

# TIP SHEET

## Know your Cruise Lingo for Cruise Complete

### Acronyms

#### Ocean Cruise Lines

<b>AZA</b>	Azamara Cruises
<b>CCL</b>	Carnival Cruise Line
<b>CEL</b>	Celebrity Cruises
<b>CST</b>	Costa Cruise Lines
<b>CUN</b>	Cunard
<b>HAL</b>	Holland America Line
<b>HRT</b>	Hurtigruten
<b>NCL</b>	Norwegian Cruise Line
<b>OCL</b>	Oceania Cruises
<b>PCL</b>	Princess Cruises
<b>REG</b>	Regent Seven Seas Cruises
<b>RCI</b>	Royal Caribbean Internacional
<b>SBN</b>	Seabourn Cruise Line
<b>SSC</b>	Silversea Cruises
<b>VE</b>	Viking Expeditions
<b>VOC</b>	Viking Ocean Cruises

#### River Cruise Lines

<b>AMA</b>	AmaWaterways
<b>AVL</b>	Avalon Waterways River Cruises
<b>UNI</b>	Uniworld River Cruises
<b>VRC</b>	Viking River Cruises

# TIP SHEET

## General Acronyms

Acronym	Meaning
AFT	Back of the Ship
API	Application Programming Interface. Interface can be thought of as a contract of service between two applications. This contract defines how the two communicate with each other using requests and responses.
B2B	Back to Back / Agent access
B2C	Consumer access
CLIA	Cruise Line International Association
CST	California Seller of Travel
FCC	Future Cruise Credit
GTY	Guarantee
HQ	Headquarters (TLN)
FIT	Fully (or Freely) Independent Travel
OBC	On Board Credit
TLN	Travel Leaders Network
TA	Travel Agent

## Terms

### [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

#### A

### Adventure Cruise / Expedition

An adventure cruise, more commonly called an expedition cruise, caters to those seeking more off-the-beaten-path itineraries in places like the Galapagos, Antarctica, eastern Russia or Svalbard. The focus is on the experience at the destination – including viewing wildlife and scenery, kayaking, snorkeling, hiking or Zodiac excursions – rather than onboard activities. Ships range from the high-end Silver Explorer, Viking and Hurtigruten. They're best for the agile, physically fit, and flexible-minded.

### All-inclusive Cruise

A cruise where meals, snacks, drinks, activities, and entertainment are all included in the price. Some upper-tier cruise lines – Silversea, Uniworld and others – tout their all-inclusive itineraries. It means you don't pay extra for specialty restaurants, for tipping, for drinks on board. Read the fine print because some cruise lines cover certain costs while others don't.

### Anytime Dining / Open Dining / Open Seating / Freestyle

This goes by different names depending on the line, but it means that you can choose your preferred time to eat. In [Cruise Complete](#) you may select the dining preference on Step 5 of the booking process.

# TIP SHEET

## Assigned Seating

Some cruise ships give passengers assigned seating with fixed-time dining for their main dining rooms, letting you get to know the same fellow passengers for the duration of the cruise. Though this is becoming less common, a large ship might offer a first seating (main seating) and second seating. Other ships have open seating or "freestyle" or "anytime" dining, and some cruisers choose to dine in specialty restaurants without assigned seating.

Assign your passenger preference in [Cruise Complete](#), Step 5.

## B

### Back-to-Back Cruises (B2B)

You can book two or more consecutive cruises, so you can enjoy a longer voyage. Some cruise lines offer a discount up to 10% as an incentive.

## Balcony Cabin

A cabin on a ship with its own private balcony accessible only by the guests.

In [Cruise Complete](#) select Balcony Category on Step 3 to find the Balcony Cabins on Step 4.

## C

### Cabin / Stateroom

The sleeping compartment or room on a cruise ship. Can also be referred to as a stateroom.

## Cabin Categories

Cabin categories are the letter and number designations a cruise line gives to classes of cabins, for example B4 or IS. These designations are specific to certain ships, and so the best way to understand them is to either check the Deck plans. Cruise lines vary the prices of cabins based not only on the basic cabin type (e.g. inside cabin, balcony, suite), but on where the cabin is located on the ship. Cabins on higher decks generally sell at a premium, as do cabins whose locations allow for a larger size or a larger balcony (often toward the rear of the ship).

