We are thrilled that you have taken the time to learn about Windstar’s new online booking system and hope you will find it helpful when booking your clients on a Windstar cruise!

In this PowerPoint, you will learn how to book your clients using the following steps:

1. Pull up your agent profile.
2. Find past clients and enter information in for new clients.
3. See all options of sailings for your clients – dates, yachts, destinations, cabins, etc.
4. Find all current and combinable promotions.
5. View all staterooms available based on a yacht map and pick the exact one available for your client.
6. Find pricing available to view – hotels, transfer, shore excursions, etc.
7. Add land and hotel packages, shore excursions and transfers.
8. Create an invoice and send the invoice to your clients.
9. Build the best vacation for your client!
In order to make a new reservation, you will need to first click “New Reservation” just to the right of the Windstar Cruises logo in the top left-hand corner. Once you click this, your information should auto-populate on this screen in the Agency tab. If you do not see the correct information, please contact: windstar_sales@windstarcruises.com for assistance. When you have confirmed that your information is correct, click continue to proceed to the Guest Information tab to build your client’s vacation.
You will now be on the tab called **Guest Information**. If you simply want to check general pricing and availability, select “Continue”. If you are booking a client, or wish to search for specific Yacht Club Member pricing, please search for your client first by clicking the “Search” button. This allows all past guest discounts to apply to the booking and avoids duplicate bookings from being made. If you know that your client has never sailed Windstar Cruises before, please create a new client profile in our database by choosing “Create” and entering all pertinent information.
You are able to search for your either by client ID, client phone #, or by entering client’s last name, first name and D.O.B. After you have entered client information, please click “Search Client.” If the client does not exist in the system you will see a yellow bar appear at the top of the screen that states “No clients found.” If this is the case, please click the “Create New” button located in the lower right corner of the screen to create a new client profile (first name, last name, birthdate, email, and address will be required). If you need to try a new search, click the “back” button. If you want to start over, click “clear all.”
This is what it will look like if your client already exists in our system. Check the box next to the client’s name and select “Add to Reservation” which will appear on the lower right hand screen. If guests have a Household ID number, you can click this and it will pull both past guests onto a new reservation together.
After you have input client information and pressed “Continue,” you can start building your client’s cruise on the **Vacation** tab. Here you search for your client’s preferred sailing date. The date range will default to a 30 day window; however, you may expand it to a 60 day window by manually entering the “to” date. To expand the window to 90 days, you will also need to specify the yacht your client wants to sail. Within the date range, you will be given several sailing options. If you are still having a hard time locating the preferred sailing, you can filter more by specifying a cruise destination, embark port, yacht, # of guests, or by the additional parameters. From here click “Start Search” to pull up all voyages that fall into the parameters set. Sailings before April 1, 2017 are not available in bookWINDSTAR ONLINE.
On the **Voyage** tab, the voyages closest to your search criteria will be listed. Here you will see options for destinations, yachts, sailing dates, day of the week for embarkation, # of sailing days, itinerary, name of the sailing and base pricing. You can learn more about a specific voyage or choose a voyage by clicking “Select” on the right side of the page. You may need to adjust the column width to see full information.

