



GUIDE TO  
*selling*

THE OCEANIA CRUISES EXPERIENCE



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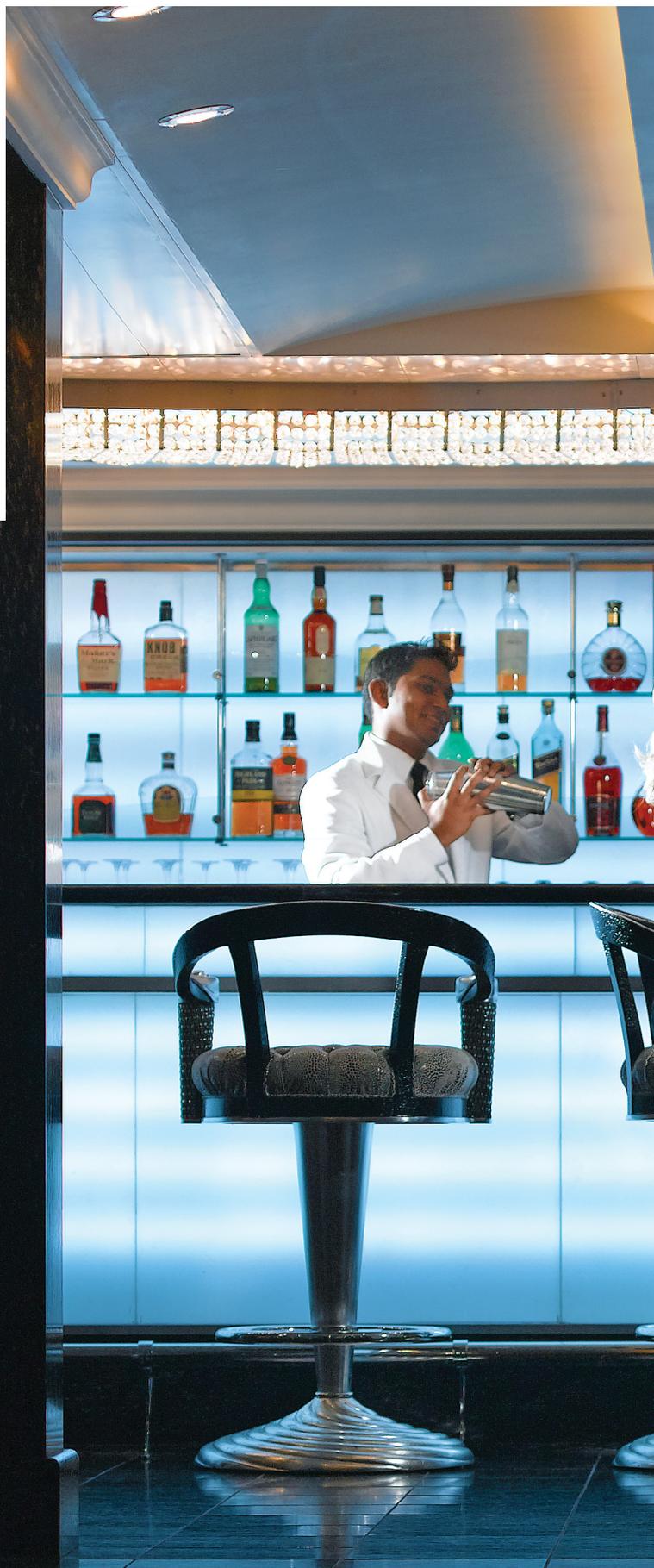
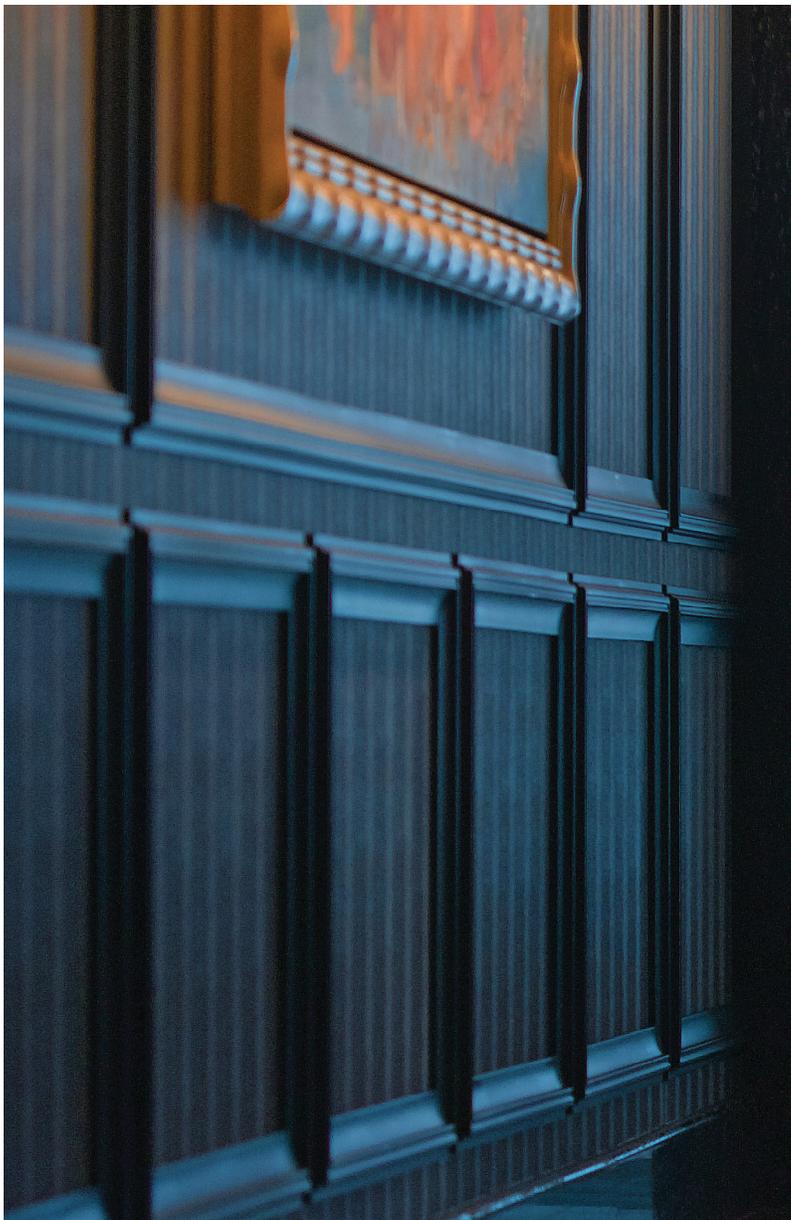
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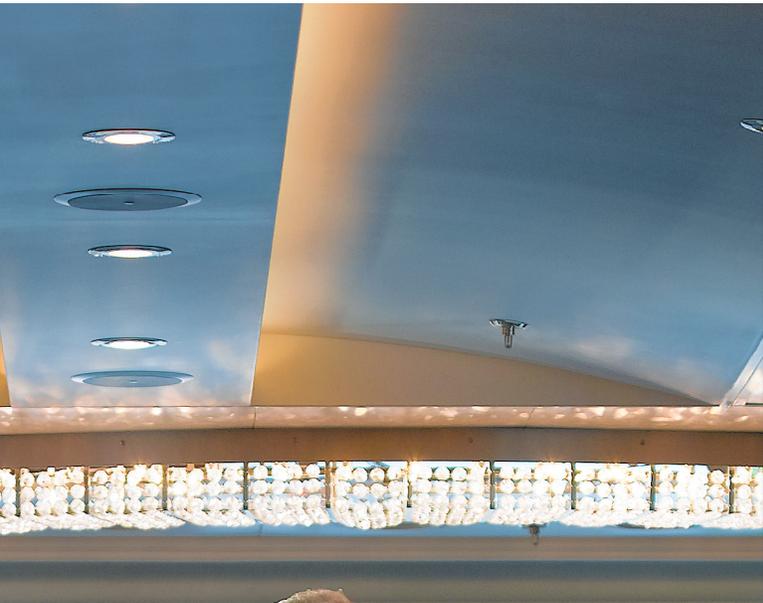
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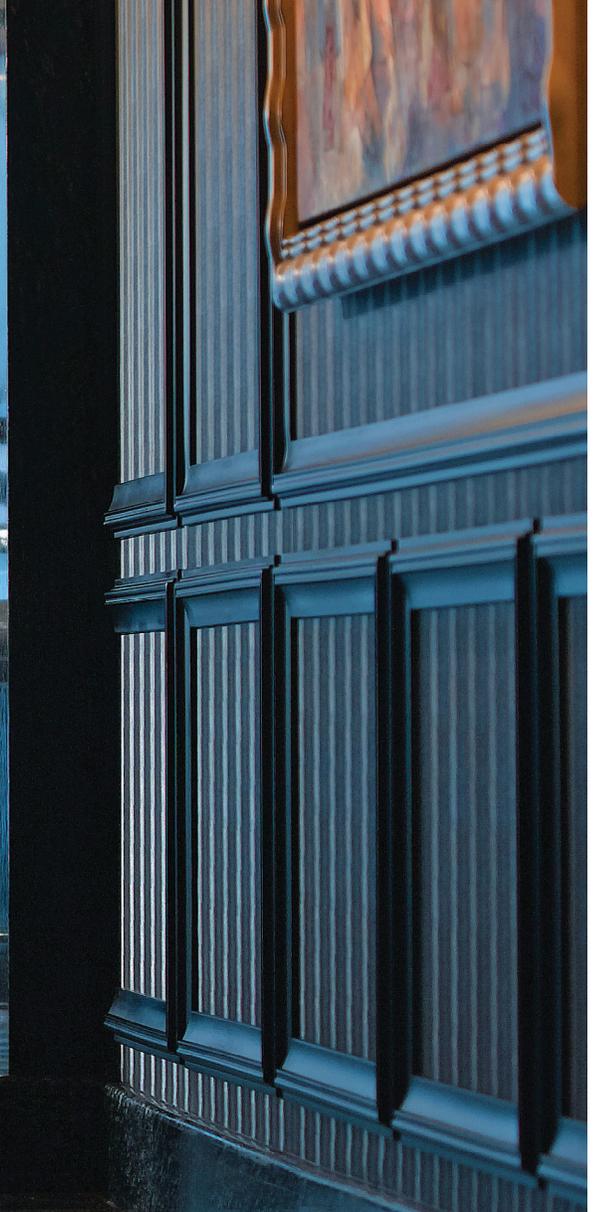
Let us provide you with the tools to sell luxurious, small-ship cruising. From understanding our Pillars of Excellence, to everyday inclusions, our guest profile, and the optimum time to sell, this guide will provide you the tools to succeed.