In [Cruise Complete](#) check the Deck Plans upfront in Search Results + Details, Decks tab, then move in the booking process through Step 4, Cabin Selection. Choose Standard or Interactive View. **Note:** the cabins available are based on the rate and category selected and shown according to the cabins sent by the supplier, there are limitations on the number and decks of cabins sent through the API, some cruise lines will allow you to type in the cabin number on this step.

## Capacity

The number of passengers that can be accommodated on a ship.

In [Cruise Complete](#) you will find the capacity of the ship on Search Results + Details, Ship tab.

# TIP SHEET

## Commission

The amount of money a cruise line pays to a Travel agent for facilitating the sale of a cruise booking. Commissions can range and agents are at times allowed to use some of their commission to offer customers better deals than direct purchases through the Cruise Line by purchasing extras including Onboard credit. Most Cruise Lines only pay commissions on the Cruise fare, and not on other parts of the Cruise price.

Find your commission on Step 5 in [Cruise Complete](#), there is a Hide option next to it to hide it in case you are sharing your screen with the customer, and you don't want them to see that.

## Courtesy Hold

Guaranteeing your cabin on a cruise requires a deposit. However, if you need time to make a final decision, whether that's checking airfare costs or consulting with fellow travelers--a travel agent can generally hold your cabin and Cruise offer for one (1) to three (3) days at no cost. The time will be longer the more space is available on the cruise and the further out from sailing. The maximum time can be as short as a few hours when the ship is nearly full at the last minute. To have a courtesy hold in [Cruise Complete](#), confirm your booking selecting No Payment on Step 6.

## Cruise Fare

The portion of the Cruise price that is commissionable to a Travel agent.

## Cruise Insurance

Insurance to cover such unexpected events as medical issues that can interfere with the ability to take a cruise at scheduled time. There are a variety types of coverage offered by the cruise lines as well as independent insurance brokers. Note that cruise insurance policies can vary greatly in what they cover, so do make sure to read the policy carefully. Include the cruise line insurance options on Step 5 in [Cruise Complete](#).

## Cruise Offer/Cruise Package

Everything you will pay for and receive on your cruise vacation, including any extras such as Onboard credits, Cabin upgrades, etc. It is important to consider all these elements, and not just the Cruise price, when considering the total value of an offer.

## Cruise Price

A cruise price consists of three elements: Cruise fare, Port charges and Taxes. In order to compare prices, you need to make sure that all of these elements are included in the price you are offered.

# TIP SHEET

## Cruise to Nowhere

A cruise to nowhere is a sailing in which a ship will sail in open waters for one to three days without reaching a destination. Guests get the chance to experience the amenities of a cruise, including its casino. These are popular choices for family reunions, romantic getaways, bachelor or bachelorette parties, girlfriend retreats or to get a quick casino fix. You can filter Cruise to Nowhere in [Cruise Complete](#) selecting that in Destinations.

## Cruisetour

A cruise tour, or cruisetour (as the cruise lines call it), is a full land and sea vacation combining a cruise with a land journey before or after the cruise. Sometimes it comes with a host or guide. In [Cruise Complete](#) search for Cruise Tours (Ocean or River) to find the best option.

## D

### Deck

The floor of the ship. A deck plan will show what you can find on each level.

In [Cruise Complete](#) see the Deck upfront starting your booking on Search Results, locate the deck you need and check the cabin pairing with the stateroom legend. Step 4 will be the step in the booking process to lock the cabin in the corresponding deck.

### Deposit

The amount of money required to hold a cabin on a ship in your name at a particular rate. This varies by cruise line and by the length of the sailing. Check the Deposit amount and due date on Step 5 in [Cruise Complete](#).

### Disembarkation

The process of getting off the ship at the port at the end of a sailing.

### Double Occupancy

Two people sharing one cabin, whether in a double or twin room. Most cruise fares are based on double occupancy.