If the voyage you are looking for does not populate, go back to the **Vacation** tab above and narrow your search parameters.
Once you have decided on the sailing and clicked “Select” you will come to the Category tab where you can choose the category of stateroom or suite and search for any applicable promotions by clicking “N/A” under “Current Promotion.” This will show any promotions available on the sailing, you can then select from the list shown. This is also where you can add the wi-fi, laundry, or the beverage package. If you have found the desired sailing with all promotions applied, click “Select” on the right side of the screen to continue building your client’s vacation!
When you are viewing the potentially applicable promotions, you may also add any Windstar package options in addition to any sales promotions. These options and cruise add ons can be found in the lower half of the page, please note that all promotions may not be combinable. Click on the box under each guest for the specific promotion you are looking to add. After you are done, click “Apply Promotions” to save and move to the next screen.
On the Stateroom page, a stateroom or suite will be preselected based on rank order, however, you may select a different cabin for your client. You may click on the deck # to see the deck plan and available stateroom and suites. Once you have chosen your desired cabin, click the box associated with that cabin, then click “Select” on the top or at the lower right corner. Please note, if you are making multiple reservations at once, you can select the boxes next to the cabin numbers that you wish to be in your group. Automatically a temporary booking will generate, duplicating the voyage and pricing. The reservations will appear on the left side of the screen.
On the **Land Packages** tab, select “Add Land Packages” to view all available options for pre- and post-cruise. Click “Continue” to move to the next screen.
After you click “Add Land Packages” you will see pre- and post-hotel options for the cruise, as well as any tours that may be available for the chosen voyage. Click “Select All” next to the requested hotel package to include all guests. You can also choose individual packages by clicking the check box by each guest. Click “Apply” at the bottom, or top, right hand corner of the screen to apply the hotel package that you just added to your client’s booking. Then click “Continue.” If you do not wish to add any, simply click “Continue.”
On the **Transfer** tab, you will be able to add transfers to and from the yacht to your client’s reservations. Click “Add Transfer” to see available transfer options, then select “Sailing,” then select “Continue”.
Select the desired transfer option either by clicking the box under “Select All” or by clicking the box under the individual guest (if guest is taking a different transfer type or traveling on a different date). Click “Apply” on the bottom right hand side of the screen.
Next, you will be on the Travel Protection tab. You can add, modify and review insurance for your client’s vacation. You have the options of none, standard, or premium insurance. By default, premium insurance will be selected, as this is Windstar Cruises’ recommendation. You may click on the insurance choices per each guest. For detailed insurance information, please visit www.tripmate.com. After you have selected insurance options for guest, click “Continue” to move on.
At Windstar, we want to do everything possible to assist your clients with their special dining requests. You will be able to specify any special meal requirements on the **Special Requests** tab. Please click on the request type – whether it is low protein, gluten free, etc. – and whether it applies to Guest #1 or Guest #2. Click “Add” and then “Continue.”
No cruise is complete without setting foot on land and learning about the destination and the area in the world you happen to be in! On the **Optional Shore Excursions** tab, you will select “Add Shore Excursions” to see all available shore excursion options on that particular sailing.
All available shore excursions for the sailing will be displayed in chronological itinerary order for you to review. When you find the shore excursion that your client wishes to purchase, click the box under Guest #1 or Guest #2 to apply to a specific guest, or click “Select All” to apply excursion to all guests on the booking. Click “Apply” in the bottom right hand of the screen.
On the **Pricing** tab, you will review the reservation invoice – this includes the sailing, stateroom or suite, promotion, insurance, cruise fare, NDA's, taxes, fees and … your commission amount! You may see optional “Cruise Add-ons,” such as shore excursions; however, payment is due for these tours when final payment is due. Once reviewed this, click “Continue” to move to the Payment Schedule.
On the **Payment Schedule** tab, you will see when the first deposit and final payment are due for the cruise. To confirm a booking and make an immediate payment (deposit or pay in full) click “Pay.” Or you can hold the reservation “an option” by clicking “Commit booking (no payment).” An additional **Summary** tab will appear after you pay or commit booking, you will need to click this tab to bring you to the Reservation Summary.
On the **Summary** tab, one of the options you have is to send a confirmation email. You can do this by clicking “Send Confirmation” in the top left corner of the screen. This will be an overview of inclusions and pricing for your client to review. Once clicked, you will see multiple options of items to send to your client.
This is what the “Send Confirmation” screen looks like. You can choose to send the confirmation to your main agency, the guest, and yourself -- all at the same time! Click the boxes for the items that you would like to be included in the email. You may also personalize a message to each email address. If you are satisfied with what is being sent, click “Send Confirmation.”
This is an example of a Guest Copy of the invoice that can be emailed to you, your agency, and your guest. The email includes the passenger booking #, booking date, names on booking, sailing, cabin #, cabin category, applicable promotion, taxes, hotel and shore excursion fares, and transfers. It also includes the first deposit amount and when it was made/is due, when the final payment amount, is due.
This is an example of the itinerary that you can choose to email to yourself, your agency, and your clients. This email shows items such as daily itinerary, arrival/departure times, embark/disembark locations, etc.
All of us here at Windstar appreciate your business and look forward to welcoming your clients onboard our beautiful yachts! Should you have any questions or concerns, we invite you to contact us at windstar_sales@windstarcruises.com. Thank you for your business!