## UNDERSTANDING THE OCEANIA CRUISES EXPERIENCE

*Your World. Your Way.*



THE  Life™ DIFFERENCE

- The Finest Cuisine at Sea®
- A variety of distinctive open-seating restaurants, *all at no additional charge*
- Gourmet cuisine curated by world-renowned Master Chef Jacques Pépin
- Award-winning itineraries featuring more than 450 alluring destinations
- Spectacular port-intensive voyages featuring overnight visits and extended evening port stays
- Small, luxurious ships catering to just 684 or 1,250 guests
- Exceptional personalised service
- Elegant casual ambience, no tie or jacket required
- Aquamar Spa + Vitality Center
- Epicurean enrichment programmes, including immersive Culinary Discovery Tours™ in the world's most fascinating destinations





## *Pillars of Excellence*

### SMALL & LUXURIOUS SHIPS

Your guests can sail to the far corners of the globe on our small, luxurious ships, but they'll always feel like they're coming home to family. Our personalised service means our staff and crew attend to every request with a smile. From the moment guests step on board, they feel cared for and cared about because our dedication to service comes from the heart. From reading comfortably in the library to sipping fine vintages at a wine tasting, a wonderful spectrum of enriching activities awaits on board. Join one of our esteemed guest lecturers to discover their unique cultural and destination expertise, or learn to prepare a variety of exquisite dishes at The Culinary Center, our state-of-the-art cooking school on *Marina* and *Riviera*. Embrace your inner artist at Artist Loft, where talented artists-in-residence offer inspiring workshops on *Marina* and *Riviera*, and *Insignia* world cruises. Or simply lose yourself in deep relaxation with a signature treatment at Aquamar Spa + Vitality Center. Come evening, the options are equally enticing. Catch a spectacular production show, enjoy cocktails at Martinis or perhaps drop by the lively casino.

### DESTINATION SPECIALISTS

As Destination Specialists, Oceania Cruises offers the vast treasures of the world in a way that no one else can. Our voyages invite guests to discover the world as they've always dreamed. They'll travel to the most vibrant and renowned destinations with our small and luxurious ships, which call on smaller ports and remote harbours that larger vessels simply cannot. With evening departures and more overnight stays, guests explore each fascinating location more fully. Our destination-intensive itineraries range from 7 to 180 days and blend a refreshing mix of popular destinations, boutique ports and seaside villages. The ultimate in destination explorations, including Culinary Discovery Tours, Food & Wine Trails Tours, Wellness Discovery Tours by Aquamar and Go Local Tours.





