CELEBRITY LEARNING
  - 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