



## Refunding Beverage packages:

**(Please note all beverage packages purchased in a bundled cruise fare are non-refundable)**

This document is written as guidance during POS/Engage development 2024 and will be replaced with a formal policy after which, this should be discarded.

There may be other circumstances outside of what is covered here and if you need clarity on the best way to proceed, please email [louise.lyons@carnivalukgroup.com](mailto:louise.lyons@carnivalukgroup.com)

### Pre-purchased packages:

#### Full Refund

Please raise your request via the normal routes shoreside to refund the charge back to the original card— you will also be required to raise a P1 (HIGH) incident with OIT to deactivate the engage system for the packages.

Authorisation from HGM must be gained before raising the incident and referenced in the request.

Please email to [louise.lyons@carnivalukgroup.com](mailto:louise.lyons@carnivalukgroup.com) for awareness and support.

#### Partial Refund deactivate Beverage package.

Please raise your request via the normal routes shoreside to refund the charge back to the original card for the number of days required— you will also be required to raise a P1 (HIGH) incident with OIT to deactivate the engage system for the packages. Authorisation from HGM must be gained before raising the incident and referenced in the request.

Please email to [louise.lyons@carnivalukgroup.com](mailto:louise.lyons@carnivalukgroup.com) for awareness and support

For example:

A guest has been informed via the medical centre they are unable to drink for the last 4 days of a 7 day cruise.

#### Partial refund keep beverage package active

Please raise your request via the normal routes shoreside to refund the charge back to the original card. Authorisation must be gained from HGM prior to requesting a refund. – you do not need to raise a request via OIT.

For example: On day 3 of the cruise the guest goes into isolation for 3 days or is landed for a period of 3 days and then re-joins the ship. For 3 days the guest has not benefitted from the package but wishes to continue using the beverage package for the remaining 8 days of the 14 day cruise

### Packages purchased on board:

#### Full refund

Please refund the full amount Via the POS system which will deactivate the engage system for the packages.

#### Partial Refund, deactivate beverage package for the remainder of cruise.

Please Refund the full amount Via POS and then reapply, via the finance manager, the amount of days consumed manually within CORE with the code of BR. Authorisation from HGM must be gained before raising the incident and referenced in the request.

For example:

A guest has been informed via the medical centre they are unable to drink for the last 4 days of a 7 day cruise. Please refund all 7 days via POS and then manually in CORE apply a charge for 3 days that the beverage package was used.

#### Partial refund keep beverage package active

Please refund the full amount via the POS and recharge the total amount of days consumed via the POS. Authorisation from HGM must be gained before raising the refund.

For example: On day 3 of the cruise the guest goes into isolation for 3 days and is then released and wishes to continue using the beverage package for the remaining 8 days of the 14 day cruise. Please refund the full 14 days via the POS and recharge 11 days (the 3 days prior to isolation and the 8 days post isolation)