### THE FINEST CUISINE AT SEA®

Oceania Cruises' commitment to culinary excellence shines from beginning to end. Garnering countless accolades, our gourmet culinary programme begins with sourcing premium artisanal ingredients from around the world, from prized Castilla-La Mancha saffron to fine French flour custom-milled to our exact specifications. Our spacious state-of-the-art galleys, akin to those in Michelin-starred restaurants, are appointed with only the finest cutting-edge culinary equipment. Of course, our distinguished chefs, who are continually inspired by Master Chef Jacques Pépin, our Executive Culinary Director, and selected from the world's best restaurants, are the true masters behind the magic of our cuisine. Every recipe has been proudly crafted by our talented and innovative team, and each dish is a study in age-old culinary technique and tradition. Regardless of where guests may dine or what they choose to order, they will experience the luxury of cuisine renowned as the finest at sea aboard Oceania Cruises.

Our superb gourmet restaurants serve delectable dishes created a la minute and offer a remarkable array of choices, from Continental cuisine to authentic Italian to classic steakhouse fare. Every restaurant on board is complimentary and features open seating so guests may dine wherever and whenever suits their taste and schedule. They can enjoy dinner for two or a gathering with newfound friends, knowing that the experience is certain to be extraordinary.





## *With Our Compliments*

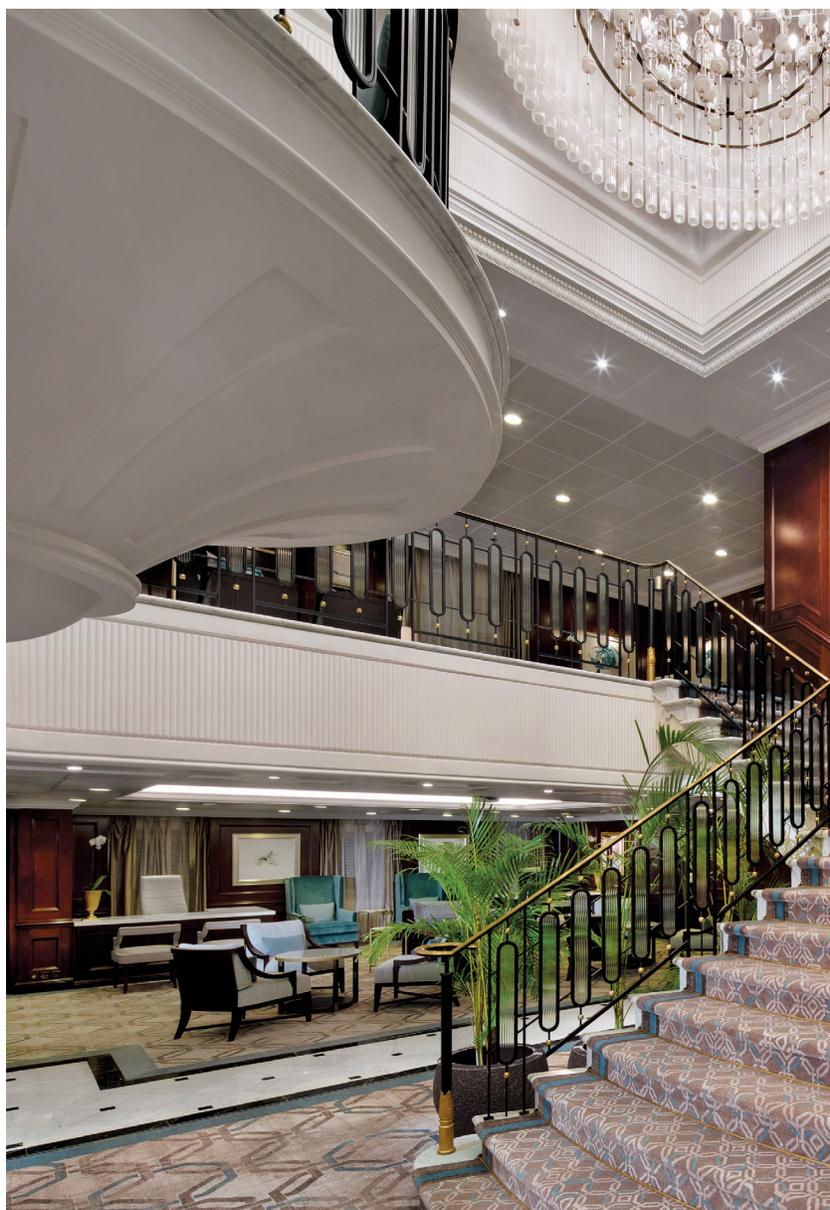
### ALWAYS INCLUDED

- FREE shuttles from port to city centre in many ports of call
- FREE speciality restaurants
- FREE shore excursions\*
- FREE beverage package\*
- FREE shipboard credit\*
- FREE Internet
- FREE soft drinks, cappuccino, espresso, teas and juices
- FREE still & sparkling Vero Water®
- FREE room service menu 24 hours a day
- FREE launderette
- FREE and unlimited access to the Aquamar Spa Terrace\*\*

+OLife Choice amenities are subject to Terms & Conditions.

For details, visit [OceaniaCruises.com/value](http://OceaniaCruises.com/value)

\*\*Concierge Level Staterooms & Suites only



*Left: Complimentary Coffee in Riviera's Baristas, Riviera's Owner's Suite; Sirena's Grand Staircase,*



## OceaniaNEXT

OceaniaNEXT is a sweeping array of dramatic enhancements so transformational, they are inspirational. This ambitious brand initiative has elevated every facet of the Oceania Cruises guest experience to new levels. From thoughtfully crafted new dining experiences and reimagined menus to the dramatic re-inspiration of the brand's six ships, guests will savour The Finest Cuisine at Sea, be pampered aboard small and luxurious ships, and be enriched through in-depth destination exploration.

### RE-INSPIRATION HIGHLIGHTS

- The beautifully re-inspired *Regatta*, *Insignia*, *Nautica* and *Sirena* are better-than-new ships from top to bottom and carpet to chandeliers
- All suites and staterooms are entirely new on *Regatta*, *Insignia*, *Nautica* and *Sirena*, while designer residential furnishings from Baker and Donghia adorn public spaces
- *Riviera* and *Marina* have been freshened with airy designer touches, upholstery and fabrics reflecting a new level of grace and elegance
- New Owner's Suite design on *Riviera* and *Marina* reflects Ralph Lauren's appreciation for sailing, Hollywood glamour and timeless beauty
- Aquamar Spa + Vitality Center, the most unique and comprehensive spa and wellness centre at sea, offers an original collection of experiences, treatments and amenities to support all dimensions of wellness
- The Finest Cuisine at Sea features entirely refreshed menus and new and more varied cuisine with global dishes and plant-based selections, plus new speciality dining experiences, including the six-course Dom Pérignon Experience at La Reserve by *Wine Spectator*
- New immersive experiences, such as Go Local Tours, Wellness Discovery Tours by Aquamar and in-depth pre- and post-cruise tour options, create the ultimate in destination exploration

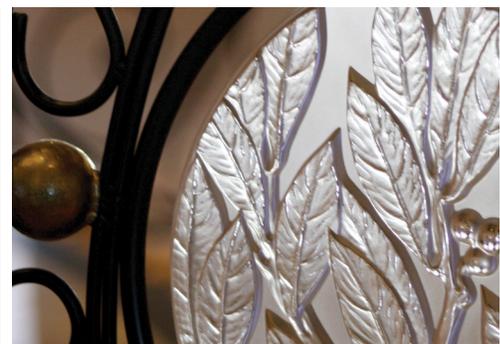


## *Fleet Specifications*

Our fleet of elegant ships receives accolades each year from industry insiders, media and consumers alike, as Oceania Cruises welcomes guests to an experience of inimitable style and luxurious comfort.