## E

### Embarkation

The process of getting on the ship in a certain port to start the sailing.

# TIP SHEET

## Expedition Cruise

Hosted by expedition leaders and expert lecturers. Also known as an adventure cruise. The focus is on the experience at the destination – including viewing wildlife and scenery, kayaking, snorkeling, hiking or Zodiac excursions – rather than onboard activities. [Cruise Complete](#) includes Hurtigruten Expeditions (cruisetours) and Viking Expeditions.

## Excursion / Shorex / Shore excursion

A tour or activity you take on shore while your ship is docked for the day, with options ranging from sightseeing and cycling to scuba diving.

You can book an independent shore excursion, or one arranged by the cruise line.

In [Cruise Complete](#) you can book Shore Excursions when selecting a DV Special, a Cruisetour or on Step 5 when offered by the cruise line.

## F

### Family Cabin

A cruise ship cabin that can accommodate more than three (3) passengers.

In [Cruise Complete](#) select Inside Category on Step 3 to find the Interior Cabins on Step 4.

## FIT

Travel industry jargon that refers to individual bookings (FIT) as opposed to group travel.

Originally an acronym for "Foreign Independent Travel," it now more often refers to Fully (or Freely) Independent Travel. Some suppliers, such as river cruise lines, use FIT to refer to individual bookings as opposed to group travel. [Cruise Complete](#) offers all the FIT rates from each supplier on [Step 2](#).

## Freestyle / Open dining / Open Seating / Anytime Dining

This goes by different names depending on the line, but it means that you can choose your preferred time to eat. In [Cruise Complete](#) you may select upfront the dining preference on Step 5 of the booking process.

## Forward

Towards the front or bow of a cruise ship.

## G

### Gateway

A gateway is a place or stop travelers use to reach their final destination. On an international trip from Miami to Rome, your gateway city might be Houston for the first leg of your journey to Miami.

# TIP SHEET

## Gratuities /Tipping

A tip. Sometimes included in the price of a cruise. Most mainstream cruise lines have automatic gratuities. You can leave the charge there or ask at the purser's desk to have the charge removed if you want to tip directly. For other services on board-room service, drinks at the bars, salon, and spa attendants-make sure you check your charge slip carefully. Sometimes tips are added automatically, so sometimes they aren't. If the tip isn't added, 15% is reasonable, or 20%-25% for exceptional service. Most luxury cruise lines include gratuities in the cruise price. On Step 5 in [Cruise Complete](#) you can add the gratuities when not included in the rate when the option is in.

## Group Rates/Group Space

Blocks of cabins reserved at a discounted rate by travel agencies. These can be used for related groups of people, or unrelated people assembled into a group by the agency. In [Cruise Complete](#) you will find on Step 2 the TLN HQ Group rates and your Agency Groups as well. Check the icons and book accordingly.

## Group Travel

In cruising, generally refers to a group of people booking at least 7 cabins on one cruise sailing, however, the minimum group size varies by cruise line.

## Guarantee

A type of cruise fare where a passenger books a specific grade of accommodation but is not given a specific room number. If that cabin category sells out, passengers may be given a cabin upgrade, although this is possible, it's never part of the deal.

## Guarantee Cabin

When you book a guaranteed cabin, you are selecting a class of cabin, but the cruise line will determine exactly which cabin you are assigned. This method generally gets you a better rate, but you give up your opportunity to choose a specific cabin. Your cabin will at a minimum be in the class you booked (usually either inside, outside, or balcony) but the cruise line will choose the location for you based on availability close to sailing. This is a good option if you're not picky about where the cabin is located.

## H

### Hosted Cruise

A hosted cruise, chiefly offered on certain sailings by luxury cruise ships, offers a personable expert who serves as an onboard host and on-shore tour guide. It also comes with special perks such as a cocktail reception or shore excursion. All of this comes as part of your base fare. On a hosted cruise you get a more personal, in-depth, intimate experience on board and in port because there are no crowds or lines. In [Cruise Complete](#) you will find the hosted offers when selecting DV – Distinctive Voyages, a Travel Leaders Network Special for our members. You can apply filters to focus only on those offers.

