



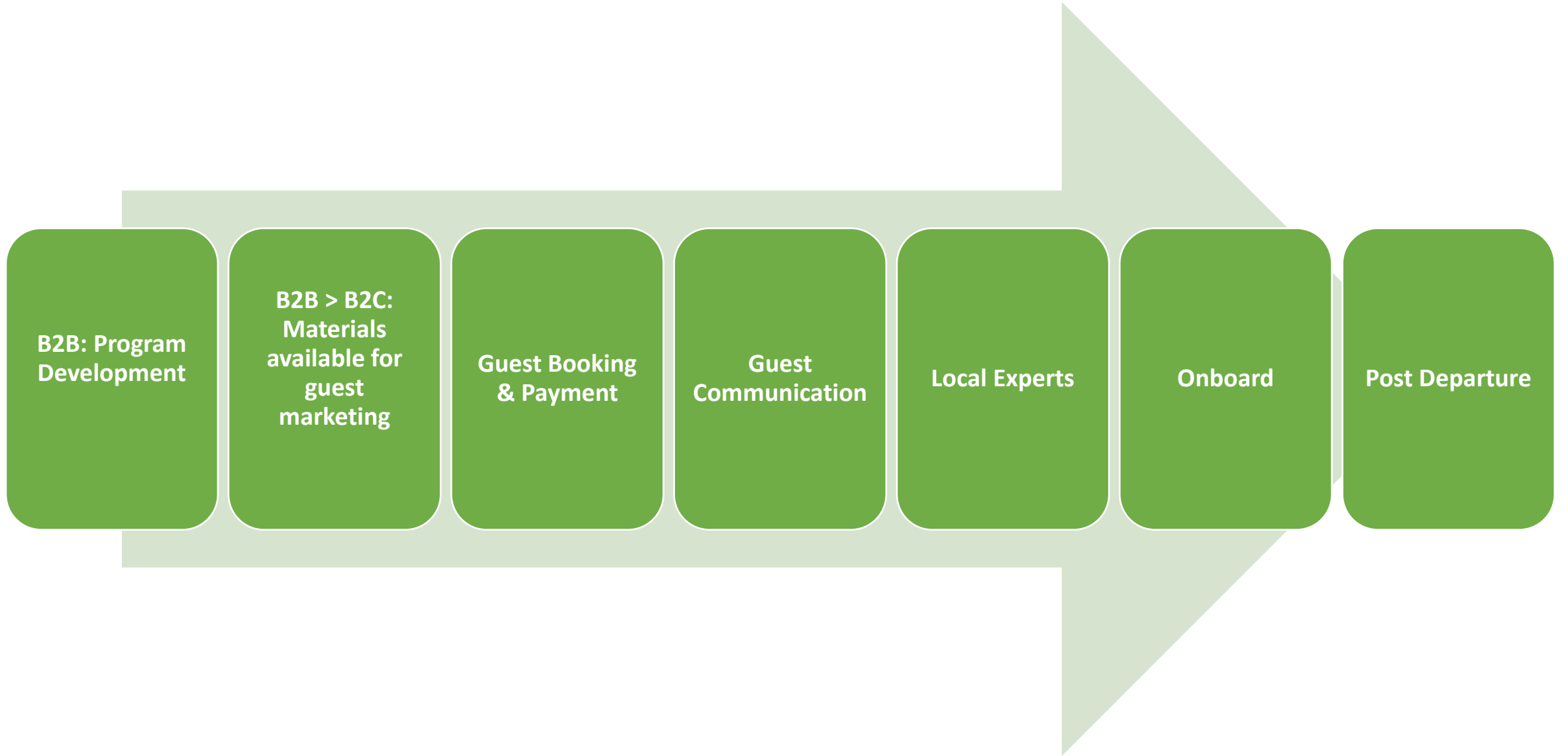
Constant Communications

Go Next, Inc.



Communication – It's a Team Effort

Stage	Product Development	Sales & Client Services	Marketing	Guest Services	Local Experts	Program Managers
Program Development	✓	✓				
Marketing Materials		✓	✓			
Guest Bookings & Payment				✓		
Guest Communications				✓		
Pre & Post Programs					✓	
Onboard						✓
Post Departure		✓				



Program Development

- Program Selection
- Set-Up Logistics
- Program Customization
 - Pre-Cruise Program
 - Post-Cruise Program
 - Gratuities
 - Other
- Client Services manager available for assistance leading up to departure

B2B: Program
Development

Marketing Materials

- Library of digital assets to assist with your marketing efforts
 - Promotional Copy
 - Images
 - Flyer
 - Printed Registration Page
 - Landing pages for online bookings**

B2B > B2C:
Materials
available for
guest marketing

Guest Booking & Payment

Each bank can decide how bookings & payments are handled

- Option 1: Guest calls PTO directly to make booking and take payment
 - In this case, provide updates after each booking or on a weekly/monthly basis of bookings
- Option 2: Bank responsible for bookings and payment – and providing names and payments to PTO (on behalf of guests)

Guest Booking
& Payment

Guest Communication

GO NEXT COMMUNICATION

Based on how the booking is made – Go Next communication handled the same

- Booking confirmation Email
- Deposit request
- Final Invoice
- Shore excursions are ready to book
- Dining is ready to book
- Air schedules (preliminary & final)
- Schedule/port changes
- Health protocol updates
- Final documentation

OCEANIA COMMUNICATION

Guest Registration Form must be filled out by the guest – with email and mailing address

- Name verification, birthday, passport information, emergency contact
- Final Cruise Vacation Guide sent to mailing address

Guest
Communication

Local Experts

Specific to Pre-Cruise and Post-Cruise Programs

- Long-term relationships with local experts, sourcing:
 - Airport/Hotel transfers
 - Motor coaches and drivers
 - Tour Guides
 - Centrally located hotels
 - Local staff support

In addition to onsite Program Managers / Trip Directors



Local Experts

Communication: Onboard

- Program Manager / Trip Director is on-site support during the entire journey (Pre-Cruise + Cruise + Post-Cruise)
- Available for assisting with questions or issues on land and onboard but also if unexpected situations arise
 - Injury or medical issue while on a program (land or onboard a cruise)
 - Emergency at home (facilitate return to home)
 - Lost passport
 - Stolen handbag



Onboard

Post Departure (Wrap Up)

- Any issues that are unresolved?
- Thoughts for future sponsored departures?

Post Departure