*Top: Riviera's Pool Deck; At Left: Insignia's Martinis Bar*





## OCEANIA CLASS SHIPS

### *Marina & Riviera*

Year Built: *Marina* 2011, *Riviera* 2012

Year Refurbished: *Riviera* 2019, *Marina* 2021

Guest Capacity (Double Occupancy): 1,250

Suites & Staterooms: 645

3 Owner's Suites – 185 sqm

8 Vista Suites 73 sqm

12 Oceania Suites – 92 sqm

124 Penthouse Suites – 39 sqm

200 Concierge Veranda Staterooms – 26 sqm

244 Veranda Staterooms – 26 sqm

20 Deluxe Ocean View Staterooms – 22 sqm

14 Inside Staterooms – 14 sqm

Staff Size: 800

Guest-to-Staff Ratio: 1.56 to 1

Guest Decks: 11

Gross Tonnage: 66,084

Length: 239.2 metres

Beam: 32.2 metres

Cruising Speed: 20 knots

Country of Registry: Marshall Islands



## REGATTA CLASS SHIPS

### *Regatta, Insignia, Nautica & Sirena*

Year Built: *Regatta* 1998, *Insignia* 1998,  
*Nautica* 2000, *Sirena* 1999

Year Refurbished: *Insignia* 2018,  
*Sirena* 2019, *Regatta* 2019 & *Nautica* 2021

Guest Decks: 9

Guest Capacity (Double Occupancy): 684

Suites & Staterooms: 342

6 Owner's Suites – 92 sqm

4 Vista Suites – 73 sqm

52 Penthouse Suites – 29 sqm

104 Concierge Veranda Staterooms – 20 sqm

66 Veranda Staterooms – 20 sqm

56 Deluxe Ocean View Staterooms – 15 sqm

33 Ocean View Staterooms – 15 sqm

28 Inside Staterooms – 14 sqm

Staff Size: 400

Guest-to-Staff Ratio: 1.71 to 1

Gross Tonnage: 30,277

Length: 180.9 metres

Beam: 25.5 metres

Cruising Speed: 18 knots

Country of Registry: Marshall Islands



Let's explore the tremendous value of an Oceania Cruises voyage, including opportunities to leverage your agency's value added amenities, develop group business, learn valuable selling tips and leverage repeat business through our onboard sales programmes and Oceania Club, our repeat guest loyalty programme.





SELLING THE VALUE OF  
THE OCEANIA CRUISES  
EXPERIENCE

*Extraordinary Value*

## Value Without Compromise

*O*Life Choice allows your clients to choose their level of inclusivity. It's what we call inclusive by choice.



Choose one:

### FREE Shore Excursions

- Up to 9 days – 4 FREE Shore Excursions
- 10 to 13 days – 6 FREE Shore Excursions
- 14+ days – 8 FREE Shore Excursions

— or —

### FREE Beverage Package

— or —

### FREE Shipboard Credit

- Up to 9 days – US\$400 Shipboard Credit
- 10 to 13 days – US\$600 Shipboard Credit
- 14+ days – US\$800 Shipboard Credit

*Amenities are per stateroom*

### INCLUSIVE AMENITIES

- FREE shuttles from port to city centre in many ports of call
- FREE speciality restaurants
- FREE shore excursions<sup>+</sup>
- FREE beverage package<sup>+</sup>
- FREE shipboard credit<sup>+</sup>
- FREE Internet
- FREE soft drinks, cappuccino, espresso, teas and juices
- FREE still & sparkling Vero Water<sup>®</sup>
- FREE room service menu 24 hours a day
- FREE launderette
- FREE and unlimited access to the Aquamar Spa Terrace<sup>++</sup>

<sup>+</sup>OLife Choice amenities are subject to Terms & Conditions.

For details, visit [OceaniaCruises.com/value](http://OceaniaCruises.com/value)

<sup>++</sup>Concierge Level Staterooms & Suites only



*Clockwise from top: Free access to Aquamar Spa Terrace; Free Room Service; Free Beverage Package; Free Shore Excursions*