# TIP SHEET

## I

### Inside Passage

The Inside Passage is a seagoing route along the U.S.-Canadian coast, extending from Seattle to Skagway, Alaska. It's a popular route for cruise ships. In [Cruise Complete](#) apply filter Inside Passage in Ports of Calls to focus on Inside Passage results.

### Interior Cabin / Inside Cabin

The lowest-cost cabin category, which comes without a window or balcony, and therefore no natural light. In [Cruise Complete](#) select Inside Category on Step 3 to find the Interior Cabins on Step 4.

### Itinerary

The route your ship will take during your cruise.

In [Cruise Complete](#) you will find the schedule of destinations and days at sea on your cruise detailed under Search Results + Details, Itinerary tab and in the confirmed reservation.

### Interline Rates

Not available to the public, it's based on the agreement between your agency and the supplier. Those employed in the travel industry--airline pilots, travel agents, cruise ship employees, etc - are given an across-the-board discount rate called an "interline" rate on select travel itineraries. That means travel industry employees can sail on a cruise, or book a flight, at an incredibly low rate that the general public cannot use. Check the Rate Details and if you have any questions contact your manager or the cruise line directly.

## J

### Junior Suite / Mini-Suite

This is a cabin-type somewhat larger than a standard balcony stateroom on a particular ship. Sizes vary greatly by ship, so it's best to review Deck plans before making a final booking decision. In [Cruise Complete](#) select Suite Category on Step 3 to find the Junior Suite / Mini-Suite Cabins.

## K

## L

### Lido Deck

The pool deck, where you'll find swimming pools, outdoor bars, and grill restaurants.



# TIP SHEET

## Loyalty /Past Passenger

Many cruise lines offer loyalty programs or past passenger programs that reward repeat customers. Benefits increase with frequency and perks might include shipboard credit, free laundry, get-togethers, etc. In [Cruise Complete](#), enter or look up the Past Passenger number on Step 1 to find the eligible rates, you can also enter it on Step 5 or pos-booking.

## M

### Megaship

A megaship is one of the enormous cruise ships that are bigger than the biggest ships of just a few years ago. Any ship that carries more than 4,000 passengers can be considered a megaship.

### Mid-ship

The middle of the ship, often viewed as the most stable part of the ship.

### Mini-Suite/Junior Suite

This is a cabin-type somewhat larger than a standard balcony stateroom on a particular ship. Sizes vary greatly by ship, so it's best to review Deck plans before making a final booking decision. In [Cruise Complete](#) select Suite Category on Step 3 to find the Junior Suite / Mini-Suite Cabins.

## N

### Net Rates

Net Cruise Costs represent Gross Cruise Costs excluding commissions, transportation and other expenses and onboard and other expenses.

## O

### Ocean cruise

A cruise on the open sea. In [Cruise Complete](#) the Ocean Cruise Icon needs to be selected to start this type of search, then you will find a sub menu for Cruise Only or Cruisetour under this type.

### Oceanview Cabin

A stateroom with a window that overlooks the ocean. [Cruise Complete](#) allows you to find an Oceanview Category on Step 3, then the corresponding available cabins are shown on Step 4.

### Onboard Credit (OBC) / Shipboard Credit

"Ship-board credit" this amounts to the same thing: money in your ship-board account to spend during your cruise. And you will spend it, whether on tips, drinks, specialty restaurant fees, or other onboard purchases, but not gratuities. In [Cruise Complete](#) you will find TLN OBC on several of the Specials categorized under Amenity Departure and in the Price Summary also details when there is OBC from the cruise line.

# TIP SHEET

## Open Dining / Open Seating / Freestyle / Anytime Dining

This goes by different names depending on the line, but it means that you can choose your preferred time to eat, no fixed time or fixed seating arrangement is given for dining.

In [Cruise Complete](#) you may select upfront the dining preference on Step 5 of the booking process.

## Owners Suite

An Owners Suite is a marketing terms for a high-end class of stateroom on a cruise ship, typically marked by a large living area, large separate bedroom and extra amenities.

