

STEP BY STEP GUIDE ON ACCESSING AND REDEEMING YOUR CLIA AUSTRALASIA TRAVEL AGENT REWARDS

STEP 1

View the [2025 CLIA Travel Agent Rewards Summary](#) to check cruise eligibility. If you make an eligible new booking for any of the participating cruise lines between 1 January and 31 December 2025 – you are ready to redeem your reward!

STEP 2

Access the CLIA Members Hub via www.cruising.org.au using your 6-digit CLIA ID. If you have forgotten your password you can request a new one by following the links on the page. From here, select the Members Hub tile.

STEP 3

Select **CRUISE TOOLBOX** and then **REWARDS PROGRAM** to access the CLIA Australasia Travel Agent Rewards Program. (You can also access the rewards via the Member Benefits Page or the Home page). Select either **AUSTRALIA REDEEM** or **NEW ZEALAND REDEEM** – depending on where you are located.



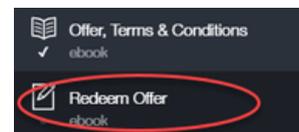
STEP 4

Scroll down the page to find the cruise line offer you wish to redeem and select the link to view the **“Offer Terms & Conditions”**. Be sure to read the terms and conditions of the offer in full to ensure your booking qualifies.



STEP 5

If your booking qualifies, select **“Redeem Offer”** from the menu bar on the left. You will then be asked to enter your 6-digit CLIA ID and password.



If you do not know your CLIA ID or password contact info-aus@cruising.org. Please note if you change your CLIA ID password you won't be able to claim until midday next business day.

STEP 6

Complete the redemption form by entering your booking details as required and acknowledge that you have read and understood the Terms and Conditions of the offer, before clicking the SUBMIT button.

STEP 7

Your redemption coupon will be generated – and you must select the **DOWNLOAD DATA** link at the top of the page above your coupon to generate a PDF. Save this PDF to your local drive.

STEP 8

Follow the Redemption instructions on your coupon which explains where to send your coupon so that the reward can be applied to your booking. In most cases you will need to email the coupon to the cruise line at a specified email address.

We have created this handy video to show you the steps.