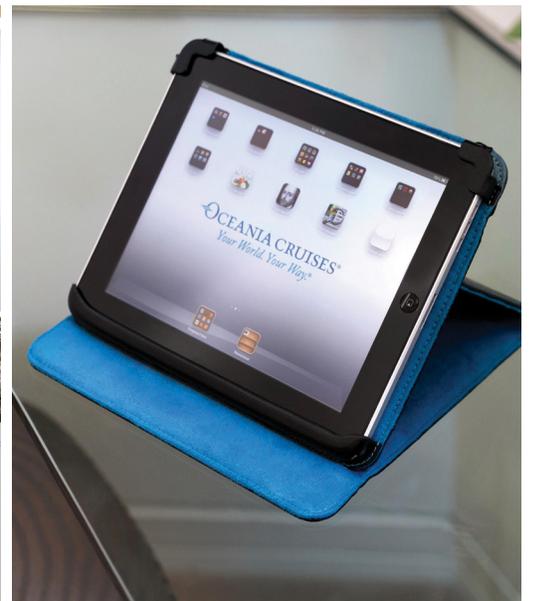


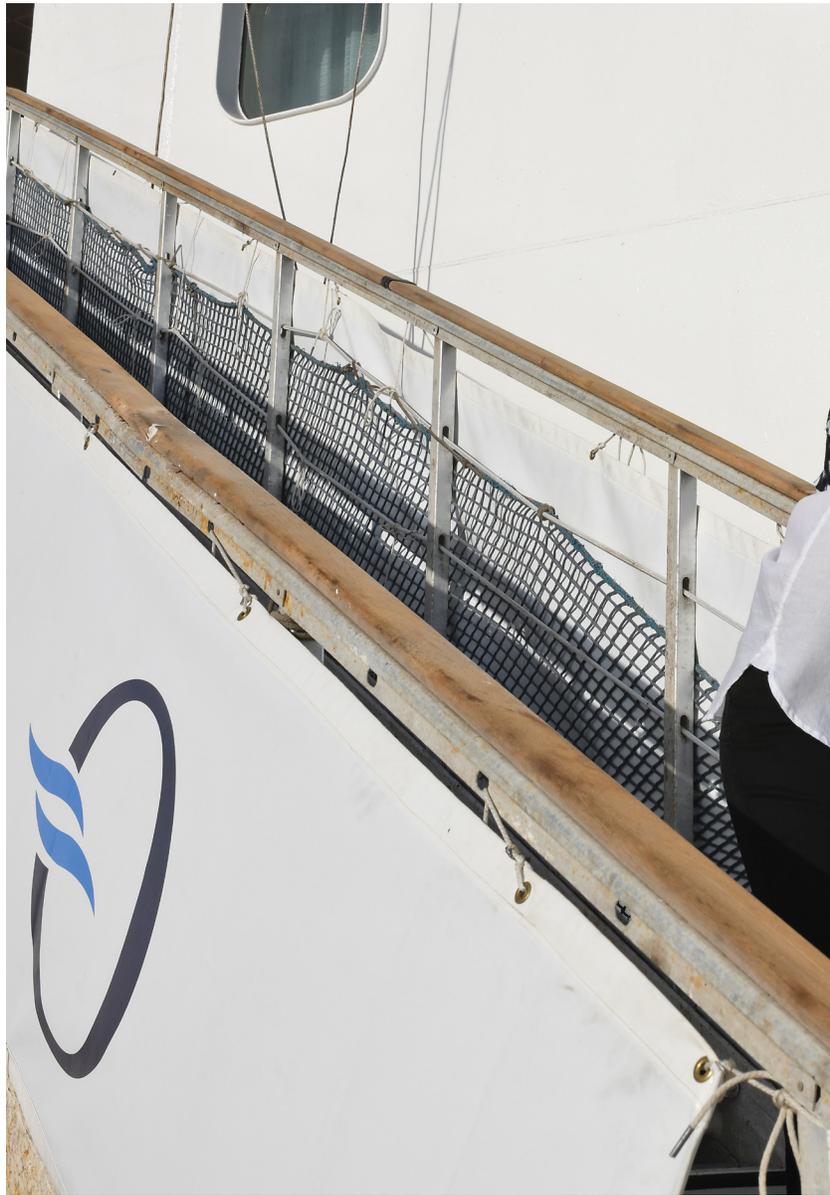
## Value Comparison

If you have clients sailing on premium cruise lines, we want you to consider Oceania Cruises' extraordinary value. Our comparison below illustrates the tremendous value of Oceania Cruises, from smaller ship size, higher guest to staff ratios and more inclusions. By providing your clients a cruise experience with more built in amenities, you'll earn higher commission.

	OCEANIA CRUISES	HOLLAND AMERICA LINE	CELEBRITY CRUISES	PRINCESS CRUISES
Average Ship Size	872 Guests	1,786 Guests	2,631 Guests	2,775 Guests
Average Stateroom Size	23 sqm	29 sqm	21 sqm	20 sqm
Open Seating Dining	✓	✓	—	—
Butler Service in Suites	✓	—	✓	—
Suite/Concierge Lounges	✓	✓	✓	—
Free soft drinks, coffees, teas and juices	✓	—	—	—
Free still & sparkling Vero Water	✓	—	—	—
Free Internet	✓	—	—	—
Professionally Designed Wine Tasting Center	✓	—	—	—
Staff to Guest Ratio	1 to 1.63	1 to 2.28	1 to 2.59	1 to 2.41
In-Port Shuttle Service Included	✓	—	—	—
<b>CULINARY EXPERIENCES</b>				
Speciality Restaurants	6	4	6	8
Speciality Dining Fee	\$0	US\$25-\$69 pp	US\$35-\$50 pp	US\$25-\$95 pp
All Meals Prepared to Order	✓	—	—	—
Only Fresh, Artisanal Ingredients	✓	—	—	—
Fresh Provisions Every 3-5 Days	✓	—	—	—
Plant-Based Menus	✓	—	—	—
Five-Course Main Dining	✓	—	—	—
Main Menu Items	24	12	13	21
Regional Menus & Specialities	✓	—	—	—
Aquamar Spa Cuisine	✓	—	—	—
Professional, Hands-on Culinary Instruction	✓	✓	—	—
Culinary Enrichment Excursions	✓	—	—	—

*Clockwise from top: Speciality Dining restaurants, such as Polo Grill are included; All guests receive Free Internet; All Suites categories include Butler Service*







## *Guest Profile*

### WHO SAILS WITH OCEANIA CRUISES?

- Age 50+
- Mature, retired or semi-retired
- Experienced travellers and past cruisers
- Connoisseurs who appreciate fine dining, extraordinary service, elegant surroundings
- Car enthusiasts who prefer to drive the latest and greatest in luxury autos

### TELL ME MORE ABOUT THE PERFECT OCEANIA CRUISES GUEST

- Enjoys authentic cultural experiences and enrichment
- Loves to learn
- Enjoys conversation with well-travelled people
- Enjoys good food prepared à la minute
- Our guests are early to rise and eager to go ashore first thing in the morning to immerse themselves in the destination experience



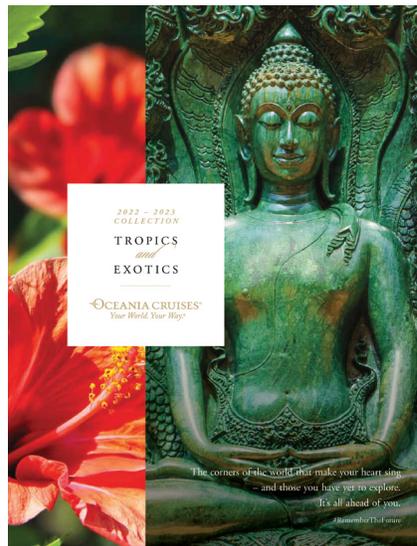
## Season Launches

Oceania Cruises launches three seasons per year. Our season launches are some of our strongest booking periods. By booking your clients during this time, you are providing them the best availability and the best pricing. Your clients will thank you because you've locked in the best value for them.



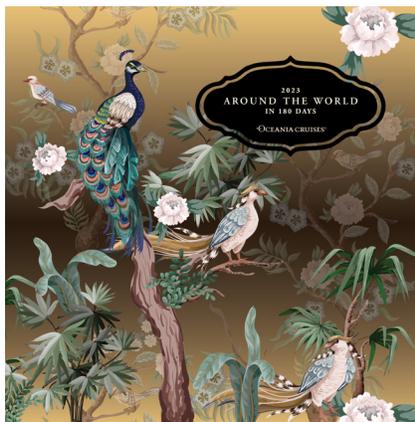
### EUROPE & THE AMERICAS

Encompasses the Mediterranean, the Baltics, Scandinavia & Northern Europe, Alaska & Canada/New England and Transoceanic.



### TROPICS & EXOTICS

Encompasses the Caribbean, Panama Canal & Mexico, South Pacific, Australia & New Zealand, Asia & Africa, South America and Transoceanic.