## P

### Perks

Cruise booking perks are meant to incentivize travelers to book a cruise over a land-based vacation, as well as with one specific line over another. Here's a list of common free cruise booking perks: drink packages, ship wi-fi, specialty dining experiences, prepaid gratuities, OBC, shore excursions, discounted passenger fares, free stateroom upgrades, solo supplements, airfare credit, among others. In [Cruise Complete](#) you may find them when selecting any of the TLN Specials - Amenity Departure, Distinctive Voyage, Culinary and Car&Driver, but also found on specific rates, FIT or group rates.

## Port

The left side of the ship when facing forward, marked by a red light. Easy to remember as the words 'port' and 'left' both have four letters.

## Ports of Call

The ports visited during your cruise itinerary, not counting the port of embarkation and disembarkation. In [Cruise Complete](#) you can filter on Standard Search the Ports of Call. The Ports of Call will be listed during the whole booking process.

## Pre- or Post-

This is travel agent jargon for adding a few days to the beginning or end of your cruise for sightseeing, usually at the port of embarkation or disembarkation. On Step 5 in [Cruise Complete](#) you may find the cruise line options to book pre-, post- or both.

## Promenade

Promenade refers to a deck big enough to allow passengers to walk around. On some ships the promenade serves as a jogging path, while on others it serves as a public space where you might encounter shops, restaurants, or a carousel.

## Q

# TIP SHEET

## R

### Repositioning cruise

At the end of each cruise season, cruise lines offer one-way sailings as ships move to new home ports, which can be a great way to grab a bargain. For example, from the Caribbean to Mediterranean or Alaska to the South Seas — when a cruise season ends and another begins. In [Cruise Complete](#) you may find this type filtering by Destinations- Repositioning.

### Refurbishment

Refurbishment generally refers to an update to the décor on board, including layout changes and occasionally a wholesale makeover of the ship.

### River Cruise

A cruise along a river. In [Cruise Complete](#) the River Cruise Icon needs to be selected to start this type of search, then you will find a sub menu for River Cruise Only or River Cruise Tour under this type.

## S

### Sailing

Sailing is a cruise.

### Sea Day

A day spent sailing rather than docking in port, which is often a good chance to enjoy some downtime, sit on the sun deck or check out the spa!

### Shipboard Credit / Onboard Credit (OBC)

Credit added to your onboard bill during your cruise. (Think of it as spending money, or as a credit on your credit card statement.) You might get it as a discount at the time of booking or from the cruise line as compensation for an unforeseen event. In general, shipboard credits may be used toward the bar, spa, gift shop or shore excursions from the cruise line, but not gratuities. Also called an onboard credit. In [Cruise Complete](#) you will find TLN OBC on several of the Specials categorized under Amenity Departure and in the Price Summary also details when there is OBC from the cruise line.

### Shorex / Shore Excursion / Excursion

A tour or activity you take on shore while your ship is docked for the day, with options ranging from sightseeing and cycling to scuba diving. You can book an independent shore excursion, or one arranged by the cruise line. In [Cruise Complete](#) you can book Shore Excursions when selecting a DV Special, a Cruisetour or on Step 5 when offered by the cruise line.

# TIP SHEET

## Shoulder Season

Shoulder season is a travel period between the high prices of peak season and the lousy weather of the low/off-peak season.

## Single Supplement

An extra charge solo travelers pay to have just one person stay in a stateroom. Some cruise ships waive the single supplement, or reduce it, for certain sailings. Many river cruise lines offer sailing that doesn't cost extra for solo travelers. In [Cruise Complete](#) you may find Single Rates on Step 2, usually labeled in Description or Remarks. Check out the Rate Details before selecting.

## Solo cabins

Many ships have rooms that are designed for solo travelers, usually without an extra single supplement. In [Cruise Complete](#) you will select 1 (one) passenger on Step 1 and will find the single rates and cabins in the booking process.

