

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

STEP 1

Access the CLIA Members Hub via www.cruising.org.au. Log in with your 6-digit CLIA ID and select the **CLIA MEMBERS HUB** tile.

STEP 2

Once you are in the Members Hub, select **CRUISE TOOLBOX**, then **REWARDS PROGRAM** and then click on **2023 REDEEM**.



STEP 3

Scroll down on the page to find the Cruise Line offer you wish to redeem. Select the link to view the **'Offer Terms & Conditions'**. Be sure to read the terms and conditions in full to ensure your booking qualifies.

Offer, Terms & Conditions

Claim Carnival Reward Voucher



TIP: Check the [2023 CLIA Australasia Travel Agent Rewards Summary](#) for an overview of the terms and conditions.

STEP 4

If your booking qualifies, proceed to **'Claim (Cruise Line Name) Reward Voucher'** from the menu bar on the left.

Offer, Terms & Conditions

Claim Carnival Reward Voucher

STEP 5

You will then be asked to enter your details as required. This includes your First Name, Last Name, 6-digit CLIA ID, Travel Agency Name, Travel Agency Address and Phone Number.

STEP 6

After you provide your personal details, you will need to complete the second half of the form and supply the **'Booking Details'**. Ensure you enter the correct booking details before clicking the **'Redeem'** button.



Previous booking details may pre-populate in this section. If you have completed a redemption in the past, ensure you delete old data and replace the fields with the correct information relevant to your booking.

STEP 7

You will then be asked to confirm your acceptance of the Cruise Line's terms and conditions. Select **"Yes I agree"** from the drop down and then click **"Submit"**.

STEP 8

Access your voucher by clicking the **"Download"** button, which will generate a PDF copy for you to save.

STEP 9

Once your PDF voucher has been issued, you will need to follow the **'Redemption Instructions'** on the screen which are also printed on your voucher to send to the Cruise Line. These instructions explain where to email your voucher so that the Cruise Line can verify your voucher against your booking. Don't forget to cc your Wholesaler if your booking has been made with one.

After claiming your reward online, you will receive an automated email with the subject heading "New Message at CLIA" saying that you have a new message to view in the Members Hub. If you log in to the Members Hub and navigate to your INBOX from the menu at the top of the page, you will find a copy of your voucher redemption here as well.

REPRINTING A VOUCHER



To reprint a reward voucher, you will need to log into the Members Area with your 6-digit CLIA ID and select the **CLIA MEMBERS HUB** tile. Once you are in the Members Hub, select **CRUISE TOOLBOX**, then **REWARDS PROGRAM**, and then click **2023 REDEEM**.

Navigate to the relevant Cruise Line offer and select the **"Claim (Cruise Line Name) Reward Voucher"** option. You can access your voucher again via the **"Download Voucher"** button that appears on your screen if you have already claimed your voucher for this cruise line.