### AROUND THE WORLD IN 180 DAYS

High demand for this unique voyage is a virtual certainty. We open bookings during the first quarter and two years in advance. We encourage you to reach out to your clients early to ensure they receive the stateroom or suite of their choice.





## HOW TO CAPITALISE ON SEASON LAUNCHES

### *One month prior*

Share the launch date with your clients.

### *Two weeks prior*

Reach out to our sales team for more information, or you can access it through our Travel Advisor Center.

### *One week prior*

Reach out to clients using assets in our campaign toolkit. Send the link of our e-brochure and website to your clients so they can preview our itineraries. Post on social media.

### *One day prior*

Email your clients asking them to select their favourite cruises.

### *Launch date*

Follow up and book!



*Clockwise from top: Bora Bora; Saigon; Oranjestad*

## *Quarterly Price Change Calendar*

Leveraging our season launches and end of promotion campaigns are the best and easiest ways to increase your Oceania Cruises business and elevate your value with clients.



### *First Quarter*

Prices increase January 1<sup>st</sup>  
Tropics & Exotics launch  
Around the World launch



### *Second Quarter*

Prices increase April 1<sup>st</sup>



### *Third Quarter*

Prices increase July 1<sup>st</sup>



### *Fourth Quarter*

Prices increase October 1<sup>st</sup>  
Europe & North America launch





## HOW TO CAPITALISE ON END OF PROMOTION CAMPAIGNS

### *One month prior*

Schedule marketing activities for week leading up to price increases.

Example: Prices change on April 1<sup>st</sup>, so plan to send an email to your clients the last two weeks of March.

### *Two weeks prior*

Access the customisable marketing tools we've created for you on the Marketing Portal via the Travel Advisor Center.

Select which assets you'd like to use to promote the campaign:

- Banner ads
- PDF flyers
- Email templates

### *One week prior*

Contact clients holding options or who've expressed an interest in cruising but have not yet made a commitment. Let them know price changes are coming.

A smaller fleet means our ships fill more quickly than most cruise lines. As our ships fill, we increase pricing. To leverage the best price and secure the best availability for your clients, stay informed of our quarterly price changes and leverage our end of promotion campaigns.

*Clockwise from top: Venice; Panama Canal; Machu Picchu*

## *When to Sell*

The information below will help you garner the most business, and illustrates the optimal time to market specific regions as well as peak group booking periods, based on region.



### OPTIMAL PROMOTIONAL TIMELINE & GROUP BOOKING WINDOW



#### *Asia & Africa*

SAILINGS | OCTOBER – JUNE

**Optimal Marketing Period:** 12 to 8 months prior to sail date

**Peak Period to Block Group Space:** 15 months prior to sail date



#### *South Pacific, Australia & New Zealand*

SAILINGS | NOVEMBER – APRIL

**Optimal Marketing Period:** 12 to 8 months prior to sail date

**Peak Period to Block Group Space:** 15 months prior to sail date



#### *South America*

SAILINGS | NOVEMBER – MARCH

**Optimal Marketing Period:** 12 to 8 months prior to sail date

**Peak Period to Block Group Space:** 15 months prior to sail date



#### *Baltic, Scandinavia & Northern Europe*

SAILINGS | NOVEMBER – MARCH

**Optimal Marketing Period:** 11 to 6 months prior to sail date

**Peak Period to Block Group Space:** 12 months prior to sail date



### *Mediterranean*

SAILINGS | APRIL – NOVEMBER

**Optimal Marketing Period:** 11 to 6 months prior to sail date

**Peak Period to Block Group Space:** 12 months prior to sail date



### *Alaska*

SAILINGS | MAY – SEPTEMBER

**Optimal Marketing Period:** 9 to 5 months prior to sail date

**Peak Period to Block Group Space:** 12 months prior to sail date



### *Canada & New England*

SAILINGS | SEPTEMBER – OCTOBER

**Optimal Marketing Period:** 11 to 6 months prior to sail date

**Peak Period to Block Group Space:** 12 months prior to sail date



### *Caribbean, Panama Canal & Mexico*

SAILINGS | ALL YEAR EXCEPT JUNE & AUGUST

**Optimal Marketing Period:** 8 to 6 months prior to sail date

**Peak Period to Block Group Space:** 12 months prior to sail date

## *Onboard Sales Programme*

As your clients set off on their voyage, you are welcome to share with them a great way to maximise their savings on a future Oceania Cruises voyage — simply book it on board. Oceania Cruises offers exceptional savings and we'll even inform you, their travel advisor, of their booking so you may assist with all their travel details upon their return. Plus, you will automatically be credited for the booking and earn full commission.

### EXCLUSIVE BENEFITS

*Include:*

- Savings not available anywhere else
- Reduced deposits
- All onboard bookings come with our BEST PRICE GUARANTEE
- US\$300 Shipboard Credit per booking to enjoy on your current or future voyage (certain restrictions apply)
- All onboard bookings are eligible for a one-time change of sailing date before final payment should your clients plans change.
- Family and friends enjoy the same savings and benefits if booked while your clients are onboard
- Any applicable exclusive amenities from your agency

### TAKE ADVANTAGE OF THE FUTURE CRUISE DEPOSIT CERTIFICATE PROGRAMME

Oceania Cruises' Future Cruise Deposit Certificate Programme offers your clients the opportunity to secure additional Onboard Savings per stateroom, while enjoying the convenience of selecting a voyage at a later date. Guests may purchase a Future Cruise Deposit Certificate while on board. The certificate is redeemable for up to one year from the date of purchase and may be applied as a deposit towards a future voyage. The chosen voyage may commence outside of one year.

### PRE-CRUISE SAVINGS

If your clients are booked on a sailing and already have their next one in mind, they can take advantage of the Pre-Cruise Savings Programme. You can offer them the Onboard Booking Savings as early as 30 days before they embark.





## Onboard Savings

- Save up to US\$1,500\* per stateroom
- Enjoy Reduced Deposits\* as low as US\$250 per person
- Receive US\$300 Shipboard Credit per booking (certain restrictions apply)

## ONBOARD SAVINGS BY CATEGORY

SAILING LENGTH	OS - OC	PH	A - B	C - E
7 – 9 Days	US\$550	US\$350	US\$250	US\$200
10 – 19 Days	US\$850	US\$600	US\$450	US\$300
20 – 35 Days	US\$1,500	US\$1,000	US\$800	US\$600

*\*Savings shown are per stateroom. Select sailings only offer US\$200 savings per category.*

## Affinity Groups

Our experience shows that affinity groups convert into higher sales far more often than those without the benefit of a special interest. Advantages of selling groups with Oceania Cruises:

- No upfront deposit when blocking group space
- Lock in the lowest price for the life of your group agreement
- Hold group allotment
- Earn Tour Conductor Credits for additional profit
- Customise your groups value added amenities to suit their needs
- Leverage our turn-key, customisable group flyers in Marketing Portal
- Earn complimentary shore excursions for your group leader with a minimum number sold on an individual tour

Ask us for more information about how to build [Affinity Groups Business](#)



## Trust Your Wine & Culinary Groups with the Experts

When it comes to delivering a perfect experience for your food & wine groups, no one does it better than Oceania Cruises.