## Spa Cabin

A cruise ship cabin designed for passengers especially interested in spa treatments. Usually located very close to the ship's onboard spa, these cabins often come with discounts or free spa treatments and upgraded cabin amenities like special towels and shampoos. [Cruise Complete](#) allows you to find an Spa Category on Step 3, then the corresponding available cabins are shown on Step 4.

## Starboard

The right side of the ship when you are facing forward toward the front (bow).

## Stateroom/Cabin

Another name for your room on a ship, which can also be known as a cabin or, if you've booked a higher category, a suite.

## Suite

On a cruise ship, a suite can be anything from a slightly larger version of a standard balcony stateroom to a grand area with separate sleeping quarters and living space. Sizes and configurations vary greatly by ship, so it's best to review Deck plans before making a final booking decision. [Cruise Complete](#) allows you to find a Suite Category on Step 3, then the corresponding available cabins are shown on Step 4.

## T

### Taxes

Cruise lines are taxed by the government on the sale of your cruise booking. These costs are passed along to you as part of the total Cruise price. Taxes are not commissionable to Travel Agents. Find the taxes amount on Search Results and Step 5 in [Cruise Complete](#).

# TIP SHEET

## Tipping / Gratuities

'Crew appreciation' or gratuities are expected on many lines, but not all. Check your booking to see if it's included in your fare, or for a guide on the appropriate amount.

## Theme Cruise

A theme cruise, sometimes called an affinity cruise, is one that's geared toward people with common interests, such as a particular kind of music (rock legends, groove cruise), sports, history, politics, cooking, wine, computers, stargazing and so on.

## Transatlantic Cruise

A cruise that crosses the Atlantic Ocean, sometimes with longer itineraries, sometimes for repositioning cruises. You can filter Transatlantic in [Cruise Complete](#) selecting that in Destinations.

## Transfer

When you book a cruise, a transfer might be the bus ride from the airport to your cruise ship or from the ship to a hotel you've booked through the cruise line for a post-cruise stay. If you buy your air fare directly from the cruise line, it will often include transfers to and from the ship. Independent travelers can ask about paying extra for the ship-sponsored transfers. Find them when offered by the supplier in [Cruise Complete](#) on Step 5, Cruise Line Options.

## Transfer a Booking

When a consumer books a cruise directly with a cruise line, he or she has a time window to contact a travel agent and have the agent take over the booking. This results in a better deal for the consumer, as agents have more flexibility to offer better pricing and onboard perks than do cruise line customer service reps.

## Travel Agent / TA / Advisor

A travel professional who can help and guide you through all steps of planning your cruise vacation. Agencies are paid commissions based on what they sell, so there is no cost to use a Travel Agent instead of purchasing directly from a cruise line. Travel agents have the flexibility to use some of their commission to get you a better deal than what you would find buying direct; have special pricing offers (e.g. Group rates) that the Cruise Line sales people do not have access to, and can advocate on your behalf with the cruise line in the rare event that there should be any problems with your cruise vacation.

## U

### Upgrade

A change of cabin assignment to a higher cabin category.

# TIP SHEET

## V

### Veranda

Another word for a balcony or terrace.

### Virtual Balcony

Pioneered by Royal Caribbean, a virtual balcony is offered in interior cabins on its newer ships. It's a floor-to-ceiling 80-inch high-definition TV screen showing live views from the outside of the ship. Cabin codes CI, 4U, 3U, 2U, 1U can be found on RCI Anthem of the Seas sailings. In [Cruise Complete](#) on Step 4 for an interior cabin with virtual balcony after selecting the correct category under the same codes.

### Vessel

A ship or large boat. Ship and vessel are often used interchangeably in the Cruise Industry.

## W

### Wave Season

Wave season is a three-month period from early January to the end of March during which cruise lines and travel agents book a large number of cruises, based on the fact that a large number of cruisers book their sailings in the early months of the year and the cruise lines offer special deals.

### World Cruise

A cruise that can take 3, 4 months or longer and that sails around the world. The cool thing is that guests can choose to cruise the entire time or just select one-way segments.

You can filter World in [Cruise Complete](#) selecting that in Destinations. Remember to increase the number of nights to find longer options.

## X

## Y

## Z