

## FAQ's

### 1. What if I can't find a booking I made with the old booking engine?

If you can't find a booking on our new website, don't panic. It just means we haven't finished migrating all of the bookings from our old booking engine just yet. You can give our **Reservations Team a call on 1300 362 599**. That way we can prioritise this for you so you can access your booking in no time.

### 2. What if I can find my booking, but it isn't correct?

Our team has been diligently migrating as many bookings from our old booking engine as we can, however there may have been updates since the initial load or discrepancies in the loading process. If you notice one of your bookings is incorrect (e.g. names incorrect, payments missing, etc.), this doesn't mean your booking is incorrect with the cruise line. It just means that there may have been an error during the loading process. Give our Reservations team a call and we can get that fixed up straight away for you!

### 3. What if I receive an error or glitch when trying to search for one of your products?

As with all new systems, sometimes things don't always run as smoothly as we intend. If you notice anything strange or get any errors when trying to use our shiny new system, email **systemsupport@creativecruising.com.au** or give our friendly Reservations team a call and they can help you with any problems you may encounter.

### 4. What if I have feedback on the new website?

We would love to hear your feedback, because it's a great way to make improvements to the business. If you can think of an enhancement we could make to our website, or even a suggestion on how to improve our processes, please email us at **systemsupport@creativecruising.com.au**.