### SAMPLE GROUP WINE PACKAGE:

- Corkage Fee Waiver for private events (not public areas)
- Private dinner at La Reserve by *Wine Spectator*
- Private Winemaker dinner in speciality restaurant
- Private Cocktail Party

Ask our sales team for more details.

### SAMPLE GROUP CULINARY PACKAGE

- Private wine tasting with sommelier (additional fees apply)
- Bring your own chef or work with our talented shipboard culinary team
- Private dinner at La Reserve by *Wine Spectator*
- Bottle of wine in stateroom (for groups of minimum 20 guests)

Ask our sales team for more details. Available on *Marina & Riviera*



## Oceania Club

### MEMBERSHIP HAS ITS PRIVILEGES

As one of our cherished Oceania Club members, your clients will receive an array of exclusive rewards. They'll enjoy members-only benefits and amenities while on board, plus generous offers and discounted fares available only to Oceania Club members.



OCEANIA CLUB MEMBERSHIP REWARDS	BLUE	BRONZE	SILVER	GOLD	PLATINUM	DIAMOND	PRESIDENT'S CIRCLE
REQUIRED CRUISE CREDITS	1	5	10	15	20	40	60
Membership pins	✓	✓	✓	✓	✓	✓	✓
Exclusive Oceania Club cocktail reception	✓	✓	✓	✓	✓	✓	✓
Exclusive members-only offers	✓	✓	✓	✓	✓	✓	✓
Advanced notice on new itineraries	✓	✓	✓	✓	✓	✓	✓
10% savings on Oceania Cruises logo merchandise	✓	✓	✓	✓	✓	✓	✓
Complimentary bottle of Oceania Club private label wine		✓	✓	✓	✓	✓	✓
Complimentary member cap and tote bag upon new level achievement		✓	✓	✓	✓	✓	✓
VIP shore excursion check-in			✓	✓	✓	✓	✓
Invitation to special dinner with officers					✓	✓	✓
Priority terminal check-in					✓	✓	✓
Complimentary wine tasting						✓	✓
Shipboard Credit		US\$100	US\$250	US\$400	US\$500	US\$750	US\$1,000
Two complimentary Aquamar Spa treatment credits ( <i>each up to</i> )				US\$150	US\$150	US\$200	US\$200
Savings on Wavenet Internet services		30%	30%	30%	30%	30%	30%
Savings on the Unlimited Passport Collection shore excursion package			10%	10%	10%	20%	25%
Savings on the Prestige Select and House Select beverage packages			10%	10%	10%	10%	FREE
FREE CRUISE <sup>+</sup> ( <i>certain restrictions apply</i> )					✓	✓	✓
General Manager's VIP List							✓
Complimentary laundry service							✓

<sup>+</sup>Visit [OceaniaCruises.com/oceaniaclub](http://OceaniaCruises.com/oceaniaclub) for details



Your success is paramount to us, so we've dedicated a talented sales team to help guide you every step of the way, from assistance with using our customisable marketing tools on the Marketing Portal to helping you leverage resources to develop new business and attract more clients.



OCEANIA CRUISES'  
COMMITMENT  
TO YOU

*We're here to guide you to success*

## *Travel Advisor Support*

### CONNECT WITH OUR SALES TEAM

Oceania Cruises is committed to supporting your sales and service needs to help you build your business. You are our sales team's only customers and are highly valued and greatly appreciated. Each sales person's portfolio of agencies is based on agency production, geographic location, sales channel and agency business model.

Our Sales Support team is here to support promotions and marketing plans you've agreed upon with our Director of Sales (DOS) and Sales Coordinators. They can assist you in navigating our Marketing Portal and utilising the resources found on our Travel Advisor Center, including the creation of customised promotional flyers and providing digital marketing support.

Our DOSs and Sales Coordinators are responsible for helping you learn and sell the Oceania Cruises experience. They work with agencies in their respective regions, including conducting in-person and virtual training presentations, helping you create and execute marketing plans and review your agency's book of business, to help you target clients most likely to book an Oceania Cruises voyage. Additionally, they can help you plan and conduct local promotions, including cruise nights and private sale events. We have a dedicated team of DOSs and Sales Coordinators in Asia.

### TRAVEL ADVISOR CENTER

The Travel Advisor Center is Oceania Cruises' comprehensive online resource centre. After completing a simple registration process, you will gain access to Oceania Cruises' Travel Advisor Dashboard and a wealth of information and marketing tools.

Visit: [www.oceaniacruises.com/agent](http://www.oceaniacruises.com/agent)

### MARKET

Our Marketing Portal, found on the Travel Advisor Center (TAC), gives you access to a variety of online marketing tools, including personalised emails and flyers, downloadable logos and images, and specially designed marketing templates. You can access beautifully designed flyers promoting exclusive offers on selected sailings, themed cruises, or create a customised flyer for an affinity group departure. Each piece is customisable with your agency name, logo and contact information.

### BOOK

The Travel Advisor Dashboard is a centralised system where you can make and manage reservations for your individual and group bookings, 24 hours a day. In Dashboard, you can enter your clients' payment information, process special requests, and much more. All reservations, whether made online or through our contact centre, are automatically reflected on Dashboard, allowing for easy online management.

### LEARN

The Oceania Online Training Platform has been designed to provide the information, insights and tools you need to better understand and sell the Oceania Cruises experience. You will earn 10 CLIA accreditation points upon completion of all six learning modules.

#### *Become a specialist*

Visit the Oceania Online Training Platform

[www.oceaniaonlinetraining-asia.com](http://www.oceaniaonlinetraining-asia.com)

## Next Steps

### REGISTER ON OUR TRAVEL ADVISOR CENTER

Gain access to the latest news, marketing assets and online booking engine.

[www.oceaniacruises.com/agent](http://www.oceaniacruises.com/agent)

### SIGN UP TO RECEIVE INSIDER EMAILS

Stay up-to-date with the latest news, find out about campaigns, promotions and company news firsthand.

To register, email: [AsiaSupport@oceaniacruises.com](mailto:AsiaSupport@oceaniacruises.com)

## Who to Contact

### RESERVATIONS

PHONE: +65 31 651 677 (SINGAPORE)

+60 3-30992292 (MALAYSIA) | +91 22-71279118 (INDIA)

+886 2-2770312952 (TAIWAN) | 400 842 8362 (CHINA)

+852 2165 6010 (HONG KONG AND REST OF ASIA)

EMAIL: [AsiaSupport@oceaniacruises.com](mailto:AsiaSupport@oceaniacruises.com)

HOURS: MONDAY - FRIDAY: 9:00am - 5:30pm HKT

SATURDAY: 8:00am - 2:30pm HKT

VISIT: [www.oceaniacruises.com](http://www.oceaniacruises.com)

For making and managing bookings, ordering gifts, reviewing waitlist requests, booking shore excursions and making dining reservations.

### GUEST RELATIONS

EMAIL: [customercare.apac@oceaniacruises.com](mailto:customercare.apac@oceaniacruises.com)

For post-sailing enquiries.

### BROCHURES, SALES MATERIALS & AGENCY SETUP

VISIT: [www.oceaniacruises.com/request-brochure](http://www.oceaniacruises.com/request-brochure)

To request brochures and sales materials for clients. You can also order in bulk online through the Travel Advisor Centre at [www.oceaniacruises.com/advisor](http://www.oceaniacruises.com/advisor) or by contacting your Director of Sales or Sales Coordinator.

### AFFINITY GROUPS, CHARTERS, MEETINGS & INCENTIVES

For affinity groups or to block group space, contact your Director of Sales, Sales Coordinator or our Contact Centre.

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+852 2165 6010 (HONG KONG AND REST OF ASIA)

To manage your group, make group dining or other special arrangements to finalise your group accounting, contact our Group Department.

EMAIL: [groups.apac@oceaniacruises.com](mailto:groups.apac@oceaniacruises.com)

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## FAQs

### ***What is your policy on accepting International Bookings?***

Travel agencies in Asia may not promote Oceania Cruises in other countries. They may only make bookings for residents of Asia unless prior approval is granted. Residents of all other countries must be booked through travel agencies within their respective country of residence. This restriction is reciprocal with regard to travel agencies outside of Asia, who are not permitted to book residents of Asia. Travel agencies making any bookings not in compliance with this policy will forfeit those bookings and the corresponding commission.

### ***Will you explain your Wholesale Policy?***

A Travel Advisor in Asia is not permitted to make Oceania Cruises bookings through or accept Oceania Cruises bookings from any other travel agency unless the two agencies are commonly owned or there exists a home-based advisor/host agency relationship. Travel agencies found in violation of this policy are subject to a reduction in their commission.

### ***How much commission will I earn when selling Oceania Cruises?***

Travel agency commission is processed 30 days prior to scheduled sailing date. Below are the commission percentages for each item or add on:

EXTENSION	PERCENTAGE
Hotels	10%
Transfers	5%
Executive Collection*	5%
Pre/Post Land Packages	10%
Overland Packages	10%
Shore Excursions (Individual)	NONE
Shore Excursion Collection Packages	NONE
Visas	NONE
Cruise	VARIES by agency production

Contact your Director of Sales or Sales Coordinator for further details on our preferred commission levels and to see if you're agency is close to achieving the next level.

### ***Does Oceania Cruises have an Anti-Rebating Policy?***

No travel agency or company may advertise or promote Oceania Cruises products online (including on websites with restricted/ membership-only access), in print, or by any other means at a price or percentage off that is less than the published price of the Oceania Cruises' product at that time, nor may they state or imply that an unspecified price or percentage off the published prices is available. Published price is defined as that which appears on the Oceania Cruises website.

A travel agency may advertise amenities (over and above approved group related amenities) provided their total value does not exceed 5% of the cruise fare being advertised.

### ***Does Oceania Cruises offer Third and Fourth Guests in a stateroom?***

Third and fourth Guests are charged 50% of the cruise fare paid by the first and second Guests in their stateroom; but may not be eligible for special offers.

\*Executive Collection - commission is earned with minimum US\$1,000 booked

### ***Does Oceania Cruises pay commission on cancelled bookings?***

Travel agencies receive commission for cancelled bookings if cancelled within 100% penalty.

### ***What is included in the cruise fare?***

Fares are quoted in USD, are per person and based on double occupancy. Fares do not include pre-paid charges, personal charges or optional facilities and service fees, as those terms are clearly defined in the Guest Ticket Contract. Also not included are shore excursions, meals ashore, baggage handling, gratuities, beverages not part of the regular menu, laundry service and other onboard amenities and services, including spa and medical treatments. Airfares are not included.

### ***Does Oceania Cruises offer Single Supplements?***

There are charges for single occupancy of double occupancy suites or staterooms. [Click here](#) for special offers and promotions on select voyages, or call our Reservations Team for more information.

### ***What are your deposit and payment policies?***

#### **FOR CRUISES 14 DAYS OR LESS:**

##### **To secure your reservation:**

- US\$750 per guest up to and including Penthouse Suites
- 20% per guest of full fare for Owner's, Vista and Oceania Suites

##### **For bookings made 98 days or more prior to sailing:**

- deposit is due within 7 days
- final payment of the full fare is due 90 days prior to sailing

##### **For bookings made within 97 days of sailing:**

- deposit and final payment of the full fare is due at the time of booking

#### **FOR CRUISES 15 DAYS OR LONGER:**

##### **To secure your reservation:**

- US\$750 per guest up to and including Penthouse Suites
- 20% per guest of full fare for Owner's, Vista and Oceania Suites

##### **For bookings made 158 days or more prior to sailing:**

- deposit is due within 7 days of booking
- final payment of the full fare is due 150 days prior to sailing

##### **For bookings made within 157 days of sailing:**

- deposit and final payment of the full fare is due at the time of booking

### ***How do your deposit and payment requirements differ for your 180 day Around the World Voyages?***

##### **To secure your reservation:**

- 20% per guest of full fare

##### **For bookings made 188 days or more prior to sailing:**

- deposit is due within 7 days
- final payment of full fare is due 180 days prior to sailing

##### **For bookings made 187 days of sailing:**

- deposit and final payment of full fare is due at the time of booking

### ***Does Oceania Cruises accept Children, Infants and Unaccompanied Minors onboard?***

Infants must be one year of age as of the first day of the cruise. Guests travelling with a young infant that does not meet the infant policy will be denied boarding. No refunds or other compensation shall be due from Oceania Cruises as a result of the denial of boarding to an underage infant or any accompanying Guests. Any Guest under the age of 18 must be accompanied by and occupy the same stateroom with an adult 18 years or older. Oceania Cruises does not provide for the care, entertainment or supervision of children.

## ***For Further Information***

To access our Frequently Asked Questions visit:

[www.oceaniacruises.com/agent](http://www.oceaniacruises.com/agent)

Once logged in to the Travel Advisor Center you will be re-directed to our Sales Tools and Offer page with a link to FAQ.

#### **DIDN'T FIND THE ANSWER YOU'RE LOOKING FOR?**

Simply email [AsiaSupport@oceaniacruises.com](mailto:AsiaSupport@oceaniacruises.com) or call our Reservations Team for further assistance.



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*Your World. Your Way.®*

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